

# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

REF: UPGB:ROCHAN:P.E.:RFP:CCTV SYSTEM:56:2025-26

Date: 25.06.2025

### TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEMS

#### **Request for proposal: NON-COMPREHENSIVE AMC contract for maintenance and service of CCTV Systems**

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of **CCTV Systems** installed at various branches/offices of our Bank located in Chandauli District under control of Regional Office, Chandauli.

**Last Date and time for receipt of Bid: - 21.07.2025 till 04:00 PM**

#### **Date and time of opening of Bid and communication address :-**

**Date and Time: 21.07.2025 (04:30 PM)**

THE REGIONAL MANAGER,  
Uttar Pradesh Gramin Bank  
Regional Office  
H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay,  
(Mughalsarai), District- Chandauli, Pin-232101

#### **Contact Info:**

Time : 10 AM to 5.00 pm (On working days)  
Mobile No. : 9450240760  
E-mail Address: [pe.rochan@barodauprrb.co.in](mailto:pe.rochan@barodauprrb.co.in)

#### **Eligibility Criteria:**

- The bidder should have adequate turnover/facilities for services/maintenance of **CCTV Systems**.
- The firms/companies should have minimum 3 years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
- The firm should have been registered with Govt Department and shall provide PAN/GSTIN No. with the bid.
- The firm should have its support office/service center at Chandauli/Varanasi. In case the vender does not have its own setup, at least one dedicated staff should be resident in the region for providing support.
- The firm/Company should not have been blacklisted by any Public Sector/Bank/PSU/Government Department in the past.

क्षेत्रीय कार्यालय , मो नं० 10 & 10/1, नई बस्ती (चन्धासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली, पिन कोड-232101

Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101



# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

### Payment Terms:-

- Non-Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report from all the branches.
- No advance payment shall be made in any case.
- TDS to be deducted as applicable.

### Earnest Money Deposit (EMD):

- Earnest Money Deposit of Rs. 5,000.00 {Rupees Five Thousand Only} has to be submitted by the way of Demand Draft/Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at Chandauli. Earnest Money Deposit will not carry any interest.
- The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
- The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of AMC tenure subject to renewal of AMC if any.
- Under the Government guidelines "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018" interested MSEs firms may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

### The Earnest Money Deposit will be forfeited if:

- The successful bidder withdraws from the AMC without any notice to the bank before completion of AMC period/tenure. Bidder must inform the bank and would need to provide service for **minimum period of 2 months from the date** in case of withdrawing from AMC before date mentioned in contract.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- The bidder violates any of the provisions of the terms and conditions of this TENDER specification.
- Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening of bids.

### Bidding Documentation & Process

**>> Bids must be submitted either through registered post or by hand at Regional Office, Chandauli.**

**>> The bid must contain two Envelopes as per procedure given below.**

क्षेत्रीय कार्यालय , म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली, पिन कोड-232101

Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101





# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

### FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW:

- Annexure – A (1), A (2) and A (3) duly filled with all details.
- Details of infrastructure in order to provide proper services.
- Attested photocopy of document w.r.t. registration of firm along with GSTIN No.
- Photo copy of duly attested PAN.
- Photo copy of duly attested GSTIN.
- Income tax Return and balance sheet for the last three years.
- Certificate/document w.r.t. Experience.
- The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
- All the documents should be self-attested along with stamp of the Firm.

>> IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR SUBMITTED BUT NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.

>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF NON-Comprehensive AMC OF CCTV Systems".

### Second envelope must contain "Financial Bid" with below mentioned documents.

- The price must be submitted on the prescribed format (Annexure-B) along with document.
- Price bid will not be accepted on any other format or document.

IT MUST BE MENTIONED ON SECOND ENVELOPE "PRICE BID OF Non-Comprehensive AMC OF CCTV Systems".

**BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED" BID For Non-Comprehensive AMC OF CCTV System".**

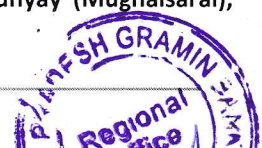
### Other Terms and Conditions:

- The Rate Contract with the selected vendor will be valid up to a period of two Year from the date of acceptance of the rates.
- The contract will be effective **for one year** and may be renewed on expiry for further period of one next year on the basis on satisfactory services.
- Maintenance charges include all taxes and government levies as applicable (Other than GST) or becoming applicable later due to operation under any existing or new laws. The taxes & govt. levies whatsoever (Other than GST) be borne by the vendor.
- The contract will be on non-comprehensive onsite maintenance.

क्षेत्रीय कार्यालय , म० नं० 10 & 10/1, नई बस्ती (चन्दासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली, पिन कोड-232101  
Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101





- The maintenance service includes preventive and corrective maintenance of the CCTV all Systems. Preventive maintenance should be carried out on quarterly basis for our branches/offices under Regional Office Chandauli. Preventative maintenance Include cleaning of internal circuit board with all parts and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spares parts.
- The vendor should provide dedicated resident engineer, who will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 06.00 PM.
- All the calls lodged should be attended within 48 hours.
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- It shall be the responsibility of the vendor to make all the CCTV System work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
- Bank may decide to add or remove certain CCTV Systems from the AMC at any point of time during the contract. Payment for any Inclusion/deletion of CCTV Systems during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.
- The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
- The number of CCTV Systems as given in Annexure-B is the tentative number, the final number will be provided by the Bank at the time of agreement.
- The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Bank even if it is not covered by the AMC.
- **The Bank reserves the right to terminate the agreement of AMC at any time after one month's notice, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.**
- The Bank shall not consider any request in change of rates of AMC due to any reason whatsoever, during the period of the contract.
- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.



# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

- Bank is not bound to accept lowest or any proposal received. If the price quoted are above or below the cost estimate by a percentage considered abnormal say 25%, the tender committee will give the reasons for such variation. Cogent reasons will be given for rejecting/accepting bids as Non-responsive/responsive.
- Final decision will be taken after analysing cost.
- Any dispute will be under Chandauli jurisdiction.
- The Bank reserves the right to cancel the tender at any time without assigning any reason.

  
**REGIONAL HEAD**  


क्षेत्रीय कार्यालय , म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली,  
पिन कोड-232101  
Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai),  
District- Chandauli, Pin-232101



# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

### Annexure-A(1)

#### Pre-Qualification Profile

1	Name of the Firm/Company	
2	Address (Head Office and Branch Office)	
3	Phone No.	
4	Year of Establishment	
5	Name of Proprietor or Name of Partner/Director/Associates	1. 2. 3. 4.
6	Details and Value of major AMC taken up during the last 3 yrs with reputed financial organisations/banks	
7	List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
8	PAN Number (for TDS)	
9	GSTIN No. (Certificate attached)	
10	Annual Turnover/Net Profit/Loss per year	
11	Any other relevant information with documents	

#### ESCALATION MATRIX

Delivery/ Service related Issue:

First Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
2.				
Second Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
Third Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				

Any change in designation will be informed by us immediately.

Signature of Authorised Signatory

क्षेत्रीय कार्यालय , म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली, पिन कोड-232101

Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101



### ANNEXURE- A(2)

#### **TERMS AND CONDITION FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.**

- Quantity mentioned are indicative in Annexure - B and the exact quantity (Branch/Office wise) will be given in Work Order. The AMC charges of CCTV Systems will be paid on pro-rata basis as and when the System will be included in the AMC.
- The quantity is estimated and may vary.
- Machine which is under warranty at present may be given into AMC after expiry of warranty of such machine. AMC Charge will be calculated on pro-rata basis for remaining AMC Period.
- AMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- **Preventive measures should be carried out once in a quarter.** (Visit Certificate to be countersigned by Branch Heads is Compulsory).
- **GST Extra as Govt. Norms.**
- **Warranty on spare parts to be mentioned.**
- **For selection of L-1, Combined cost of AMC of all CCTV Systems per Year & all Accessories will be considered.**

➤ **Signature of Authorised Signatory**

### Annexure- A (3)

#### ➤ **Eligibility Profile:**

Bid support criteria	Yes/No
Firm/Company must have its own office/branch/support set-up within Chandauli/Varanasi district. In case the vender does not have its own set-up, at least two dedicated staff should be resident in the region for providing support. Details of which should be mentioned clearly in a separate letter being provided in the BID.	
Strong support of technical staff to resolve call within 24 hour	
DD/Cheque No.....of Rs..... Date .....towards EMD.	

>**Signature of Authorised Signatory**

क्षेत्रीय कार्यालय , म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली, पिन कोड-232101

Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101





# उत्तर प्रदेश ग्रामीण बैंक

## Uttar Pradesh Gramin Bank

### **Annexure-B (Financial Bid)** **Non-Comprehensive AMC OF CCTV System**

Sr. No.	Description	Quantity	AMC Cost per unit (Excluding GST)	Total AMC Amount (Rs.)(Excluding GST)
1	AMC of CCTV System	48		
2	Total (A)			

### **Price list of components/accessories/spare parts not included in annual maintenance contract (AMC) of CCTV Systems**

Sr. No.	Items	Make/Brand	Model/Warranty	Rate per unit (Excluding GST)
1	4 Channel NVR One SATA	CP Plus/Hikvision/Dahua		
2	8 Channel NVR Two SATA	CP Plus/Hikvision/Dahua		
3	16 Channel NVR Four SATA	CP Plus/Hikvision/Dahua		
4	2 MP IP Dome Model Camera	CP Plus/Hikvision/Dahua		
5	2 MP IP Bullet Model Camera	CP Plus/Hikvision/Dahua		
6	6 TB HDD	Seaget		
7	8 TB HDD	Seaget		
8	21.5" Full HD LED Monitor including HDMI Cable and Mounting stand	LG/Samsung		
9	21.5" Full HD LED Monitor	LG/Samsung		
10	8 Port POE Switch	CP Plus		
11	CAT 6 Cable	CP Plus		
12	12 V 5 Amp Adoptr	Branded		
13	RG 49 Video Cable in PVC Conduit Pipe	Finolex/ISI Mark		
14	Power supply of cameras 4 Amp			
15	Existing of entire system from one Branch premises to other Branch premises or re-wiring charges			
16	Backup recording writing service charge			
17	RJ 45 Connector			
18	4x4 Gangbox			
	Total (B)			

### **Non Comprehensive AMC for CCTV Systems**

Sr. No.	Particulars	Total Cost of AMC (Excluding GST)(A)	Cost of components / accessories / spare parts (Excluding GST)(B)	Total (A+B) (Excluding GST)
1	CCTV			

>Signature of Authorised Signatory

क्षेत्रीय कार्यालय , मो नं० 10 & 10/1, नई बस्ती (चन्धासी), पोस्ट- पण्डित दीनदयाल उपाध्याय, मुगलसराय, जिला- चन्दौली,  
पिन कोड-232101  
Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai),  
District- Chandauli, Pin-232101

