

उत्तर बिहार ग्रामीण बैंक
प्रधान कार्यालय, कलामबाग चौक,
मुजफ्फरपुर, बिहार, २४२ ००१



Uttar Bihar Gramin Bank

HEAD OFFICE, KALAMBAGH CHOWK,
MUZAFFARPUR, BIHAR, 842 001

(Sponsored By :: Central Bank of India)

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Head Office

Tender No. HO/GAD/16/2023-24/489

Dated: 18.07.2023

**TENDER FOR EMPANELMENT OF VENDORS FOR
ANNUAL MAINTENANCE OF CCTV AT BRANCHES OF
UTTAR BIHAR GRAMIN BANK**

Uttar Bihar Gramin Bank invites **sealed tenders** for Empanelment of vendors for Annual maintenance of CCTV in two bid systems i.e. Technical Bid and Financial Bid from manufacturers and/or Authorized dealers of CCTV systems with proven capability in maintenance of CCTV systems. Initially Bank is in need of maintenance of approximately 1043 CCTV systems installed in HO/RO/branches in 18 districts of Bihar viz Araria, Kishanganj, West Champaran, Saran, Darbhanga, Gopalganj, Vaishali, Madhubani, East Champaran, Muzaffarpur, Purnea, Katihar, Saharsa, Madhepura, Supaul, Sitamarhi, Sheohar & Siwan.

The scope of work covers maintenance of hardware and software of CCTV, DVR and stabilizer installed with CCTV.

General Manager
Uttar Bihar Gramin Bank
Head Office: Muzaffarpur

Notice inviting tender for MAINTENANCE of CCTV

| | | |
|----|-----------------------------|-----------------------------------|
| 1. | ISSUE OF TENDER | FROM 18/07/2023 TO 09/08/2023 |
| 2. | SUBMISSION OF TECHNICAL BID | ON OR BEFORE 09/08/2023 (3:00 PM) |
| 3. | OPENING OF TECHNICAL BID | ON 09/08/2023 at 3.30 PM onwards |

*Bank has solely right for Change in Date.

Uttar Bihar Gramin Bank invites tenders from vendors fulfilling following criteria in two bid-systems (Technical Bid & Financial Bid) for maintenance of CCTV.

General terms & conditions, Pre-qualification criteria, are mentioned below. Tenderers should submit tender in sealed cover containing Mobile number on Envelop and address to following address:

**General Manager,
Uttar Bihar Garmin Bank,
Head Office,
Kalambagh Chowk, Muzaffarpur
Bihar-842001**

1. Eligibility Criteria

- 1.1. The tenderer/bidder/vendor should be a profit making company for last three years with a minimum turnover of Rs. 50 lacs each year. (Copies of annual reports should be enclosed)
- 1.2. The tenderer/bidder should have the experience of maintenance of CCTV with DVR for at least 3 years. (Documentary proof should be enclosed).
- 1.3. Registration with GST No. & PAN is essential.
- 1.4. The tenderer/bidder/vendor should have their own office in the State of Bihar. Offices addresses, proof & availability of service engineers will be submitted with the bid.
- 1.5. The tenderer/bidder should have never been blacklisted by any public sector Bank.
- 1.6. The tenderer/bidder should have ability to service and maintain the system throughout our Bank's command area.

2. Documents to be submitted.

- 2.1. Client-wise details of maintenance of CCTV & DVR with supporting documents.
- 2.2. Supporting documents as mentioned in eligibility criteria.
- 2.3. Copy of agreement or any legal documents between the manufacturer and the bidder where the manufacturer has authorized to sell & service CCTV equipment.
- 2.4. Tenderer/Bidder are advised to submit sealed tenders in envelope super scribed "**Tender for maintenance of CCTV systems**" and this envelope should contain two separate envelopes super scribed - as below.
Envelope No. 1 – Technical Bid
Envelope No. 2 - Financial Bid/Commercial Bid.
- 2.5. Rates have to be mentioned in figures as well as in words.
- 2.6. Each firm has to deposit **Tender fee of Rs. 2000/- (Non-refundable) & EMD of Rs. 50,000/- (Fifty thousand) only as Bank Draft in favour of "Uttar Bihar Gramin Bank"** payable at Muzaffarpur should be attached to technical Bid (Envelope-I)
- 2.7. Completed tenders should reach the Bank by **3.00 PM on 09.08.2023** and the technical bids will be opened on same day at **3.30 PM**. Tenderers may remain present at the time of opening of bids. Those who qualify the technical parameters will only be eligible to compete in financial bids.
- 2.8. The Bank reserves the right to accept/reject any or all tenders without assigning any reason whatsoever.
- 2.9. The Bank reserves the right to reduce or increase the number of CCTV systems for maintenance. Bank also reserves right to select one/more than one vendor.
- 2.10. Company/Firm should have proper communication system and the complaints from branches should be attended to immediately (within 48 hours). Phone/Mobile No./email of contact person are to be provided to the Bank/Branches.

3. **Days of Service**

- 3.1. The provision, by the vendor, for maintenance/service will be confined to the Bank's normal working days.
3.2. No work will be undertaken on Sunday and holidays except with prior arrangements.

4. **Duration of contract.**

The contract shall initially be valid for a period of two years and may be extendable for further period of one year depending on satisfactory service and mutual consent.

5. **Payment of charges**

All payments against annual maintenance will be made by Head Office on the basis of Regional offices confirmation on quarterly basis after completion of period of work and the satisfactory performance report from Regional Offices/Branches.

6. **Termination**

Bank may terminate the contract by giving 15 days' notice in such case maintenance charges payable shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for actual period for which the vendor has provided the maintenance service.

7. **Dispute**

Any dispute will be under jurisdiction of court at Muzaffarpur and no elsewhere.

8. **General**

The vendor shall be required to sign an agreement with Bank as per Bank's standard format incorporating various terms and conditions. Application received without Tender fee & EMD and after prescribed date & time will not be entertained.

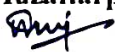
Prices are to be quoted most competitive. The prices will be inclusive of all taxes, duties and transportation but excluding GST,

The L1 criteria will be decided by the Bank: "Financial Bids of those vendors which fulfill Technical requirements will be taken into consideration and those vendors financial bid will be opened and based on that L1 price will be decided. From Financial bid L1 rates will be offered to all technically qualified vendors and after consent of all technically qualified vendors to work on L1 rate, work will be divided into all vendors as per CVC guidelines. Bank will empanel all vendors who will give us acceptance letter. i.e. we will declare those vendors list as empanelment with bank for maintenance of CCTV systems for two years."

BANK RESERVES ITS RIGHT FOR FINALISATION OF THE VENDOR EVEN THROUGH L1 TENDERING, WITHOUT ANY INTIMATION & to reject all and / or any application without assigning any reason whatsoever at any point of time.



**General Manager,
Uttar Bihar Garmin Bank,
Head Office, Kalambagh Chowk,
Muzaffarpur, Bihar-842001**



1st Phase will be Pre-qualification: Technical Bid giving your compliance in Annexure-A (hardcopies to be submitted).

Following documents must be submitted in hard copy with Technical Bid and nomenclature should be as mentioned below:

| Sr No | Following documents to be submitted in hard copies | |
|-------|---|------------|
| 1 | Signed General Terms and Condition | Annexure A |
| 2 | Signed Technical Bid. | Annexure B |
| 3 | Signed Financial Bid. | Annexure C |
| 4 | Profile of company / firm registration certificate and forwarding letter including strength of staff | Profile |
| 5 | EMD 50000/- DD in Fav of "Uttar Bihar Gramin Bank", Payable at Muzaffarpur and Tender Fee- 2000/- (Non Refundable) DD in Fav of "Uttar Bihar Gramin Bank", Payable at Muzaffarpur | Fund |
| 6 | Financial Accounts covering Turnover, Balance Sheet, Profit & Loss A/c and Net Worth for last 3 years (Audited) | FY2019-20 |
| | | FY2020-21 |
| | | FY2021-22 |
| | Financial Accounts covering Turnover, Balance Sheet, Profit & Loss A/c and Net Worth (Provisional) | FY 2022-23 |
| 7 | I.T.PAN, GST Certificate | Documents |
| 8 | Reference letters from 3 satisfied clients or 3 existing work order. | Reference |

DECLARATION

1. I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us.
2. I/We have read and understood the Press notice, Pre-qualification Notice & this Application form along with Annexure and my /our firm fulfill the ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION described in Pre-qualification notice.
3. I/We hereby confirm and certify that the information given above is correct and true and the enclosures annexed herewith are genuine to the best of my / our knowledge.
4. I/We are authorized to sign and submit these documents for pre-qualification.
5. I /We understand that if any stage it is found / noticed by the Bank that any information thus provided by us is untrue / incorrect partly or fully and in case of receipt of adverse /unsatisfactory report from other clients / Bankers, the Bank may not consider our application and / or may de-list us and / or may take any appropriate action against us.
6. I /We also understand that partly / wrongly filled application and / or applications not on prescribed pro-forma and / or applications not accompanying relevant documents / enclosures / annexure are liable to be summarily rejected by the Bank.
7. I / We understand that this is merely an application & does not entitle us to be necessarily pre-qualified by the Bank and **Bank reserves the right to reject all and / or any application without assigning any reason what so ever at any point of time.**
8. Complaints of repairing/fault will be solved immediately but not more than 24 hours of receipt from branches.
9. I/We hereby declare & confirmed that we are not debarred from Any Institution / Organization / Banks.

| | | |
|------------------------------------|---|--|
| Name of person authorized to sign. | : | |
| Mobile / Phone No. | : | |
| Email: | : | |

Date:

Place:

Official Stamp:

SIGNATURE OF AUTHORISED SIGNATORY

GENERAL TERMS & CONDITIONS

- 1) **The tender offer without aforesaid fees will not be entertained.** Moreover, the tenders received after due date will not be accepted.
- 2) No Interest will be payable on EMD.
- 3) Earnest Money Deposit (EMD) of Rs. 50,000/- shall be returned to unsuccessful bidders within a month of financial bid. EMD of successful bidders will be converted and retained as Security Deposit and will be returned on expiry of contract. In case of unsatisfactory performance EMD will be forfeited.
 - **Forfeiture of EMD / Security Amount:** It is agreed that the amount of EMD will be forfeited, if the Vendor refuses and fails to carry out his services for the maintenance of CCTV
- 4) **PENALTY:**
 - 4.1 Delay in service beyond 24 hours for urban branches and 48 hours for semi urban, rural branches from complaint registered day shall attract a penalty of Rs. 50/- per day to maximum of the quarterly maintenance charges per instance per branch.
 - 4.2 All branches allocated to vendor should be visited quarterly, if any vendor does not visit all allocated branches on quarterly basis, the payment of attended branches will be released after deducting 50% AMC charges of unattended branches. Hence, vendors should take judicious decision at the time of accepting the assignment.
 - 4.3 Delay in installation of CCTV System in case of shifting of premise, short circuit, theft, and lightening shall attract a penalty of Rs. 100/- per branch/per day beyond 72 hours after registering a complaint.
- 5) Rates quoted shall be valid up to 2 **YEARS** and the same rates can be extended for additional one-year period as per the mutual consent of Bank and respective vendor(s) based on cost viability of the project and vendor service support.
- 6) **The Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.**
- 7) The “Financial Bid” should contain prices in detail as per Annexure-C.
- 8) **As to derive L1 vendor (as per L1 criteria), it is compulsory for bidder to quote the price for all items mentioned in Annexure-C else their whole bid will be rejected.**
- 9) **Please quote most competitive price. Prices to be quoted must be inclusive of all expenses even transportation but excluding GST.**
- 10) No claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible later on. Interested parties may contact General Administrative Department, Head Office, Muzaffarpur for any further clarifications.
- 11) Bank reserves the right to accept the offer of only one vendor in full or more than one vendor(s) in part or reject any or all quotations, without assigning any reason thereof and irrespective of L1 criteria, at any stage.
- 12) The rates quoted once will be treated as final. No alteration either in rates or in tender documents will be entertained.
- 13) The successful bidder(s) to whom the work is awarded will be under direct liaison with General Administrative Department, Head Office, Muzaffarpur and has to follow his instructions from time to time.
- 14) In case of dispute, decision of UBGB authority shall be final and abiding to the vendor(s).
- 15) Dispute, if any will be subject to Muzaffarpur jurisdiction only.
- 16) The bidder(s) will not be permitted to assign or give subcontract of the work awarded to him/them without prior permission from The General Manager, UBGB Head Office Muzaffarpur. The decision of UBGB authorities in these regard shall be final and binding to the vendors/bidders.
- 17) The vendor(s) must meet necessary statutory and legal compliances. UBGB will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.

- 18) The contact detail of service center, technicians and manager i.e. - telephone numbers, Mobile No., Fax No., E-mail ID, or service focal point(s) to be provided to the General Administrative Department, Head Office, Muzaffarpur. In case, there is any change, updated list should be submitted to the bank immediately. The vendor will also provide complaint no. lodged by our offices and display/update the status of complaint on website/messaging system/reporting system.
- 19) While deciding upon the empanelment of Firms/ Contractors, great emphasis will be given on the ability and competence of applicants to do good quality works within the specified time schedule and in close co-ordination with Bank.
- 20) Decision of the Bank in regard to selection of Firms/ Contractors will be final. The Bank is not bound to assign any reason for acceptance/ rejection of any applications.
- 21) Canvassing in any form in connection with selection is strictly prohibited and the application of such persons /organizations that resort to canvassing will be liable to rejection.
- 22) No advance payment will be made by the Bank. Payment will be made after submitting the bill.
- 23) TDS will be deducted as per Government norms.
- 24) Bills/Invoices should be detailed/annexed branch-wise separately mentioning GST no. of UBGB on Tax Invoice.
- 25) No advance payment will be made by the Bank. Payment will be made against Satisfactory completed maintenance services. In case no maintenance service or unsatisfactory maintenance services **no payment** will be made by the Bank.
- 26) The Bank will deduct all the applicable taxes at source as per prevailing rules of Central / State Government, at the time of making payment.

Services Terms:

- a.) Quarterly preventive maintenance services as per agreed schedule in which the CCTV shall be thoroughly checked, cleaned and adjustments made to bring the same in working order.
- b.) Also, the vendor will depute a resident service engineer for service in area of operation.
- c.) Resident service engineer will make unlimited machine breakdown repairs free of charge. Repairs to parts and sub-assemblies, replacement of defective spares parts required for equipment, maintenance and repairs shall be provided and fitted by the vendor **at no extra charge.**
- d.) **Breakdown attention visits to all Centre shall be attended within 24 hours, from the time the call is received excluding holidays. Vendor cannot deny for breakdown service requirement of only one branch of any distance from our area of operation.**
- e.) The Vendor will carry out maintenance service as specified by the Bank, at all the places as mentioned in the order. "Maintenance & Service Report" to that effect duly signed by the competent authority to be obtained in duplicate copies. One copy of the report to be annexed with the Bills/Tax Invoices.
- f.) The Vendor will submit bills supported by Maintenance/Service report to Authority of the office/s of the Bank, where the service is carried out.
- g.) In case the vendor is not in a position to attend the work for any reason, substitute arrangement shall be made immediately by the vendor at his cost. However, if the vendor fails to make alternate arrangement within two working days the Bank shall be free to get necessary repairs done by any other party and the expenditure on such repairs shall be adjusted against the dues present or future of the vendor.

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- h.) The Bank reserves the right to increase or decrease the number of CCTV at any point of time.
- i.) In the event of addition of any more CCTV under this Comprehensive AMC, the maintenance will be carried out by the vendor for which the vendor will be eligible for an additional consideration on pro rata basis. In the event of weeding out of old/defective CCTV in the office, the same shall be removed from the contract and the amount payable to the contractor will be reduced accordingly on pro rata basis.
- j.) As the Bank is a public service provider, the maintenance of CCTV should be done in such a coordinated manner that functioning of the Bank is not hampered in anyway.

- The Bank, however, reserves the right to call for fresh quotes or will make agreement with another vendor at any time during the contract period, if considered necessary.
- The Banks reserves the right to cancel the agreement if proper service is not given by the vendor in time, by giving 15 days' notice to the vendors with forfeiture of EMD and will be free to enter into contract with another vendor in case of dissatisfaction in maintenance service report from various branches. Vendor will be black listed and depanelled from the list of approved vendors of our bank and will not be allowed to participate in any bid process for a period of 3 years from date of debarment.

Place:

Date:

AUTHORISED SIGNATORY

**GENERAL & TECHNICAL INFORMATION
PART – I
TECHNICAL BID (Company/Firms Profile)**

| SN | PARTICULARS OF THE COMPANY/Firms | |
|-----|---|--|
| 01 | Name of the Company/Firms | |
| 02 | Full Address | |
| 03 | Telephone & Mobile No. | |
| 04 | Fax No. | |
| 05 | E-mail Address | |
| 06 | Constitution of the firm (whether Proprietary/Partnership/Pvt.Ltd) | |
| 07 | Name of the Proprietor/Partner/Managing Director | |
| 08 | Year of Establishment | |
| 09 | Registration with the Registrar of Companies.(ROC) | |
| 10 | Name(s) of Contact Person (s) with address | |
| 11 | Registration with Tax Authority a. PAN No. b. GST No. Attach latest 3 years IT Return filed copy & Provisional for FY2022-23 | |
| 12 | Furnish copies of audited Balance Sheet and Profit & Loss Account for the last 3 years. | |
| 13 | Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the conduct of the account. | |
| 14 | Whether an empanelled vendor with other organizations (Give list) | |
| II. | DETAILS OF REGISTRATION WITH OTHER BANKS | |
| 1. | Name of the Bank | |
| 2. | Total No. Systems maintained/being maintained. | |
| 3. | Since when empaneled | |

| TURNOVER DURING THE LAST THREE YEARS | | |
|--------------------------------------|-----------------------|--------------|
| Sl. | Year | Amount (Rs.) |
| 1. | 2019-2020 | |
| 2. | 2020-2021 | |
| 3. | 2021-2022 | |
| 4. | 2022-23 (Provisional) | |

Audited Balance Sheet should be enclosed

DETAILS ABOUT SERVICE NETWORK

| Sl. No. | Location of the service centre and contact No. | Status of the Office | No. of Engineers/ persons | Area handled by the office | Name of the contact person, address & phone No. |
|----------------|---|-----------------------------|----------------------------------|-----------------------------------|--|
| | | | | | |
| | | | | | |
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| | | | | | |
| | | | | | |

Place:

Date:

AUTHORISED SIGNATORY

Annexure-C

FINANCIAL BID

MAINTENANCE OF CCTV WITH DVR (8 Cameras/8 Channels) and stabilizer.

| SN | PARTICULARS | Annual maintenance charge per Branch |
|----|---|--------------------------------------|
| 01 | (Model-I) Maintenance of CCTV Systems, DVR 8 Cameras/8 Channels with Stabilizer, TFT wiring, Power supply etc. (Including replacement of parts) | |
| 02 | (Model-II) Without parts | |

The AMC will be inclusive of transportation/installation, etc. and excluding GST.

Date:

Place:

Signature of authorized person

Name _____

Company's/Firms seal _____

Spare rate chart with make must be attached as per Annexure given below: -

ANNEXURE

| Spare Rate Chart | | | | |
|-------------------------|---------------------------------------|----------------------|--------------------|------------------|
| Sl No | Particulars | Make | Model | Unit Rate |
| 1 | 4 Channel DVR having 1slot of HDD | Hikvision CP Plus | DS-7204HGHI-F1 | |
| 2 | 8 Channel DVR having 1slot of HDD | Hikvision CP Plus | DS-7208HGHI-F1 | |
| 3 | 2 MP Fixed lens IR Dome Camera | Hikvision CP Plus | DS-2CE56D0T-IRPF | |
| 4 | 2 MP Fixed lens IR Bullet Camera | Hikvision CP Plus | DS-2CE16D0T-IRPF | |
| 5 | 2 MP Vari focal lens IR Dome Camera | Hikvision CP Plus | DS-2CE56D0T-VFIR3F | |
| 6 | 3 MP Vari focal lens IR Bullet Camera | Hikvision CP Plus | DS-2CE16D0T-VFIR3F | |
| 7 | 700 TVL Pin Hole Camera | Hikvision CP Plus | DS-2CS54C8T-PH | |
| 8 | 19" TFT Monitor | LG/samsung | | |
| 9 | 21" TFT Monitor | LG/samsung | | |
| 10 | HDD 1 TB | Seagate/WD | | |
| 11 | HDD 2 TB | Seagate/WD | | |
| 12 | 3+1 Cable of CCTV system | Standard | | |
| 13 | RG59 Cable | Standard | | |
| 14 | 2 Core Cable | Standard | | |
| 15 | PVC Conduit | Standard | | |
| 16 | Power supply of Camera | Standard | | |
| 17 | Power Supply of DVR | Standard | | |
| 18 | Shifting /Re installation Charges | | | |
| 19 | Backup Charges per CD | | | |

The AMC will be inclusive of transportation/installation, etc and excluding GST.

Date:

Signature of authorized person

Place:

Name _____

Company's/Firms seal _____