

**REQUEST FOR QUOTATION (RFQ) FOR SUPPLY, INSTALLATION, TESTING,  
COMMISSIONING, TRAINING AND MAINTENANCE OF CLOSED CIRCUIT  
TELEVISION (CCTV) SYSTEM AT SIDBI OFFICERS' FLATS,  
CHITRASHILA APARTMENT, INDIRA NAGAR, LUCKNOW**

**Tender Identification Number – 314/2017/1168/HO1/PREMISES**

**LAST DATE OF SUBMISSION OF SEALED OFFERS  
- 23<sup>rd</sup> May 2016 UPTO 1500 HRS.**

**Issued to:-**

**The Dy. General Manager [Premises]**

SIDBI TOWER,  
Small Industries Development Bank of India (SIDBI),  
5th Floor, Premises Vertical,  
15, Ashok Marg,  
**Lucknow-226001**  
**Phone No. 0522-2288546-50 Pax- 778/724/866**

**(Tender Document Part-I)**

**REQUEST FOR QUOTATION (RFQ) FOR SUPPLY, INSTALLATION, TESTING,  
COMMISSIONING, TRAINING AND MAINTENANCE OF CLOSED CIRCUIT  
TELEVISION (CCTV) SYSTEM AT SIDBI OFFICERS' FLATS, CHITRASHILA  
APARTMENT, INDIRA NAGAR, LUCKNOW**

SIDBI wishes to invite tenders for Supply, Installation, Testing, Commissioning, Training & maintenance of installations of CCTV system at SIDBI Officers' Flats, Chitrashila Apartment, Indira Nagar, Lucknow. Offers are hereby invited from reputed manufacturers/authorized dealer of CCTV system in two bid system.

1. The above said job should be completed in total period of 25 days.
2. Each tender set comprises of the following:
  - a) Techno- Commercial Bid - (Part-I)
  - b) Price Bid (BoQ)-(Part-II)
3. The duly filled and sealed offer document including complete set of supporting documents shall be submitted to:

**The Dy. General Manager [Premises],**

SIDBI TOWER, Small Industries Development Bank of India (SIDBI),  
5th Floor, Premises Vertical,  
15, Ashok Marg,  
**Lucknow-226001,**  
**Phone No. 0522-2288546-50 Pax- 778/724/866**

4. The offers submitted shall be valid for a period of 120 days from last date of submission of tender.
5. The tenders shall be submitted in **two separate envelopes** each sealed and clearly identified as to envelope no. and contents as indicated below. These two envelopes shall be contained and sealed in a large envelope. This envelope shall be submitted as per instructions with the name of work, i.e., **"FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, (SITC) WITH TRAINING AND MAINTENANCE OF CLOSED CIRCUIT TELEVISION (CCTV) SYSTEM AT SIDBI**

**OFFICERS' FLATS, CHITRASHILA APARTMENT, INDIRA NAGAR, LUCKNOW"**  
superscribed on the envelopes and addressed to :

**The Dy. General Manager [Premises]**

SIDBI TOWER,  
Small Industries Development Bank of India (SIDBI),  
5th Floor, Premises Vertical,  
15, Ashok Marg,  
**Lucknow-226001**  
**Phone No. 0522-2288546-50 Pax- 778/724/866**

**Last date and time of submission of complete tender is 23<sup>rd</sup> May 2016 upto 15:00hrs**

6. Full name and postal address of tenderer shall be written on the bottom left hand corner of the envelope.

7. **The tender submitted shall contain details/documents as listed below. Tenders without accompanying all details/documents listed below will be rejected.**

**Envelope No.1**

1. Complete set of tender document Part-I Techno-Commercial Bid (Part-I) as issued, duly filled and signed by the tenderer on all pages along with all supporting certificates, work orders, etc of similar works preferably for Govt. institutions, PSUs, Banks etc.

2. Addendum / corrigendum issued, if any, by the Bank, Duly Signed.

3. Other Submittals as indicated in the tender document Part-1.

**Envelope No.2**

Complete set of tender document Part-II (i.e., Price Bid BoQ) duly filled & signed by the tenderer.

Acceptance of tender will rest with the employer who reserves right to accept or reject any or all tenders, in part or full, without assigning any reason thereof. Any tender who does not fulfill any of the prescribed conditions would be liable to be rejected.

Tenders received late on account of any reason whatsoever or by courier / post will not be entertained.

**All the rates quoted in the tender should be inclusive of all materials, labours, including wastage, freight, all types of taxes including works contract tax, duties, octroi, royalties, erection, construction, testing of materials/samples brought on site for approval, tools, tackles, plant and equipments, supervision, overheads and profits, statutory charges, costs for licenses and any other expenditure etc. and shall remain firm till completion of work. Escalation in price will not be payable for whatsoever reasons.**

Yours faithfully,

**The Dy. General Manager [Premises]**

SIDBI TOWER,  
Small Industries Development Bank of India (SIDBI),  
5th Floor, Premises Vertical,  
15, Ashok Marg,  
**Lucknow-226001**  
**Phone No. 0522-2288546-50 Pax- 778/724/866**

**All the intending Agencies/Vendor/Firms are also requested to note following important provisions-**

1. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Gol.
2. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
3. If deemed fit, the Bank may procure minimum of 20% of the contract value of any goods or services from MSEs. Further, the Bank reserves the right to procure part work/services ( about 4% out of above 20%) to MSEs owned by SC and ST entrepreneurs, if found suitable. Provided, these MSEs quoting price within the price band of L1 +15% & bringing down their price to L1 price, in a situation where L1 price is from someone other than a MSEs. In case of more than one such MSEs, the supply shall be shared proportionately at the discretion of the Bank.
4. Further, such MSEs would also be entitled for tender sets free of cost and exemption from payment of earnest money deposit. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
5. Agencies desirous of availing preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP/RFQ.

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## APPENDIX TO FORM OF TENDER

<b>Item</b>	<b>Description</b>
Contract Value	Total value of the Tender as accepted by the Employer and indicated in acceptance letter.
Defect Liability Period (DLP)	1 year after successful supply, installation, testing, commissioning with training of CCTV System.
Comprehensive AMC	3 years after successful completion of DLP of 1 year.
Date of Commencement	7 (Seven) days from the date of issue of acceptance letter or the date of issue of work order whichever is earlier.
Time of Completion	25 days from the date of commencement
Liquidated Damages for Delay	@1% of contract value per week subject to 10% of contract value
Payment of Interim Bills	70% against material advance within 10 days from date of supply, submission of original bill with all relevant supporting documents by the vendor/ firm & balance after successful Installation, Testing, Commissioning, and Training of complete CCTV system.
Payment of Final Bill	Within 30 working days from the date of certification of bill by the SIDBI's Engineer.
Retention Money/Security Deposit from Interim Bills	10% from each bill. Total RMD shall be 10% of total quoted value.
Release of RMD/Security Deposit	After successful completion of DLP Period of 1 year without any interest.
AMC Charges	The Buyer reserves the right to enter in to an comprehensive AMC for 3 years after expiry of DLP period of 1 year. The supplier also undertakes for hardware and software support for the system at least for the period of 3 years from the date of completion. The payment for AMC charges will be made proportionally after successful completion of every one year.

## LETTER OF OFFER

To

**The Dy. General Manager [Premises]**  
SIDBI TOWER,  
Small Industries Development Bank of India (SIDBI),  
5th Floor, Premises Vertical,  
15, Ashok Marg,  
**Lucknow-226001**  
**Phone No. 0522-2288546-50 Pax- 724/866**

Dear Sir,

**Sub: REQUEST FOR QUOTATIONS (RFQ) FOR SUPPLY, INSTALLATION, TESTING , COMMISSIONING , (SITC) WITH TRAINING AND MAINTENANCE OF CLOSED CIRCUIT TELEVISION (CCTV) SYSTEM AT SIDBI OFFICERS' FLATS, CHITRASHILA APARTMENT, INDIRA NAGAR, LUCKNOW.**

Having examined the site, contract documents, specifications and schedule of quantities, I/we hereby offer to execute the subject work, which I/we have quoted on **Item rate basis**. I/we herewith submitting duly filled in and signed by authorized signatory, the tender documents. In the event of this tender being accepted, I/we agree to enter into and execute the necessary contract required by you. I am/we are aware that the Bank intends to complete the entire work as covered in the scope of this tender within scheduled completion period with time being essence of the contract. I/we agree to complete the works within the said period. As required by you, I/we are returning herewith the tender documents duly signed by us at each page in token of our acceptance of the provisions in the documents. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said conditions of contract annexed hereto and the rates are quoted in the schedules.

Thanking you,

Yours faithfully,  
(Name of the Vendor/Firm)  
Seal :  
Address :  
Place & Date:

### **Minimum qualifying criteria**

1. Vendor/Firms should have minimum 3 years of experience in the field of CCTV Surveillance System.
2. Vendor/Firms should have done at least one job of Rs. 2.4 Lakh or 2 jobs of Rs. 1.5 Lakh each in the last 3 years for supply, installation of CCTV system of reputed brand preferable for MNC/ Reputed private agencies/ NGO/ University, colleges etc. apart from any Govt/ Semi Govt. organization state & central, banks, financial institution etc. if possible.
3. The Vendor/Firm should be an Income-tax assessee and should have filed Income Tax return for the last 3 assessment years.
4. Annual gross income reflected in any one of the three financial years should have been taxable.
5. Vendor/Firm should have valid Service Tax and VAT Registration in Uttar Pradesh.
6. Vendor/Firm should have sufficient manpower and tools/ materials to take up the work and carryout the comprehensive AMC.
7. Vendor/Firm should have an office at Lucknow with adequate man power (Engineers/Technician). The copy of the office address, Identity Card of the staffs, Phone numbers, etc should be attached with the technical bid.
8. The CCTV System offered by the Vendor/Firm should conform to technical specifications mentioned by the Bank. Vendors whose CCTV system offered to the Bank do not conform to the minimum required technical specifications will not be considered for opening of Price bid. For this purpose, the Vendors should enclose the original brochure of technical specifications with models of the hardware and software (i.e. Cameras, DVR, Monitor, SMPS, wire, Hard Disk, etc) which would be used for the said work.
9. Vendors/Firms must enclose the Copy/Proof of UL certificate for Cameras, DVR etc. to be used for the said work.

**(Copy of Proof must be submitted/enclosed with other supporting documents as Technical Bids in envelop -1)**

### **SPECIAL INSTRUCTIONS**

1. Rates quoted by the tenderers shall remain valid throughout the execution and until completion of contract within accepted period of completion as well as during authorized extension in period. If SIDBI decides to place work order for additional scope of work in the same premises, the tenderer shall be bound to accept the same, at rates agreed in the original work order, provided such work order or amendment is issued prior to completion of the work contained in the original work.
2. The item rates agreed at the time of acceptance of tender will remain valid throughout currency of contract and fluctuations in the prices of any material, equipment, labour, taxes, duties etc, will neither be considered at any stage during currency of contract nor be compensated.
3. Tenderer shall sign all pages and wherever provided in the tender failing which the tender shall be liable for rejection. Tenders that do not fulfill any of the conditions mentioned herein will be rejected.

# Techno Commercial Bid – Part I

## TERMS & CONDITIONS

1. Sealed offers shall be addressed to the Dy. General Manager [Premises], SIDBI Tower, Small Industries Development Bank of India (SIDBI), 5th Floor, Premises Vertical, 15, Ashok Marg, Lucknow-226001, super scribed as **“REQUEST FOR QUOTATIONS (RFQ)FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, TRAINING (SITC) AND MAINTENANCE OF CLOSED CIRCUIT TELEVISION (CCTV) SYSTEM AT SIDBI OFFICERS’ FLATS, CHITRASHILA APARTMENT, INDIRA NAGAR, LUCKNOW**, on or before 23<sup>rd</sup> May 2016 upto 15:00 hrs.
2. The tender shall be submitted only in the prescribed RFQ documents supplied by the Bank.
3. **Opening of Bids:** (i) The Technical bids shall be opened on **23<sup>rd</sup> May 2016 by 15:30 hrs.** It would be bidder’s responsibility to depute the representative (one only) for the opening of bids. No separate communication in this regard shall be sent to the bidders  
(ii) The commercial bid will be opened after the scrutiny/short list of the technical bid submitted by the agencies.
4. The cost of comprehensive AMC of 3 (Three) years after the defect liability period of 1 years from date of successful SITC for the CCTV system should be incorporated in quoted price in the prescribed format of Price Bid.
5. The Bank will hold an amount of 10% of the total quoted Price as a security deposit and the same shall be released without any interest after DLP of 1 (one) year from successful, installation, testing, commissioning with training and maintenance of the CCTV system without any interest.
6. The price quoted must be inclusive of all taxes, levies, any other charges etc. No additional cost whatsoever other than the price quoted by the vendor will be paid by SIDBI.
7. **Payment Terms:**
  - a. 70% against material advance within 10 days from date of supply, submission of original bill with all relevant supporting documents by the vendor/ firm & balance after successful Installation, Testing, Commissioning, and Training of complete CCTV system.
  - b. Applicable taxes at source (TDS) and any other taxes if any will be deducted by SIDBI at the time of making payment.
  - c. Payment shall be made electronically through RTGS/ NEFT by crediting the same to vendor’s bank a/c as per details provided in the Bank Mandate Form given in Annexure-I.
  - d. Security deposit/ performance guarantee shall be returned after successful completion of DLP of 1 (one) year without any interest.
8. Total period of completion for the work (including supply, installation, testing, commissioning, submission of all required and relevant documents/certificates, complete in all respect) shall not exceed 25 days from date of the confirmation from SIDBI.

9. The agencies are requested to visit the site before quoting on working days between 05.05.2016 to 20.05.2016 and 10 AM to 5 PM. For further assistance and detail address you are advised to contact with Shri. O.P. Singh – Mob: 9918262032.

10. The tenderer should study all the tender documents carefully and understand the same including all instructions, conditions and specifications, etc. before quoting the rates. If there are any doubts, they should get clarification in writing but, this shall not be a justification for submission of late tender or extension of opening date. Tender should be submitted strictly in accordance with the specifications and other tender documents. The tender should be submitted in the two envelopes duly sealed by the Vendor/Firms as indicated in the tender notice.

11. Please note that all the rates for the items will be inclusive of any taxes which may be applicable and inclusive of handling, transportation, unloading and any other relevant charges. These rates would remain firm during the contract and no escalation under any circumstances would be admissible.

12. The quoted rates should be inclusive of all equipment, lift, materials, labour, octroi, duties, service tax, sales tax, sales tax on work contract, turnover tax, excise, customs duty, etc. required in connection with the completion of work to the entire satisfaction of the client and consultants. All the materials are to be supplied by the Vendor/Firm unless otherwise stated. No claims for upward revision of rates will be allowed on account of any increase in tax, duty, etc. The selected contractor is required to produce the proof of payment of various taxes, if desired by SIDBI.

13. All taxes and duties shall be paid by contractor including works contract tax, excise duty, service tax and octroi. Variation in taxes, if any, shall not be paid / recovered during the period of contract.

14. All entries in tender document should be in English and in ink or typed. All corrections should be attested under full signature of the Vendor/Firm. Corrections where necessary should be made by scoring the wrong words/figures by drawing a line across them and attesting these with full signature of the Vendor/Firm. These shall not be erased or overwritten.

15. Every page of the tender document shall be signed by the tenderer at the end of last entry thereon. One complete set of drawings should be signed and returned by the Vendor/Firm along with tender document.

16. The tenders shall be valid for period of at least 120 days from the date of submission of the tender. No upward revision of rates will be accepted after opening of the tender. If the tender fails to accept the work order, if placed at his originally quoted rates, or subsequently negotiated rates, as the case may be, the Earnest Money shall be forfeited & bank shall ban the tenderer from subsequent bidding for a period of three years. Once the tender is accepted and the Work Order is placed on the successful tenderer, the rates shall be valid till the entire contract is 100% completed.

17. If Employer decides to place Work Order for Additional scope of work in the same premises or to amend the original work for additional scope of work in the same premises, the Vendor/Firm shall be bound to accept the same at rates contained in the original work order; provided such work order or amended is issued prior to completion of the work contained in the original work order.



**18. Tax Clearance Certificate and copy of partnership Deed/ MAA**

A Current Excise / Sales / Income Tax Clearance Certificate along with registration certificate (as applicable) with these authorities and a certified copy of partnership Deed/ Article of Memorandum of association should be sent along with the tender. Power of Attorney of authorized signatories is also required to be submitted with tender (envelop No. 1).

**19. Acceptance of Tender by the Client**

Incomplete tenders, conditional tenders, tenders received through courier / post or late or tender not conforming to the terms and conditions prescribed in the tender documents will be rejected.

20. Tenderers may have to attend the concerned offices of the employer for clarifications required by them in respect of their quotations without any commitment on the part of the employer.

**21. Acceptance of Letter Of Intent (LOI) by Tenderer**

(A) After communicating the Employer's acceptance of the tender, if the tenderer fails to return the duplicate copy of Letter of Intent duly signed in token of their acceptance within 3 days from the date of issue of LOI , the offer will be cancelled & bank shall ban the contractor from subsequent bidding for a period of three years.

(B) AMC (Annual Maintenance Contract)

The buyer reserves rights to enter in to comprehensive AMC after the expiry of comprehensive warranty of 3 (Three) years of the equipment under consideration. The supplier also undertakes support and ensures spares availability for the equipments under supply of at least a period of 5 years from the date of commissioning. Proportionate payment for AMC charges shall be made yearly after successful completion.

**22. Execution of Work**

The tenderer shall submit before starting work on receipt of LOI, methodology, Layout /line diagram and a detailed program of delivery of finished material adhering to the completion time indicating in tender / LOI. The program thus, submitted shall form part of the Contract and shall be binding on the tenderer. However, the client reserves the right to alter the program, if necessary, from time to time. No Claim whatsoever of the tenderer on this account shall be entertained by the client.

a. All the materials required for execution of work must be got approved from the employer before they are brought to the site and before actually put on use. All facilities for prior inspection of materials and subsequent inspection of work by representative of the employer must be made available, at tenderers cost. Any material brought without such prior written approval shall be entirely at the risk and cost of the tenderer. It shall be Vendor/Firms' responsibility for procurement of all materials / equipment etc. No delay due to non-availability of any materials/ equipment will be entertained.

b. The responsibility of safety and security of materials and equipment brought or installed by the tenderer (till they are handed over to the client) will remain with the tenderer and any claim whatsoever nature due to any loss or otherwise will not be entertained. The tenderer will have to hand over complete job in its entirety of Work Order.

c. Work Order quantities are approximates and payment shall be made only as per actual measurements. The tenderer is not entitled for any sort of compensation towards materials procured / stored in excess of the actual required / measured quantities, if any.

d. The tenderer shall carry out works as per directions in the tender/ work order. The tenderer shall not undertake on his own any changes in the specifications mentioned in the tender documents and work orders. In case of doubt, the Vendor/Firm will refer the matter in writing to the client and tenderer shall carry out the item of works as per clarifications given in writing. In case of delay in getting such clarifications, the tenderer will not be entitled for any claim on account of idling of their labour, machinery, etc. In case the tenderer carries out the work as per his own specifications not acceptable to the client, in such cases, the same will be required to be redone as per specifications given by the client at the tenderer's risk and cost.

e. The employer reserves the right to revise the specifications, drawings and designs at any stage of work and such deviations shall be admitted at the rates already contained in the Tender or deviated rates or as extra item derived on the basis of rates analysis at prevailing market rates, if the rates are not available in the tender.

f. The employer reserves the right to increase or decrease the tendered quantity of any or every item and delete any item at any stage of work. Vendor/Firm shall execute the increased quantity at the accepted tender rates. The Vendor/Firm's claim for compensation or damages on account of these shall not be entertained.

g. If the performance of the successful tenderer is found to be unsatisfactory, the employer reserves the right to cancel in part or whole of the contract and get the works executed through alternative means at the entire risk and cost of the tenderer on whom the order was first placed by giving 3 days notice. In such cases, the tenderer should make good all losses that the employer may incur due to this.

h. If the tenderer does not complete the contract within the prescribed time limit given in the LOI / tender documents, the employer may give from time to time such extension of time limit for completion of work without prejudice to the employer's right to recover liquidated damaged as per the terms and conditions given in the contract.

i. The employer reserves the right to himself the right to reject any or all of the tenders received without assigning any reason thereof. Further, the employer reserves the right to avoid any component of the work, split the work to two tendere or to award the entire work to one tenderer.

j. The total Security Deposit @ 10% of the total quoted price shall be deducted from the bill and shall be refunded after satisfactory completion of DLP of 1 year. The security deposit does not carry any interest.

k. The Vendor/Firm shall carry out & complete the work in every respect in accordance with this contract and with the direction of and to the satisfaction of Bank.

l. The Vendor shall furnish the manufacturer's test certificate of all the major items of the said work.

m. The Vendor/Firm shall provide everything necessary for the proper execution of the works according to the true intent and meaning of the Sketch, specification and schedule of quantities taken together whether the same may or may not be particularly shown or described therein, provided that the same can be inferred there from and if the Vendor/Firm finds any discrepancy in specifications and schedule or quantities be shall immediately refer the same in writing to the Bank, and the decision of the Bank shall be final and binding on all parties.

n. Time shall be considered as essence of the contract. The Bank reserves the right to terminate the contract if the Vendor/Firm fails to execute the job within the specified period.

**o. All the damages to the walls, floors etc. or the works of any other agency related to the work during the execution, shall be repaired and modified by the Vendor/Firm at his own cost.**

p. In all matter of dispute arising on the work, the Bank's decision shall be taken as final and will be binding on the Vendor/Firm.

q. No extra work shall be executed by the Vendor/Firm without written permission of the employer(Bank) for execution of any extra item Vendor/Firm shall submit rate analysis with necessary documents/quotation/bills etc. The rate for extra item shall be derived based on the standard rate analysis of CPWD for material and labour plus applicable taxes. 15% shall be paid towards Vendor/Firm's profit and overhead. In case of similar item available in tender, the rate for deviated/extra item shall be worked out therefrom.

### **23. SAFETY CODE**

a) The first aid appliances including adequate supply of sterilized dressings and cotton wool shall be maintained in a readily accessible place.

b) An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization by the Vendor/Firm.

24. Delivery of the CCTV system/equipment shall be made by the Vendor in accordance with the system approved / ordered. The details of the documents to be furnished by the Vendor are specified hereunder:-

(a) 2 copies of Vendor's Invoice showing Contract number, Products description, quantity, unit price and Total amount.

(b) Delivery Note or acknowledgement of receipt of Products from the Consignee or in case of products from abroad original and two copies of the negotiable clean Airway Bill

(c) 2 copies of packing list identifying contents of each package.

(d) Insurance Certificate.

(e) Manufacturer's / Vendor's warranty certificate.

### **25. Insurance:**

The insurance shall be in an amount equal to 110 percent of the value of the Products from "Warehouse to final destination" on "All Risks" basis, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by the Bank.

Should any loss or damage occur, the Vendor shall:

- a) Initiate and pursue claim till settlement and
- b) Promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

Prices quoted should be inclusive of all Central / State Government levies, taxes, sales tax, excise duty, custom duty, NMMC cess etc., as also cost of incidental services such as transportation, insurance etc. **but exclusive of Octroi / Entry Tax / Service Tax payable which will be reimbursed upon production of original receipts.**

26. As the work is to be executed in the already occupied by families of officers of the Bank, the Vendor/Firm should maintain necessary decorum while execution of the work. He shall also co ordinate with them for satisfactory execution in coordination with the Bank's care taker as also arrange for proper cleaning and removal of debris from site. Any misbehavior/ non compliance in the matter will be reviewed seriously and suitable action viz., removal of his labour, termination of contract, penalty etc would be initiated at the discretion of the Bank.

I / We hereby declare that I / We have read and understood the above instructions and the same will remain binding upon me / us in case the work is entrusted to me / us.

**Signature of the Vendor/Firm**

Place :

Date:

## **Special Terms & Conditions for Hardware, Software & Maintenance Services**

1. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.
2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 12 months from date of installation or 15 months from date of delivery, whichever is earlier.
3. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
4. The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
5. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of three years from the date of acceptance of the hardware and software. The vendor will provide support for Operating Systems and other preinstalled software components during the warranty period of the hardware on which these software & operating system will be installed. The Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.
6. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
  - a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
  - b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 8.00 A.M. to 8.00 P.M. on all working days (viz. Monday to Saturday). In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose the VENDOR shall keep sufficient stock of spares at Bank's premises and at the premises of The VENDOR.

c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 12 (twelve ) hours.

d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 6(six)/10(ten) hours being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.

e) The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 95% of the time on a 24x7x365 basis.

f) In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of one (1) percent of the total consideration for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total consideration will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.

g) Any penalty due during the Warranty period will be adjusted against the 10% retention money retained by the Bank. For purpose of calculating penalty, uptime is calculated as under:

$$\text{Uptime(\%)} = \frac{\text{Sum of total hours during month} - \text{Sum of downtime hours during month}}{\text{Sum of total hours during the month}} \times 100$$

$$\text{Total hours during the month} = \text{No. of working days} \times 8$$

h) The VENDOR shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.

i) **Preventive maintenance:** the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation once within the first 15 days of every alternate month and/or time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

j) All engineering changes generally adopted hereafter by the VENDOR for equipment, shall be made to the equipment at no cost to the Bank.

k) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.

l) The Bank shall maintain a register at its site in which, the Bank's operator /supervisor shall record each event of failure and / of malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.

m) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.

7. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.

8. The VENDOR's maintenance personnel shall, be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.

9. Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.

10. If, in any month, the VENDOR does not fulfill the provisions of clauses (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by Bank without prejudice to the right of the Bank to terminate the contract. In such event the VENDOR was credited without deducting the proportionate maintenance charges for that month, the Bank can deduct the same from future payments payable or the VENDOR shall refund the amount forthwith to Bank on demand by Bank.

11. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK.

Signature of the Tendorer.  
(With seal)

### **Additional Terms & Conditions for Hardware, Software & Maintenance Services**

During the preventive Maintenance inspection tenderer shall carryout the following apart from the other requirements for functioning of the CCTV system as per tender parameters and same shall be recorded in a log book which shall be verified and confirmed by bank's representative.

#### **a. Camera & Housing:**

1. Camera / lens focus and auto iris adjusted properly.
2. Camera field of view is adjusted to customer's requirements.
3. Camera / housing viewing window are clean, inside and out.
4. Camera lens is dust free.
5. Interior of camera enclosure is clean and dry.

#### **b. Wire & Cable:**

6. Check wiring and cable harnesses for wear and fray.
7. Check to make sure cable is dressed properly.
8. Check connectors and cable entry points for loose wiring.
9. Coaxial cable is transmitting an adequate video signal to control room. Signal should be free of distortion, tearing, hum-bars, Electro Magnetic Interference and rolling, etc.
10. Make sure all coaxial connectors are insulated from conduit and pull boxes.

#### **c. Control Equipment:**

11. Monitors are free from picture burn-in, and distortion.
12. Monitors have proper contrast and brightness.
13. DVR's are functioning properly and provided distortion free recording.
14. All control equipment is operational. Switchers allow proper sequencing and calling up. Multiplexers are properly encoding and decoding.
15. Clean monitor screens, control panels, DVR, etc. with a diluted cleaning solution.
16. Check all coaxial connectors on the back panels for loose connections.
17. Check all power connections to insure AC plugs are not loose or power cables frayed.

During the break down calls, the nature of repair carried out, parts replaced etc shall be recorded in the log book.

#### **OTHER TERMS WITH REGARD TO CAMC:**

The rate of annual maintenance charges shall be furnished for a period of 3 years after the warranty/Defect Liability Period and rates quoted shall be binding on the tenderer. The scope and terms of Annual Maintenance Contract like number of monthly visits, items covering under Annual Maintenance Contract, replacement of spares exclusions if any, down time for break down and service calls shall be as per as per the bank terms. The Bank reserves the right of discontinuing the Annual Maintenance Contract from the vendor / supplier during the tenancy of Annual Maintenance Contract. The cost of Annual Maintenance Charges shall also be one of the criteria in evaluation of cost economics of the tender.

The Annual Maintenance Charges shall be paid once in one year in advance subject to satisfactory maintenance for the period of previous year and on production of bank guarantee equal to the amount paid in advance.

The CCTV system vendor has to maintain the equipment supplied for at-least 10 years after the expiry of warranty period. At the same time, the vendor is expected to



make available the spare parts for the systems for at least 10 years after the expiry of warranty period. Thereafter, vendor will give 12 months notice prior to discontinuation of services. AMC amount for the four year after warranty period will be calculated to decide Lowest Vendor.

Signature of the Tenderer.  
(With seal)

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**Bank Mandate Form  
(To be submitted in Duplicate)**

**(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)**

1. Name of Borrower / vendor / supplier / Agency:

\_\_\_\_\_  
\_\_\_\_\_

Vendor Code (if applicable) \_\_\_\_\_

2. Address of the Borrower / vendor / supplier:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id: \_\_\_\_\_

Phone No. with STD code: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Permanent Account Number \_\_\_\_\_

MSE Registration / CA Certificate \_\_\_\_\_  
(if applicable)

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
(Code number appearing on the MICR1 cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number).			
IFSC CODE2	For RTGS transfe		For NEFT transfer

4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RBI RTGS/NEFT.

Place : \_\_\_\_\_

Date : \_\_\_\_\_

Signature of the party / Authorized Signatory

.....  
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the Banks)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

1, 2: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.