

उत्तर प्रदेश ग्रामीण बैंक

Uttar Pradesh Gramin Bank

(भारत सरकार, उत्तर प्रदेश सरकार एवं बैंक ऑफ़ बड़ोदा का संयुक्त उपक्रम)

बाराबंकी परिक्षेत्र (Barabanki Region)

सी-930 & 931, सिविल लाइन्स, देवा रोड, बाराबंकी- 225001

दूरभाष- 7388800301, 397, 398, 399

Ref No. : UPGB/ROBBK/P&E/AM/2025-26/85

Date: 05.07.2025

परिसर एवं उपकरण विभाग

INVITING QUOTATION FOR ANNUAL MAINTENANCE CONTRACT (Non-Comprehensive) & RATE CONTRACT FOR CCTV SYSTEM.

Uttar Pradesh Gramin Bank, Regional Office, Barabanki, invites sealed quotations from the bidders for an annual maintenance contract (non-comprehensive) for CCTV system installed in 71 branches and the regional office of the Barabanki region and a rate contract for new supply, installation, and commissioning of CCTV system.

Eligibility Criteria:-

1. The bidder should have adequate turnover for services/maintenance of CCTV system.
2. The firms/companies should have minimum 3 years of experience in the field of annual maintenance contract in PSBs/financial institution.
3. The firm should have been registered with govt department and shall provide PAN/GST No. with the proposal.
4. The Firm should have its support office/service centre at barabanki. In case the vendor does not have its own setup, atleast two dedicated staff should be resident in the region for providing support.
5. The firm/Company should not have been blacklisted by PSB/PSU/Government department/RRB in the past.

Earnest Money Deposit (EMD):-

- Earnest money deposit of Rs. 10000/- (Rupees ten thousand only) has to be submitted by the way of Demand Draft/Banker's Cheque/Pay Order drawn in favour of "UTTAR PRADESH GRAMIN BANK" payable at Barabanki. Earnest Money Deposit will not carry any interest.
- The Earnest Money Deposit of unsuccessful bidder will be refunded accordingly in due course.
- The Earnest Money Deposit of the successful bidder shall be converted into security deposit. No interest will be paid on security deposit. The security deposit shall be refunded one month after successful completion of AMC tenure subjected 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 document and valid certificate for relaxation of EMD.

The Earnest Money Deposit will be forfeited if:

- The successful bidder withdraws form the AMC without any notice to the bank before completion of AMC period/tenure.
- The bidder withdraws his tender after processing but before acceptance of letter of appointment" to be issued by the Bank.



क्षेत्रीय कार्यालय: सी-930 & 931, सिविल लाइन्स, देवा रोड, बाराबंकी-225001
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- 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.

Minimum Maintenance Checkups during Maintenance Visits: CCTV System- the service provider during each AMC visit will;

(i) Check the complete system, including all cameras. The service provider will ensure that the CCTV coverage is available for the main entrance of the bank, the entrance to strong/safe room, cash safe, cashier cabin(s), branch manager cabin, lobby area, outside branch, including the parking and ATM room (if available).

(ii) Change the position of the camera in consultation with the Branch Manager and RSO, if a camera is fitted at a place where its performance is adversely affected by bright light falling on it.

(iii) Ensure the settings of all cameras and DVRs are in such a way without compromising the quality and required standards so as to achieve recording of 90 days minimum (180 days minimum for the Locker Branch), which in the future may be increased to more numbers of days as and when directed by the competent authority of the bank.

(iv) It is to be insured that the CCTV system is connected to branch UPS.

(v) Carry out any other checkup/inspection as and when directed by the bank or which the service provider feels necessary to maintain the CCTV systems healthy and trouble - free.

The terms and conditions of the annual maintenance contract are as follows:

1. The rate contract with the selected vendor will be valid upto a period of two years from the date of purchase order.
2. The AMC will be valid for **one year** and may be renewed on expiry further period of one year with the condition that your technician will complete one mandatory visit (per quarter) to all branches and submit the reports to the regional office within the tenth of the succeeding month.
3. The technician will visit the branch as and when required during the AMC period. Any number of complaints of breakdown/malfunctioning of CCTV system in any of the branches shall be attended to by the technician. **Free of cost** during the contract period, for extra visits no charges shall be paid.
4. The call for repairs/service from branches has to be attended to immediately within 24 hours but not later than 48 hours (depending upon the distance) during the warranty and AMC period. A standby system has to be installed if the system could not be repaired/serviced at the branch within 48 hours, and no charges shall be claimed for this standby system. If the firm fails to attend the call/not install the standby system within the given time period, a penalty of Rs. 200 per day per branch will be imposed.



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5. The annual maintenance contract is **non-comprehensive** in nature. It is mandatory on the part of the vendor that they replace the defective parts of the CCTV system only after seeking consent from the regional office.
6. Replacement/new installation work is to be completed within 48 hours after the order from the regional office. If the firm fails to complete the repairing/installation work within the given time period, a penalty of 200 rupees per day will be imposed.
7. The rate quoted will be valid for one year and inclusive of all types of charges and expenses. The GST will be paid extra.
8. The payment for AMC shall be made to you within 15 working days after submitting the bill along with the quarterly visit report. No request for advance payment will be entertained.
9. The vendor should have a proper communication system for attending to the complaint from branches/RO.
10. The technician of the firm must have an identity card and should present the same to the branch officials before commencing the work.
11. The security deposit of **Rs. 10000/- (rupees ten thousand only)** in the form of a DD/pay order in favour of Uttar Pradesh Gramin Bank, payable at Uttar Pradesh Gramin Bank Barabanki, must be submitted at the regional office within 10 working days of work allotment (if your firm found the lowest bid).
12. The security deposit money shall be kept with the bank till the end of the AMC period. The security deposit will be released after completion of the contractual period. No interest will be paid by the bank on the security deposit. The security deposit will be forfeited if the bidder-
 - (i) Refuses to accept any work on the prices quoted by the Firm.
 - (ii) Having accepted the work, fails to carry out its obligations mentioned therein.
 - (iii) Fails to provide satisfactory services for AMC.
13. The bank reserves the right of termination of this AMC without assigning any reason anytime.
14. The bank reserves the right to accept or reject any or all quotation without assigning any reason.
15. The bank reserved the right to award the work in full or in parts or cancel the tender without assigning any reason whatsoever.
16. Any dispute will be under BARABANKI jurisdiction.

Submission of Quotation:-

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

The Bid must contain Two envelopes as per procedure given below:-

Annexure – A (1), A (2), A (3) and A (4) duly filled with all details.

1. Details of infrastructure in order to provided proper services.
 2. Attested Photocopy of document w.r.t. registration of firm along with GST No.
 3. Photocopy of duly attested PAN.
 4. Photocopy of duly attested GSTIN.
 5. Income tax return and balance sheet for last three years.
 6. Certificate/Document w.r.t. Experience.
 7. The entire tender document shall be duly signed by the vendor as mark of acceptance of terms and conditions of the tender document.
- All the document should be self-attested along with stamp of the firms.



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Note- If any of the documents is/are either not submitted or submitted but not duly attested, the BID will be rejected & Price BID will not be opened.

Second Envelope must contain only BID with Below Mentioned Document:-

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

Interested vendors may submit their quotations in a super scribed "BID FOR ANNUAL MAINTENANCE CONTACT (AMC) OF CCTV SYSTEM in Barabanki REGION" at the following address on attached annexure.

Tender Issuing Date	05-07-2025
Last Date for submission of Tender	28-07-2025 till 04:00 PM
Date of opening of Tender	29-07-2025 at 04:00 PM
Address for Communication	UTTAR PRADESH GRAMIN BANK Regional Office Barabanki 930 & 931, Civil Lines, Deva Road, Barabanki Pin-225001
Place of Opening Tender	Same as Above
E-mail Address	ans.robarabanki@aryavartbank-rrb.com
Contact	7388800301
WebSite	www.upgbank.com



(Sanjeev Kumar)
Regional Manager

[Handwritten signature]

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ANNEXURE - A (1)

Pre-Qualification Profile:

1.	Name of the Firm/Company	
2.	Address (Head 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 organization/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				
S.No.	Name	Designation	Mobile	Email Address
1.				
2.				
Second Level				
S.No.	Name	Designation	Mobile	Email Address
1.				
Third Level				
S.No.	Name	Designation	Mobile	Email Address
1.				

Any change in designation will be informed by us immediately.



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TERMS AND CONDITION FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES:-

1. Quantity mentioned are indicative in Annexure – B and the exact quantity (branch/office wise) will be given in Work Order as per requirement time to time. The AMC charges of CCTV SYSTEM 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.
2. 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
3. Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned by Branch Heads is compulsory).
4. GST will be paid extra as per Govt. Norms.
5. Warranty on spare parts to be mentioned.

Signature of Authorised Signatory



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ANNEXURE - A (2)

Eligibility Profile:

Bid Support Criteria	Yes/No
Firm/Company must have its own office/banch/support set-up within BARABANKI region. In cased the vendor 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.	

Signature of Authorised Signatory



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दूरभाष- 7388800301, 397, 398, 399

Annexure- A (3)

COVERING LETTER (To be given on letter head of the firm)

To,
REGIONAL MANAGER,
Uttar Pradesh Gramin Bank
Regional Office - Barabanki

Sub: Request for Proposal: NON-COMPREHENSIVE AMC Contract for Maintenance and Service of CCTV SYSTEM.

Ref No. : UPGB/ROBBK/P&E/AM/2025-26/85

DATE: 05-07-2025

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In response to the above Notice, I/We hereby submit my/our application in the required format along with annexures and declaration.

I/We have adhered to the requirements prescribed by the Bank. I/we have carefully gone through the guidelines/terms and conditions and prescribed format carefully and I/We accept the same without any alterations/modifications.

I/We am/are also aware that the Bank reserves the right to accept or reject any or all applications without assigning any reason/s thereof and decision taken by the Bank in this regard will be binding on me/us.

Yours faithfully,

Signature & Seal of the Firm with Date:



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Annexure- A (4)

(On company's Letter Head only)

CERTIFICATE OF ACCEPTANCE

"Certified that we have read and understood all the terms and conditions in the Tender Document and that our company/firm, namely.....do hereby unconditionally accept all the Term and Conditions set out in the Tender Document and annexures including the penalty clauses therein."

Date:

Place:

Signature of Authorized Signatory

(Name of company/firm)

Seal of Company/firm



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FINANCIAL BID - ANNEXURE 'B'

Financial Bid For: CCTV System

(All the rates must be quoted in Indian Rupee only and exclusive of GST)

Sl	Description of item	Make	Unit	Offered Item Make	Unit Price (Rs.)
1	Bullet IR HD Fixed lens 3.6 mm or above Camera 2.4 MP or above, compactible with third party DVR	Dahua/Hikvision/CP Plus	1		
2	Dome IR HD Fixed lens 3.6 mm or above Camera 2.4 MP or above, compactible with third party DVR	Dahua/Hikvision/CP Plus	1		
3	Bullet IR HD varifocal Camera 2 MP or above -lens 1.3 to 6.0 mm or above, compactible with third party DVR	Dahua/Hikvision/CP Plus	1		
4	Dome IR HD varifocal Camera 2 MP or above -lens 1.3 to 6.0 mm or above, compactible with third party DVR	Dahua/Hikvision/CP Plus	1		
5	Digital Video Recorder (8 channel) with 2 Sata. DVR should support upto 16 TB Hard Disk (each Sata – TB).	Dahua/Hikvision/CP Plus/	1		
6	Digital Video Recorder (16 channel) with 2 Sata. DVR should support upto 16 TB Hard Disk (each Sata – 8 TB).	Dahua/Hikvision/CP Plus/	1		
7	19" or above HD Monitor 1920*1080 Pixels	LG/ Samsung	1		
8	Power Supply 10 AMP (8 Ch) for cameras	Branded	1		
9	Power Supply 10 AMP (16 Ch) for cameras	Branded	1		
10	Mouse wireless	HP/Dell/Logitech	1		
11	Hard Disk for DVR (6TB) Surveillance	Seagate / WD	1		
12	Hard Disk for DVR (8TB) Surveillance	Seagate / WD	1		
13	Cable for CCTV	ISI Mark	Per Mtr		
14	HDMI/VGA Cable	ISI Mark	Per Mtr		
15	DC/BNC Connector	ISI Mark	1		



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16	PVC conduit with 20mm dia	ISI Mark	Per Mtr		
17	Wall rack - 4U and above	Branded	1		
18	DVR Adapter	Branded	1		
19	Installation Charges (If Entire System or DVR is shifted involving re-wiring etc.)	N/A	1		
A	Sub Total of new products				
1	Buy Back rate of old 4 channel DVR any make		1		
2	Buy Back rate of old 8 channel DVR any make		1		
3	Buy Back rate of old camera any make/ model (-)		1		
4	Buy Back rate of old 2 TB Hard Disk (-)		1		
5	Buy Back rate of old 4 TB Hard Disk (-)		1		
B	Sub Total of Buy Back				
C	Total of CCTV System (Sub Total of new products 'A' – Sub Total of Buy Back 'B')				
D	Non Comprehensive AMC per Branch for one year including Minor repair & Replacement (Including 04 mandatory Quarterly visit). In case of new installation, AMC will be paid after one warranty Period.		Per Year		
E	Grand Total (Total of CCTV System 'C' + Total of AMC 'D')				

Date:



Name Signature of Authorized Representative of firm

With Seal of the Firm