

REQUEST FOR PROPOSAL (RFP)

FOR

**SELECTION OF VENDOR FOR MAINTENANCE CONTRACT OF CCTV
SYSTEMS THROUGH NON-COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT FOR 78 BRANCHES/OFFICES UNDER
REGIONAL OFFICE, FATEHPUR**

FOR THE PERIOD: 01.09.2025 TO 31.08.2026

UTTAR PRADESH GRAMIN BANK

Regional Office: 2A Gautam Nagar, ITI Road, Fatehpur - 212601

क्षेत्रीय कार्यालय % 2-एगौतम नगर, फतेहपुर - 212601 (उ०प्र०), दूरभाष :221213-05180
Regional Office : 2A Gautam Nagar Fatehpur (U.P.)Tel. :05180-221213 ,
e-mail:rofate@barodauprb.co.in



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Uttar Pradesh Gramin Bank

TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEMS

Sealed quotations are invited from reputed manufacturers/companies/firms for the on-site non-comprehensive annual maintenance of CCTV systems installed at 78 branches/Offices under the control of Regional Office, Fatehpur.

1. Schedule of Events & Bid Details

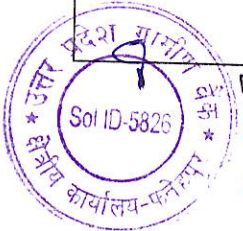
Event	Date & Time
Tender Issuing Date	02.08.2025
Last Date and Time for Submission of Bid	25.08.2025 up to 05:00 PM
Date and Time of Technical Bid Opening	26.08.2025 at 03:00 PM
Date and Time of Financial Bid Opening	To be intimated to technically qualified bidders
Address for Communication & Bid Submission	Uttar Pradesh Gramin Bank Regional Office, Fatehpur 2A Gautam Nagar, ITI Road, Fatehpur, PIN 212601
Contact Person	Pradeep K Singh, Ashwani Yadav
Contact Number	6393040400, 7037696204
Email Addresses for Queries	pe.rofate@barodauprrb.co.in, it.rofate@barodauprrb.co.in

2. Scope of Work

The scope of work includes, but is not limited to, the following:

- Non-Comprehensive Maintenance:** Providing on-site diagnostic and repair services for all CCTV equipment including NVRs/DVRs, cameras, switches, hard disks, monitors, cables, and adaptors. A service report for each call must be submitted, duly signed and stamped by the Branch Head. The cost of labor and service is included in the AMC, while the cost of parts will be paid separately as per the finalized rates.
- Preventive Maintenance:** Conducting mandatory preventive maintenance once every quarter for all 78 locations (77 Branches + 1 RO). A service report for each location must be submitted, duly signed and stamped by the Branch Head.

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- **Uptime Guarantee:** Ensuring maximum uptime of the CCTV systems and resolving all logged complaints within the stipulated time as per the Service Level Agreement (SLA).

3. Eligibility Criteria

- **Experience:** The firm/company should have a minimum of three (3) years of experience in the field of Non-Comprehensive Annual Maintenance Contracts for CCTV systems in Public Sector Banks (PSBs) or Government Institutions. (A copy of relevant work orders from the last 3 years must be enclosed).
- **Statutory Registrations:** The firm/company must be registered and provide self-attested copies of its PAN Card and GSTIN Certificate. Bids submitted without these documents will be summarily rejected.
- **Local Presence:** The firm/company must have its own office and service center in Fatehpur.
- **Financial Turnover:** The firm/company must have a minimum average annual turnover of ₹10 Lakhs over the last three financial years (FY 2022-23, 2023-24, 2024-25). A supporting certificate, duly stamped and signed by a Chartered Accountant (C.A.), must be submitted.
- **Technical Staff:** The firm/company must have a strong team of qualified technical staff to ensure service calls are resolved within 24 hours.
- **Blacklisting:** The firm/company must not have been blacklisted by any Public Sector Bank, PSU, or any Government Department. A self-declaration to this effect on the company's official letterhead must be submitted.

4. General Terms and Conditions

- **Contract Period:** The contract shall be effective for one (1) year, from **01.09.2025 to 31.08.2026**. (Note: The contract may be extended for one additional year based on satisfactory performance and mutual agreement. The extension of the contract is the sole discretion of the Bank.)
- **Replacement of Parts:** Replacement of faulty parts will be paid for by the Bank based on the rates finalized in **Annexure-V**. The vendor must use original spares of the specified brand/make or equivalent quality. The vendor must provide a standby unit if any equipment cannot be repaired within 24 hours.
- **Dedicated Engineer:** The firm must provide at least one dedicated resident engineer available on all Bank working days to manage service requests. A residential certificate of the engineer needs to be presented to confirm their local presence.
- **Complaint Registration:** The firm must provide a dedicated contact number and email ID for logging complaints.

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- **Handover Condition:** The vendor is responsible for keeping all systems functional throughout the contract and handing them over in working condition upon expiry.
- **OEM MAF:** The firm must be able to produce an OEM Manufacturer's Authorization Form (MAF) for the items in **Annexure-V** if required by the Bank.
- **Bid Evaluation (L-1 Criteria):** The L-1 bidder will be the one who quotes the lowest **Grand Total Amount** in the consolidated Financial Bid (**Annexure-V**). This Grand Total is calculated by summing up the total annual AMC charges and the total cost of all parts and other services based on their specified indicative quantities.
- **Service Level Agreement (SLA) & Penalty:** All complaints must be resolved within **24 hours**. Spare parts should be maintained in sufficient quantity at the local level by the engineer to fulfil immediate needs. Failure to resolve issues related to both service and parts within 24 hours will attract a penalty of **₹250/- per day per complaint** until the issue is resolved.
- **Bank's Rights:** The Bank reserves the right to reject any or all proposals, waive any formalities, extend submission deadlines, or cancel the RFP process at any stage without assigning any reason. Quoting incredibly low or unrealistic values to subvert the tender process shall lead to outright rejection.
- **Acceptance of Terms:** The entire tender document must be signed and stamped on every page by the authorized signatory as a token of acceptance of all terms and conditions.

5. Payment Terms

- Non-Comprehensive AMC charges will be paid quarterly on a pro-rata basis.
- Payment for spare parts and other services will be made against specific invoices based on actual consumption, at the rates finalized in **Annexure-V**, on a quarterly basis.
- All payments will be released by the Regional Office after submission of invoices and satisfactory service reports signed by the respective Branch Heads. No advance payment will be made.
- Applicable taxes will be paid extra as per prevailing rates. TDS will be deducted as applicable.

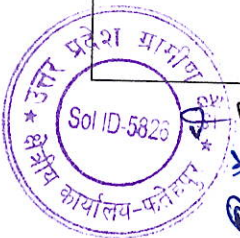
6. Bid Submission Process

Bids must be submitted physically by hand or via Registered Post/Courier to reach the address specified in Section 1 on or before

25.08.2025 by 05:00 PM.

The bid must be submitted in a **Two-Envelope System**.

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Envelope 1: "TECHNICAL BID for CCTV NC-AMC RO FATEHPUR" This sealed envelope must contain all the following documents, duly signed and stamped:

1. **Annexure-I:** Bidder Profile Format.
2. **Annexure-II:** Bid Support Criteria.
3. **Annexure-III:** Support Process & Escalation Matrix.
4. **Annexure-IV:** Undertaking on company letterhead.
5. Self-attested copies of PAN Card and GSTIN Registration Certificate.
6. Documentary proof of experience (work orders, completion certificates).
7. C.A. certificate for financial turnover.
8. Self-declaration regarding non-blacklisting.
9. This entire RFP document (all pages) signed and stamped.

Envelope 2: "FINANCIAL BID for CCTV NC-AMC RO FATEHPUR" This sealed envelope must contain only the consolidated

Financial Bid (Annexure-V), duly filled, signed, and stamped.

Outer Envelope Both sealed envelopes must be placed inside a single, larger sealed envelope, superscribed as:

"TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEMS - RFP No. RO/FATE/01/P&E/2025-26/88 dated 02.08.2025".

Yours faithfully,


(Regional Manager)
Uttar Pradesh Gramin Bank
Regional Office, Fatehpur



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Annexure-I: Bidder Profile Format

(To be filled by the Bidder)

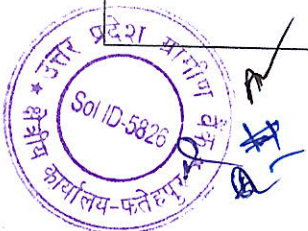
S.N.	Parameter	Response
1	Name of Firm/Company	
2	Address (Head Office)	
3	Phone No. & Email ID	
4	Year of Establishment	
5	Name of Proprietor/Partners/Directors	
6	Address of Local Office in Fatehpur	
7	Contact Person & No. for Local Office	
8	PAN Number (Attach self-attested copy)	
9	GSTIN Number (Attach self-attested copy)	
10	Annual Turnover (Last 3 Financial Years) - FY 2022-23: FY 2023-24: FY 2024-25:	(Attach C.A. Certificate)
11	Details of major CCTV AMC contracts in PSBs/Govt. Institutions during the last 3 years (use separate sheet if needed) Note: Only 3 Work Order should be attached not more than 3-Year-old.	
12	Any other relevant information	

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-II: Bid Support Criteria (Eligibility Checklist)

(To be filled by the Bidder)

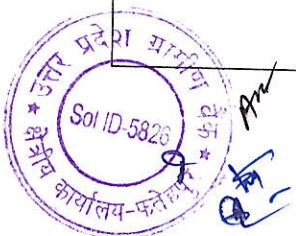
S.No.	Criteria	Yes/No	Page No. of Proof
1.	Firm/Company is registered and has a minimum of 3 years of experience in CCTV AMC with PSBs/Govt. Institutions. (Work orders attached)		
2.	Self-attested copy of PAN Card is attached.		
3.	Self-attested copy of GSTIN Certificate is attached.		
4.	Firm/Company has its own office/service center in Fatehpur. (Address proof attached)		
5.	Average annual turnover of the last three financial years is a minimum of ₹10 Lakhs. (C.A. certificate attached)		
6.	Firm/Company has a strong team of qualified technical staff. (Details provided)		
7.	A self-declaration on company letterhead confirming the firm has not been blacklisted is attached.		
8.	The entire tender document is signed and stamped on all pages.		

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-III: Support Process and Escalation Matrix

Complaint Registration Process:

- Complaint Lodging Number: _____
- Complaint Lodging Email ID: _____

Escalation Matrix:

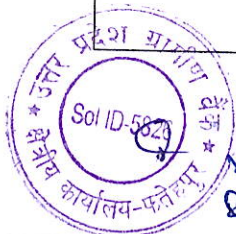
Level	Name	Designation	Mobile No.
First Level			
Second Level			
Third Level			
Regional Level			

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-IV: Undertaking

(To be printed on company letterhead)

To,

The Regional Manager,
Uttar Pradesh Gramin Bank,
Regional Office, Fatehpur.

Subject: Undertaking for RFP Ref No. RO/FATE/01/P&E/2025-26/88

Dear Sir,

Having examined the Proposal Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide a Non-Comprehensive Annual Maintenance Contract for CCTV Systems in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Non-Comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

We agree to abide by this proposal and the rates quoted herein. Until a formal workorder/contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We undertake that in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India, namely the "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-V: CONSOLIDATED FINANCIAL BID

(To be submitted in a separate sealed envelope marked "FINANCIAL BID")

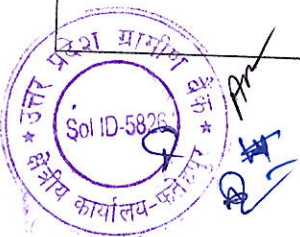
Name of Bidder: _____

Subject: Consolidated Financial Bid for NC-AMC, Spare Parts & Services

S.No.	Description	AMC Cost per Unit (in Rs.) Excl GST
Part 1: Non-Comprehensive Annual Maintenance Contract (NC-AMC) Charges		
1.1	NC-AMC of 4/8/16 Channel NVR/DVR per location	
	Sub Total (A)	

Part 2: Rates for Spare Parts & Other Services				
Sr. no.	ITEM	Make/Brand	Warranty	Rate Per Unit (Excl GST)
1	4 Channel DVR + 2TB HDD	CP Plus/Dahua/Hikvision	2 Year	
2	8Channel DVR + 4TB HDD	CP Plus/Dahua/Hikvision	2 Year	
3	16Channel DVR + 4TB HDD	CP Plus/Dahua/Hikvision	2 Year	
4	Varifocal HD WDR & IR Dome Camera	CP Plus/Dahua/Hikvision	2 Year	
5	Varifocal HD IR Bullet Camera	CP Plus/Dahua/Hikvision	2 Year	
6	Fixed HD IR Bullet Camera	CP Plus/Dahua/Hikvision	2 Year	
7	21" Full HD LED Monitor Including HDMI Cable and Mounting stand	LG/Samsung	3 Year	
8	18.5 Full HD LED Monitor Including HDMI Cable and Mounting stand	LG/Samsung	3 Year	
9	RG 59 Video Cable in PVC Conduit Pipe	Finolex/ISI Mark	ISI	

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10	2 Core Power Cable in PVC conduit Pipe	Finolex/ISI Mark	ISI	
11	Hard Disk			
a	Hard Disk – 2TB	Seagate(Skyhawk)/ WD(Purple)	3 Year	
b	Hard Disk – 4TB			
c	Hard Disk – 6TB			
12	SMPS for SDVR			
13	Power Supply of Cameras 4Amp			
14	Existing of entire system from one branch to other or re-wiring charges			
15	BNC Connector			
16	Backup recording writing service charge			
	Sub Total (B)	-	-	
	Grand Total (For L-1 Evaluation) (A+B)	-	-	

Declaration: We declare that we have quoted our rates in the above format. We understand and agree that:

1. The L-1 bidder will be determined based on the

Grand Total Amount quoted in this Annexure.

2. Payment for NC-AMC (Part 1) will be made quarterly on a pro-rata basis against actual locations under AMC.
3. Payment for Spare Parts and other services (Part 2) will be made against actual consumption/work done, based on the unit rates quoted by us, which will be binding for the entire contract period.

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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