



2024-25/ROBASTI/PE/ 01

Date: 06.04.2024

TENDER DOCUMENT

Notice for inviting tender for Non Comprehensive annual Maintenance Contract For Branch/Office under Basti Region

Request for Proposal: Non-Comprehensive AMC Contract For Maintenance and Service of CCTV & Alert Alarm Systems

Sealed quotations are invited from the reputed companies/firms for on-site maintenance of **CCTV & Alert Alarm** System installed at various Branches/Offices of our- Bank located in Basti District under the control of Regional Office, Basti.

Important Information

- Tender issuing Date: 06.04.2024
- Last Date for submission of Tender: 29.04.2024 at 05:00 pm
- Date of opening of Tender: 30.04.2024 at 4:00 pm
- Address for Communication:
Baroda U.P. Bank
Regional Office: Basti
Malviya Marg, Basti, PIN-272001
- Email address: **pe.robsti@barodauprrb.co.in**
- Contact Person: **Ashwani Kumar -8755325931**

Eligibility Criteria:

1. The firms/Companies should have minimum 3 years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
2. The Bidder should have minimum 10.00 Lac Turnover in any one year of previous three financial year's i.e 2019-20, 2021-22, 2022-23 for services/maintenance of CCTV & Alert Alarm System. Balance Sheet of FY- 2019-20,2021-22,2022-23 Certified by Chartered Accountant must be attached (Balance Sheet Certified by CA must have UDIN number)
3. The firm should have been registered with Government Department and shall provide Self Attested Copy of PAN/GSTIN No. with the bid.
4. The firm should have its support office/Service Centre at Basti/Gorakhpur/Lucknow/Ayodhya. In case the vendor does not have its own setup, atleast one dedicated staff should be resident in the region for providing support.
5. The firm/Company should not have been Blacklisted by any Public Sector Bank/PSU Government Department in the past.



Payment Terms:-

1. Non-Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report duly verified by branches.
2. No advance payment shall be made in any case.
3. TDS/GST TDS to be deducted as applicable from time to time.

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 Basti. 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 Government Guidelines for "Public Procurement Policy For Micro and Small Enterprises (MSE) Order,2018" interested MSEs Firms/Companies may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

The Earnest Money Deposit will be for-feited 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.

Security Deposit/Retention Money:

Security Deposit/Retention Money of Rs. 20000/- has to be submitted by the way of Fix Deposit of Baroda U.P. Bank. It will be released after completion of AMC period of one year from date of AMC agreement.

Other Terms and Conditions:-

1. The Rate Contract with the selected vendor will be valid up to a period of two Years from the date of acceptance of the rates.
2. The contract will be effective for one year and may be renewed on expiry for further period of one next year.



3. Maintenance Charges includes all taxes and government levies as applicable (Other than GST) or becoming applicable later due to operation of or under any existing or new laws, The taxes & Government whatsoever (Other than GST) be borne by the vendor.
4. The contract will be on non-comprehensive onsite maintenance.
5. The maintenance service includes preventive and corrective maintenance of the CCTV & Alarm System. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance Includes cleaning of internal circuit board and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spares parts.
6. 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.
7. All the calls lodged should be attended within 48 hours.
8. The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
9. It shall be the responsibility of the vendor to make all the CCTV & Alarm System work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
10. Bank may decide to add or remove certain CCTV & Alarm System from the AMC at any point of time during the contract. Payment for any Inclusion/deletion of System during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.
11. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
12. The Bank reserves the right to claim 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.
13. The Bank reserves the right to terminate the agreement of AMC at any time after one month notice, if vender fails to carry out any of its obligations/duties in terms of the agreement.
14. The Bank shall not consider any request in change of rates of AMC due to any reason whatsoever, during the period of the contract.
15. The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
16. Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.



17. If the prices 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.
18. Final decision will be taken after analyzing cost.
19. Any dispute will be under Basti jurisdiction.
20. The Bank reserves the right to cancel the tender at any time without assigning any reason.



Bidding Documentation & Process

1. Bids must be submitted either through registered post or by Hand at Regional Office Basti
2. The bid must contain two Envelopes as per procedure given below.

First envelope shall contain “Technical Bid” as per Annexure - A (1) and A(2) duly filled with all details.

- A. Details of infrastructure in order to provide proper services.
 - B. Attested photocopy of document w.r.t. registration of firm along with GSTNo.
 - C. Photo copy of duly attested PAN.
 - D. Photo copy of duly attested GSTIN.
 - E. Income tax Return. And balance sheet for the last three years.
 - F. Certificate/document with respect to. Experience.
 - G. The entire tender document shall be duly signed by the vendor as a mark of acceptance of terms and condition of the tender document.
 - H. All the documents should be self-attested along with stamp of the Firm.
3. **IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR PARTIALLY SUBMITTED THE BID WILL BE REJECTED & FINANCIAL BID WILL NOT BE OPENED.**
 4. **IT MUST BE MENTIONED ON COVER OF ENVELOPE "DOCUMENT SUBMITTED FOR BID OF NON-COMPREHENSIVE CCTV & AMC OF ALERT ALARM SYSTEM".**

Second envelope shall contain “Financial Bid” with below mentioned documents.

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

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED



OTHER TERMS AND CONDITIONS FOR NON-COMPREHENSIVE ANNUAL MAINTAINENCE
CONTRACT AT VARIOUS BRANCHES.

- The Vendor has to provide its services to our 61 Branches and Regional Office. For CCTV 58 Branches are on 4 Channel set up & 3 including Regional Office on 8 Channel set up. The AMC charges of CCTV & Alert Alarm System will be paid on Quarterly basis Subject to vendor submitting satisfactory Service Reports' from all branches to our office. 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 Gov. Norms.
- Warranty on spare parts is to be mentioned.

For selection of L1 Combined cost of AMC & Accessories of CCTV & Alarm Systems perYear per Branch will be Considered

(Naveen Mehrotra)
Regional Head



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	
6	Details and Value of major AMC taken up during the last 3 yrs. with reputed financial organizations/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. (Attach Certificate)	
10	Annual Turnover – Last Three Financial Years Balance Sheet of FY- 2019-20,2021-22,2022-23 Certified by Chartered Accountant must be attached (Balance Sheet Certified by CA must have UDIN number)	(1) 2019-20 – (2) 2020-21- (3) 2022-23-
11	Net Profit/Loss- Last Three Financial Years (ITR of FY- 2019-20,2021-22,2022-23 must be attached)	(1) 2019-20- (2) 2020-21 (3) 2022-23
12	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
Third Level				
SN.	Name	Designation	Mobile No. /	Email- Address

Any change in designation will be informed by us immediately

Signature & Seal of Firm/Company



Annexure- A (2)

Eligibility Profile-

Bid support criteria	Yes/No
Firm/Company must have its own office/branch/support set-up within Basti/Gorakhpur/Lucknow/Ayodhya. In case the vendor does not have its own set-up, at least one 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 & Seal of Firm/Company



(Financial Bid) Annexure B

NON COMPERHENSIVE AMC CCTV SYSTEMS

A. AMC COST

S No.	Description	Qty.	AMC Per Unit (Exclusive of GST)	Total
1.	CCTV System	62		
			Total	

B. ACCESSORIES/COMPONENT PRICE

SN	ITEMS	MAKE/BRAND	WARRANTY	RATE PER UNIT (EXCLUSIVE OF GST)
1	4 Channel DVR one SATA	CP Plus		
2	8 Channel DVR one SATA	CP Plus		
3	8 Channel DVR Two SATA	CP Plus		
4	HD WDR IR Bullet Camera	CP Plus		
5	Varifocal HD IR Bullet Camera	CP Plus		
6	RG 59 Video Cable in PVC Conduit Pipe	Finolex/ISI Mark		
7	2 Core Power Cable in PVC Conduit Pipe	Finolex/ISI Mark		
8	Hard Disk 2 TB 4 TB	Seagate/WD		
9	SMPS for SDVR	Branded		
10	BNC Connector	Branded		
11	Power Supply	Branded		
12	Shifting of entire system from one branch to other branch premises or re-wiring			
	Total of B (Items from 1 to 12)			
	Grand Total (A+B)			

Other Terms & Conditions

GST Extra as Gov norms
Warranty to be mentioned on spare parts

Sign & Seal of the firm/Company



(Financial Bid) Annexure C

NON COMPERHENSIVE AMC ALARM SYSTEMS

A. AMC COST

S No.	Description	Qty.	AMC Per Unit(Exclusive of GST)	Total
A.	ALARM System	61		
			Total	

B. ACCESSORIES/COMPONENT PRICE

SN	ITEMS	MAKE/BRAND	WARRANTY	RATE PER UNIT (EXCLUSIVE OF GST)
1	Control Panel 4 Zone ➤ Micro Processor based ➤ 4 zone integrated system ➤ 24 hour /panic/day/night mode zone ➤ manual auto day/night mode Switch ➤ built in PS and battery charger 12V/7AH ➤ 2 no of hooters with temper monitoring ➤ MS fabrication powder coated with battery	Branded		
2	GSM Auto Dialer	Branded		
3	Battery 12V/7AH	Exide		
4	Hand Panic Switch	Branded		
5	PIR Motion Detector with pet immunity upto 25 kg	Branded		
6	Magnetic Sensor /door sensor	Branded		
7	Vibration Sensor- Adjustable Dual Sensitivity Range- ➤ High False Alarm Sensitivity Range ➤ electable LED indication ➤ Surface Mount Technology	Branded		
8	Shutter Sensor- Heavy Duty Roller shutter Contact- ➤ Sturdy Polished Aluminium Die-Cost ➤ housing ➤ Wide Operating Gap 2" min(50mm) ➤ 3" long Stainless-steel Armored Cable	Branded		
9	Smoke Detector Flashing LED	Branded		
10	Heat Detector Flashing LED	Branded		
11	2 Core Power Cable in PVC Conduit Pipe and other fitting materials.	Branded		
12	Shifting of entire system from one branch to other branch premises or re-wiring			
	Total of B (Items 1 to 12)			
	Grand Total (A+B)			

Other Terms & Conditions

GST Extra as Gov norms

Warranty to be mentioned on spare parts

Sign & Seal of the firm/Company



(Financial Bid) Annexure D

NON COMPERHENSIVE AMC FOR CCTV & ALARM SYSTEMS

S No.	Particulars	Cost Of AMC Per Unit (Exclusive of GST) (A)	Cost of Accessories/Components(Exclusive of GST) (B)	Total (A+B)
1	CCTV (as per annexure B)			
2	Alarm (as per annexure C)			
			Grand Total	

Other Terms & Conditions

GST Extra as Gov norms

Warranty to be mentioned on spare parts

L1 will be consider as per combined cost of AMC (A) & Accessories/Components Price (B) of

Alarm & CCTV Systems

Sign & Seal of the firm/Company