

NIT NO	AMR20211101
DATE	05-11-2021

TENDER DOCUMENT FOR

Rate Contract - SITC of CCTV at Branches / AO / LHO of SBI in the State of Andhra Pradesh

THROUGH E- TENDER PROCESS

**The AGM(Security),
Amaravati Circle Office,
2nd Floor, SBI Amaravati LHO Building,
Gunfoundry, Abids, Hyderabad – 500 001**

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NOTICE INVITING TENDER (NIT)

State Bank of India, LHO, Amaravati invites online tenders for rate contract supply, Installation, Testing and commissioning (SITC) & Maintenance of CCTV in the branches/ AO/ LHO from those bidders who have been empaneled based on the eligibility criteria, Technical specification, product demonstration, etc and the same has been communicated to empaneled vendors. Attention is also drawn to Ministry of Commerce and Industry, GOI order "Public procurement (Preference to Make in India), Order P-45021/2/2017-PP (BE-II) dated 4.06.2020, which has to be complied with.

1.	Name of the Work	Rate contract as regards SITC of CCTV at Branches / AO/ LHO of SBI in the State of Andhra Pradesh
2.	Contact details of issuing department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this NIT)	AGM (Security), State Bank of India, Hybank Tower, Circle security Deptt., Abids Road, Gun foundry, Hyderabad (TS): 500001. Email: cso.lhoand@sbi.co.in Mobile: 7710039601
3.	Scope of Work	<p>i. To meet the branch surveillance requirement, the Bank proposes to invite tenders from eligible vendors who have been empaneled for rate contract for supply, installation, testing, commissioning and maintenance of CCTV as per technical specification /scope of work mentioned in the empanelment document.</p> <p>ii. SITC of 8 CH, 16 CH and 32 CH NVR CCTV as per the Branch/Office requirement</p> <p>iii. Free onsite Comprehensive warranty of 1 Yr followed by 3 Years Onsite Comprehensive AMC for new CCTV installation.</p> <p>iv. 4 Years Non-Comprehensive AMC of the existing CCTV (of various brands) from the date of entering SLA.</p>
4	Eligibility of the contractor	<p>i. Only Empaneled Vendors/Contractors of the respective category in the panel of SBI -Amravati Circle as communicated to them only need to apply</p> <p>ii. The vendor should have a valid digital signature to participate in the online tendering process</p>
5	Tender documents available for download from the websites:	<p>i. https://www.sbi.co.in/en/web/sbi-in-the-news/procurement-news</p> <p>ii. https://etender.sbi</p>
6	Availability for download from the above web site	From 05.11.2021 to 18.11.2021
7	Last date for requesting clarification	All communications regarding points / queries requiring clarifications shall be given in writing in the Pre-Bid meeting.
8	Pre - Bid Meeting at (venue)	From 3.00 P.M to 6.00 P.M on 08.11.2021 at AGM (Security), State Bank of India, Hybank Tower, Circle security Deptt., Abids Road, Gun foundry, Hyderabad (TS): 500001.

9	Clarifications to queries raised at pre-Bid meeting will be provided by the Bank.	On 11.11.2021 in the e-tender portal and the Bank website. No individual communications.
10	Last date and time for submission of online e-tender at https://etender.sbi	18.11.2021 by 3.00 P.M.
11	Date and Time of opening of e-Tenders: (Technical):	18.11.2021 at 3.30 P.M.(IST).
12	Opening of e sealed indicative price bid	2:00 P.M on 25.11.2021
13	Reverse Auction	4:00 P.M on 25.11.2021
14	Contact details of agency appointed for conducting Reverse Auction	e-Procurement technologies Limited, Ahmedabad. Primary Contact Numbers:- +91-9081000427, 9904407997 1. Mr.Nandan Valera:- nandan.v@eptl.in-9081000427 2. Mr.fahad Khan- fahad@eptl.in-9904406300 3. Mr.Shaikh Nasruddin- shaikh@eptl.in- 9510812960
15	Validity of tender	90 days from the publishment of the NIT
16	Rates quoted by bidder	i. The quoted rate should be inclusive of Cost of materials, all taxes (excluding GST), wastages, Octroi, overheads, profit, statutory expenses, incidental charges and all related expenses required for the completion of the work. ii. Additional claims other than the quoted amount will not be entertained.
17	Terms of Payment	i. 100% payment on successful installation, testing and commissioning of the CCTV. ii. Advance will not be paid iii) AMC amount would be paid at quarterly intervals
18	Performance Bank Guarantee	i. An amount of Rs 3 lacs per Administrative office. (AO) ii. Rs 2 Lacs for LHO & BPR outfit on being awarded the contract. iii. Validity period from the date of entering into agreement / SLA at respective AO / LHO till the completion of the defect's liability period and Onsite Comprehensive AMC / non-comprehensive AMC as case may be whichever is later with a claim period of three months.
19	Defects Liability Period	12 Months (Twelve months) from the date of commissioning and handing over to SBI.
20	Time for completing the work after issue of PO	4 Weeks from the date of the PO
21	Liquidated Damages for delay in work	If the work is delayed beyond the scheduled completion period of 4 weeks from the date of Purchase order, then 1% of the total value of the contract per week of delay or part thereof, will be deducted from the final bill value subject to max 10% of the contract price.
22	Tax Deduction at Source	As applicable from time to time
23	Check list of documents to be uploaded	1. Bidders are required to upload the scanned copy of signed and stamped NIT in PDF as uploaded by M/s SBI in the e-tender portal. This will satisfy digital signing of the terms and condition of the tender by the bidder.

		<p>2. The vendors must submit certificate / undertaking from the OEM (in OEMs letter head) as regards Annexure A1 to A 7 that: The product mentioned in the Tender No: dated: of SBI meets our manufacturing specification and the rate quoted by our dealer M/s is reasonable and is in line with the market rate and they can supply / install the equipment to SBI.</p> <p>3. Scanned copy of Annexure “D” items, giving details of the product that the vendor proposes to supply as per specification along with catalogues.</p>
24	Any additional information	<p>i. Using of the multi brands for the same item is not permissible. Single brand should be used for entire period of empanelment. No change of brand will be permitted during the said period. In the case the Model is obsolete / Product stopped, in such an eventuality Para 21 Sub para (ii) would be the clause.</p> <p>ii. Claims to resubmit Annexure “D”, by any bidder during or after E-Tender or after identifying L1 will not be entertained. If any vendor resorts to modifying the Annexure “D”, sufficient grounds for the annulment of the award and forfeiture of the PBG. Apart from that, the bank would de-panel the vendor.</p> <p>iv. Claims for revision of the Quoted price by any bidder after identifying L1 will not be entertained.</p>
25	For any queries or support in connection with the online tendering process, please contact our E-procurement solutions agency	<p>e-Procurement Technologies Limited, Ahmedabad.</p> <p>1. Mr.Nandan Valera:- nandan.v@eptl.in-9081000427</p> <p>2. Mr.fahad Khan- fahad@eptl.in-9904406300</p> <p>3. Mr.Shaikh Nasruddin- shaikh@eptl.in- 9510812960</p>
26	SBI reserves the right to accept or reject any or all bids without assigning any reasons thereof, even after opening of the bids.	

GENERAL CONDITIONS OF CONTRACT

1. Interpretation:

In constructing these conditions, the specifications, the schedule of quantities, tender and agreement, the following words shall have the meaning herein assigned to them except where the subject or context otherwise requires.

2. Definitions:

In this connection, the following terms shall be interpreted as indicated below:

- i. **“The Bank”** ‘means the State Bank of India (including branches and other offices) and any of its employee’s representative authorized on their behalf.
- ii. **“Bidder”** means an eligible entity/firm submitting the Bid.
- iii. **“The Contract”** means the agreement entered into between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- iv. **“Vendor/Vendors”** is the successful Bidder to whom the work has been awarded.
- v. **“The Contract Price/Project Cost”** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- vi. **“The Equipment/Product”** means all the hardware (NVR / DVR CCTV) along with the accessories, associated software/firmware/operating software which the Vendor is required to supply to the Bank under the Contract.
- vii. **“The Works/Project”** shall mean the works to be executed or done under this contract.
- viii. **“The Services”** means those services ancillary to the supply of the equipment/product, such as transportation, transit insurance, installation, commissioning, customization, integration, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract.
- ix. **“The Project Site”** means locations where the CCTV are to be supplied and installed and services as desired in this tender document are to be provided.
- x. **“The Schedule of Quantities/BOM (Bill of material)”** shall mean the schedule of quantities as specified and forming part of this contract.
- xi. **“Deficiencies”** shall mean unsatisfactory outcome of the Services which has resulted in deviation from the desired outcome and has thereby cause loss to a party of this Agreement.
- xii. **“Root Cause Analysis Report”** shall mean a report addressing a problem or non-conformance, to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

Words importing persons include firms and corporations. Words importing the singular only, also include the plural and vice versa where the Context requires.

3. Scope of work:

Supply, installation, Testing and commissioning of CCTV consequent to issue of PO. Carrying out preventive maintenance during the free maintenance service comprehensive warranty period. Subsequent Comprehensive AMC for new CCTV installations and non-comprehensive AMC of the existing CCTV from the date of entering an agreement / SLA.

4. Eligibility Criteria, Technical & Functional Specifications, BOQ & Compliances:

i. Bid is open to all Bidders who have submitted the documents substantiating eligibility criteria of empanelment and Technical & functional specifications as given in **Annexure-A1 to A-10** of this document.

ii. The preferred brand for items listed in Annexure A1 to A 7 are M/s Sony, Prama, Dahua India and CP Plus. The vendor would have to supply components as submitted by the them in Annexure "D" and no change in the brand is permitted. If at any stage it is found that the vendor has installed / supplied a component not specified in Annexure "D", the vendor must replace the component by the brand approved and apart from that twice the cost of the component would be recovered.

iii. For the purpose of rate contract, Bill of Quantity (BOQ) for consideration would be as given in **Annexure-B** of this document.

5. Site and its location:

The proposed SITC of CCTV is to be carried out at our SBI Branches / AO / LHO in the State of Andhra Pradesh.

6. Bid Documents:

i. The work must be carried out strictly according to the conditions stipulated in Bid consisting of the following documents and in the most workmanship like manner,

- (a) -NIT
- (b) - General Conditions of Contract
- (c) - Special conditions of Contract
- (d) - Price Bid

ii. The above documents shall be taken as complementary and mutually explanatory of one another but in case of ambiguities or discrepancies, shall take precedence in the order given below:

- (a) - Price Bid
- (b) - Special conditions of Contract
- (c) - General Conditions of Contract
- (d) -NIT

iii. Complete set of Bid documents can be downloaded from the Bank's website <http://www.sbi.co.in> under "SBI in the News" link "procurement news" and also at our e-procurement agency's portal <https://etender.sbi> during the period mentioned in the NIT.

7. Bid Preparation:

- i. The Bidder is advised to be conversant with the site condition and satisfy on his own responsibility and his own expenses all the relevant information and data which may be required for the purpose of preparation and submission of their bids:
- ii. The Bidder will be fully responsible for considering the financial effect of any or all the above factors while submitting his Bid. The SBI or Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.
- iii. The Price bid must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.

8. Clarification / Amendments and corrigendum:

- i. Bidder requiring any clarification of the bidding document may notify us in writing as per **Annexure- C** in the pre bid meeting to be held as mentioned in NIT the date/time mentioned. No e-mails / telephonic query / clarification would be entertained.
- ii. The clarifications to the queries received or amendments in the tender will be posted on the Bank's website and e-tender portal as a corrigendum/Addendum. **No individual communication will be conveyed to the Bidders.** The interested parties/Bidders are advised to check the above website regularly till the date of submission of Bid document and ensure that clarifications / amendments issued, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. SBI will not take any responsibility for any such omissions by the Bidder. SBI, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.
- iii. A pre-Bid meeting would be held on the date and time specified in the tender which may be attended by the interested Bidders or their representatives and get their queries clarified.
- iv. No request for change in commercial/legal terms and conditions, other than what has been mentioned in the tender or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- v. Queries received after the scheduled date and time will not be responded/acted upon.

9. Earnest Money Deposit (EMD):

The Bidder shall not be required to submit any EMD.

10. Bid Submission:

- i. Tenders should be submitted online on the website <https://etender.sbi>. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. Bidder will be responsible for any delay due to other issues.
- ii. The bidders should submit their bids online with their valid digital certificate, which confirms that the bidders have read and understood the tender terms and conditions. Claiming

ignorance of all the terms and conditions in this tender either before or after the PO is issued or during the progress of the work will not be accepted.

iii. The bidder shall submit the documents enlisted in the checklist in the NIT in the softcopy format. ie scanned copy of the documents either in PDF or JPEG format as required. The SBI will not be held responsible for any sort of delay, or the difficulties faced during the submission of bids online by the bidders. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.

iv. The bidder shall submit his quotes **online** through the PRICE BID in the e-procurement portal. The price bid will be opened only if the Bid is **unconditional. This is the Indicative Price only. L1 will be based on e-Reverse Auction.**

v. SBI shall conduct e-Reverse Auction among the qualified bidders **on the same day.** If the reverse auction is conducted on some other day due to administrative reasons, the same shall be communicated to the bidders.

vi. No claim for submission of offline bids will be entertained. Such bids will not be considered.

11. Price Bid: rates quoted by Bidder:

i. Total cost of product/solution (hardware equipment/ components/ software) with support (comprehensive warranty and AMC, if desired) would be the Total Cost of Ownership (TCO) and has to be quoted in commercial Bid.

ii. Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the rupee value of commercial Bid over the validity period.

iii. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.

iv. The Bank reserves the right to re-negotiate the prices in the event of change in the required product specification, international market prices of both the hardware and software, unrealistic AMC charges for Comprehensive AMC and Non-Comprehensive AMC, unreasonably low / abnormally high rate for the components.

v. If the lowest qualified bidder during negotiations fails to reduce the cost to a reasonable level, the Tender would be rejected.

vi. The vendor shall satisfy himself before Bidding as to the correctness and sufficiency of her / his Bid for the works and the rates/ amounts stated in the schedule of quantities and / or the schedule of rates and amount as provided covering all his obligations under the contract and all matters necessary for proper completion of the works expected in this document.

vii. Any request for review of the price bid after the bid opening will not be entertained.

12. Opening and Evaluation of Bids:

i. The online Bids will be opened at the office of the AGM(Security), SBI LHO office at Gun foundry. Representatives of Bidder may be present during opening of Bids. However, Bids would be opened even in the absence of any or all the bidder's representatives.

ii. In case, if the date of opening of price bid is declared as non-working day or Holiday, the bids will be opened on the next working day which will be intimated to the bidders.

13. Validity of Bids:

Bids shall remain valid and open for acceptance for a period stipulated in this document from the date of opening of price bid. If the Bidder withdraws his/her offer during the validity period or makes modifications in his/her original offer, which are not acceptable to the Bank, without prejudice to any other right or remedy, the Bank shall be at liberty to exclude the bidder from participation in the tender process.

14. Preliminary Examination:

i. SBI will examine the Bids to determine whether they are complete, on required formats & accompanied by supporting Documents and the Bids are conforming to all the terms and conditions of the Bidding Document without any deviations and are generally in order.

ii. If a Bid is not conforming to the terms and conditions, it will be rejected. However, SBI will have right to demand submission of more information as required, if any of the document is partly submitted. If the bidder does not respond within the stipulated time, SBI will reject or disqualify the bid.

iii. At any stage, if we are informed by the OEM in writing / or we are in possession of credible evidence that the letter uploaded by the vendor as part of the NIT for e Tender document, is forged/ tampered / color xerox / falsified letter of undertaking; the vendor would be backlisted, and all other measures would also be taken against the vendor for resorting to unethical business practice.

15. Contacting the SBI OR Bank:

i. No Bidder shall contact SBI or Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.

ii. Any effort by a Bidder to influence SBI or Bank in its decisions on Bid evaluation, or contract award may result in rejection of the Bid.

16. Evaluation of Price bids and Finalization:

i. The L1 Bidder will be selected based on TCO (Total cost of ownership) of the price evaluation quoted in the E Reverse auction.

ii. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of **Annexure-E** within 24 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action.

iii. In case, if the L1 contractor refrains / refuse to submit price breakup, it shall be treated as “Withdrawal of tender” by the Contractor before acceptance by SBI and they shall not be allowed to participate in the re-tendering process for the work.

iv. The ‘Proportion to Total Cost’ percentage mentioned in the Indicative price breakup will have to be maintained in the final price quote also by the L1 Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. Illustration has been given In Annexure “E”.

v. If the L1 bidder refuses to give the PBG, L2 & L3 would be given an option to take up the PO at L1 rates and L1 would be de-paneled.

vi. In case L2 / L3 bidder refuses to take up the PO at L1 rates / give the PBG, then L4 would be given an option. In case L2/L3, L4 refuses to take up the PO, the tender will be re-invited.

vii. The Bidder would have to quote equal or lesser than the upper reserve price fixed for any item / component / service desired in this BOQ.

viii. If the final L1 bid is unreasonably low in combination with other elements of the Bid or substantially higher than the Estimated Cost (market price), that it raises material concern as to the capability of the bidder to perform the contract at the offered price or by accepting the price, the bank would be paying abnormally high price, the bidder would be required to submit detailed price analysis of its bid price in relation to scope, schedule, allocation of risk and responsibility, any other requirements of the bid document. The bank reserves the right to decide if the bidder has quoted abnormal / low price when compared to prevailing market rate and the bank may reject the bid / Tender, and the bidder would de-paneled.

17. Award Criteria

i. For the purpose, awarding of contract all AOs would be considered at par regarding likely new / existing installations, AMC etc. The AO allotted would preferably be contiguous.

ii. The order would be awarded in the ratio as specified under to the successful Bidder whose Bid is the lowest evaluated Bid. No separate PO for the AMC to the vendor would be issued after the completion of the comprehensive warranty period. L2, L3 would be considered if and only if they are prepared to match the Bid value and also the quoted rate of L1 (Item wise).

(a) L1 so identified in the Tender would be allotted 3 AOs, L2 would be allotted 2 AOs and L3 1 AO including LHO and branches under LHO.

(b) In case L1 does not take up the PO, then the number of AOs would be equally distributed between L2 & L3 at the L1 rates. LHO and branches under LHO would be allotted to L2. L1 bidder would be de-paneled.

(c) In case L2 / L3 does not take up the PO, then the number of AOs would be equally distributed between L2/ L3 & L4 at the L1 rates. LHO and branches under LHO would be allotted to L2 / L3. L1 and any or all vendors who refuse to take up the PO would be de-paneled.

- iii. Bank will notify successful Bidder **(L1)** in writing by letter or email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Bank within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- iv. Upon notification of award to the L1, L2 & L3 Bidder, the Bank will promptly notify the award of contract to the successful Bidder on the Bank's website.
- v. The successful Bidder will have to submit, Performance Bank Guarantee for the amount and validity as desired and strictly on the lines of format given at **Annexure-F** of this document together with acceptance of all terms and conditions of the NIT.
- vi. Until the execution of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder.
- vii. SBI / Bank reserves the right at the time of award of contract to increase or decrease the number of branches under respective AOs for the purpose of CCTV SITC and / or services from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.
- viii. Failure of the successful Bidder to comply with the requirements/terms and conditions of this NIT shall constitute sufficient grounds for the cancel of the award and forfeiture of the PBG.
- ix. The contract/ agreement will be based on Bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, copies of all necessary documents, licenses, certifications etc

18. SBI's right to accept any Bid and to reject any or all Bids:

- i. SBI reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to award of the contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the SBI's action.
- ii. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- iii. In the event of the product failing to pass the acceptance test after the issue of PO, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Bank reserves the right to cancel the Purchase Order.
- iv. On successful SITC of the CCTV, the vendor shall submit Annexure: "G" at site and consequent to which the SBI Branch Head would issue a certificate as given in Annexure: "H".
- v. Nothing stated herein above shall in any way release the supplier from any comprehensive warranty or other obligations under this Contract.

19. Signing of Contract documents:

The successful Bidder shall be required to enter a contract/ SLA with the respective AO / LHO/ BPR outfit within 15 days of award of the tender or within such extended period as may be decided by the Bank along with the required PBG. However, the written acceptance of the Bid by the SBI/Bank will constitute a binding agreement between the Bank and successful Bidder pending execution of formal agreement. **The agreement shall be as enclosed vide Annexure “k”**. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement because of this tendering process shall be borne by the successful bidder.

20. Installation:

i. 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.

ii. Comprehensive warranty for Hardware Components: Onsite comprehensive warranty for all the hardware, software components including free replacement of spares, parts, kits as and when necessary, will be 12 months from date of installation.

iii. The power for the CCTV shall be drawn from the bank UPS via a MCB as provided in the BOQ. The vendor shall not execute any extra work other than the Bank's written instruction. No works, for which rates are not specifically mentioned in the price bid, shall be taken up without written permission of the Bank.

iv. All the items should be delivered in its original packing and in sealed condition (OEM seal) and should not be damaged / discolored / moisture damaged and should be well within the shelf life of the product. The seal shall be broken after being shown to the Branch official. If the consignment fails any of the criteria, the Bank reserves the right to reject / refuse to accept the consignment without assigning any reason. The BM, SBI would be the final authority to accept the consignment. All aspects of the CCTV components like specifications, dimension, features shall be as per Annexure “D’ and uploaded in Security Deptt site of the circle.

v. Date of installation of all major component items like camera, DVR, NVR etc would be written with permanent marker on the item itself and camera No. For reckoning the onsite comprehensive warranty, the recorded date would be admissible. In case no date is mentioned on the item, it shall be deemed to be under warranty period till otherwise proved by the Vendor.

vi. The sealed (plastic envelop) of the HDD should be opened / cut in the presence of the branch Official. The same is the case as regards NVR / DVR Camera etc that has a tamper seal. Pre opened consignment would not to be accepted (photo may be taken) and installation certificate would not to be issued.

ix. In the case of HD camera replacement, OSD (On screen display) hard copy of images / photo showing the Resolution, Frame rate and the presence of WDR has to be submitted.

x. All the cables must run through conduit pipe / capping strip even above the false ceiling.

xi. Any component that is required to be replaced/ changed is to be authorized by branch official in the case of existing CCTV. The vendor must submit 'Change Request' "CR" in the format as per Annexure "I" and relevant proof has to be submitted along with invoice / bill, counter signed by the branch official.

xii. Should any dispute or differences arise after the execution of any work as to measurements etc., or other matters which cannot be conveniently tested or checked, the decision of SBI shall be accepted as correct and binding on the vendor.

xii. Warranty for the System Software /off-the-shelf Software will be provided to the Bank which would be inclusive as per the general conditions of the sale. The vendor will provide support for all preinstalled software components during the warranty and CAMC period. The nature of updates and upgrades would be the sole responsibility of the vendor and it should conform / fit with the purpose and must work with the vendor hardware. The vendor shall update the NVR software as and when new security patches are released.

xiii. In the case of new installation, the CAT 6 cable must have a distance separation of minimum 8 inch from AC power cable i.e AC 230 Volt. This is not relevant to the existing DVR installations.

ivx. It is the responsibility of the Vendor to arrange/provide the tools, ladder, stands or any other gadgets or supports required for the execution of the work at site and Bank will not provide or entertain such requests.

21. Materials, Workmanship,

i. All the works specified and provided for in the specifications or which may be required to be done in order to perform and complete any part thereof shall be executed in the best and most workman like manner with materials of the best and approved quality of the respective kinds in accordance with the particulars contained in and implied by the specifications and as represented by the drawings or according to such other additional particulars, and instructions as may from time to time be given by SBI during the execution of the work and to his entire satisfaction. The Vendor shall use only products bearing ISI marking in the work for those materials for which no makes are mentioned in the tender.

ii. No refurbished, second hand and spurious materials should be used. Should the vendor desire to substitute any specified materials with "Equal" or "Other approved" etc., he/they must obtain the specific approval of the same from AGM (Security), LHO in writing for any such substitution, well in advance. SBI reserves its right to enquire and collect data from the vendor to confirm the authenticity of the materials. SBI has the right to stringent action against the vendor, as deemed fit, in addition to suspend / cancel the contract, and impose appropriate penalty as deemed fit by the bank.

iii. All material products as per specification given in Annexure "D" would be uploaded onto the bank's website, for ready reference at the AOs.

iv. If the vendor has used any material which is not complying with the specifications, or the workmanship is bad or the material used is substandard or second hand etc, SBI shall during the progress of the work have power to order the removal and substitution of the

material or proper re-execution of the work within a reasonable time. In case the vendor refuses to comply with the order, SBI shall have the power to employ other agencies to rectify or re-execute the work at the cost and risk of the vendor.

v. During the suspension of work for the reason of rain, strike, lockouts or any other cause, the vendor shall take all precautions necessary to safeguard the equipment's / Material and at his own expenses including insurance cover.

vi. All expenses consequent thereon or incidental thereto as certified by SBI shall be borne by the vendor or may be deducted from any money due to or that may become due to the vendor. No certificate shall relieve the vendor from his liability in respect of using of inferior material.

22. Period of contract & extension of time:

i. The Contract shall be executed within the stipulated period in the NIT. No request for extension will be entertained and the bidder has to plan and mobilize his resources for the satisfactory completion of the project within the time period agreed in the tender.

ii. If in the opinion of the Employer, the work is delayed due to the following reasons not attributable to the vendor, the employer shall make a fair and reasonable extension of time, for completion of the Contract works

- (a) By force majeure (or)
- (b) By reason of any exceptionally inclement weather (or)
- (c) By reason of proceedings taken or threatened by or dispute with adjoining or neighboring owners of public authorities arising, then through the Vendor's own default (or)
- (d) By the works not referred in the Schedule of Quantities or specifications (or)
- (e) By reason of civil commotion, workmen strike or lock-out (or)
- (f) In consequence of the Vendor not having in due time, necessary instructions from the Employer for which he shall have specifically applied in writing ahead of time, giving reasonable time to prepare such instructions

iii. In case of such strike or lock-out, the Vendor shall as soon as possible give written notice thereof to the employer, but the Vendor shall nevertheless constantly use his endeavors to prevent delay and shall do all they may reasonably be required, to the satisfaction of the employer to proceed with the work.

iv. In case the work is held up for any site conditions not attributable to the vendors or for any decisions instructions / want of details from Employer or for any of the conditions, the vendor shall be allowed reasonable extension of time by the employer but any claim for idle labour shall not be entertained by the employer. Vendor's quoted rates should include for all such contingencies.

23. Payment terms:

i. For the SITC of CCTVs

- (a) No advance payment.
- (b) No part payment. 100% of the invoice value would be made on successful commissioning of the system.
- (c) Payment shall be made by way of electronic fund transfer and the bill will be paid by the Branch.
- (d) Bidder should furnish details of the bank a/c No, IFSC code along with their invoices.

ii. The final bill shall be accompanied by a xerox copy of the certificate of completion or Commissioning report Annexure "G" signed by an official of the Bank / SBI. The acceptance of the payment of the final bill by the vendor would indicate that he has no further claim in respect of the work executed.

iii. The existing CCTV that are under Onsite free comprehensive warranty would continue be the responsibility of the current vendor. In case, the existing vendor fails to honour their commitment, bank would blacklist them after serving notice. And subsequent to that the same shall be under Onsite Non-comprehensive AMC if there is change in the Vendor if else it would be under Onsite Comprehensive AMC.

iv. For the AMC

- (a) No advance payment.
- (b) Quarterly payments will be released after the end of each quarter subject to deductions for shortfall in services and there is no fault report from the branch 5 days prior to the end of the Quarter.
- (c) The CAMC charges for 16 Ch NVR with upper limit of 16 IP camera would be twice the cost of a unit of 8 Ch NVR & 8 Camera. Similarly, the CAMC charges for 32 Ch NVR with upper limit of 32 IP camera would be four times the cost of a unit of 8 Ch NVR & 8 Camera.
- (d) The period of Non Comprehensive AMC / Comprehensive AMC for various CCTV systems installed at different dates would end on March 31st , June 30th , September 30th and 31st December of the calendar year as the case may be.

- (i) For the period, that is not a complete Qtr i.e Jan to March, April to June, July to September and Oct to December, AMC charge would be as under:

AMC Cost /365 * Number of days of the incomplete Qtr.

Illustration: Suppose a system is installed on 25 January 2021, Comprehensive warranty would end on 24th January,2022. Assuming that the AMC charge is Rs 10,000/ per yr, then the AMC charge payable for the incomplete Qtr would be:

$10,000 \div 365 = 27.39$
AMC Charge payable is Rs 1808.21 (27.39 x66 days)

Subsequent each Qtr would be Rs $10,000 \div 4 =$ Rs 2,500/- (notional)

- (e) For all billing purpose, system (CCTV) is declared functional only when all the installed cameras are functional (clear image) and recording as per specification is happening. Even one installed camera is nonfunctional, penalty clause will be invoked if the vendor fails to rectify the fault within 48 Hrs of the notice/ Msg / SMS/ email sent by the Branch head.
- (f) Field reports of the PM (Preventive maintenance of vendor) and breakdown maintenance reports shall be enclosed to the Invoices. The Field report (Format as per Annexure "J") has to be mailed to Branch email ID and Zonal Security officer within 10 working days of the visit. Non submission of Field report, shall be considered deficiency of service.
- (g) If the vendor technician has to make more than two visits applicable only in the case of NCAMC (i.e one is mandatory and one free on call in a Qtr) to the branch during a Quarter due to reasons attributable to the branch, the vendor would be paid as per the contracted rate.

- (h) If the vendor technician has to make a visit to the branch in the case of CAMC (i.e one is mandatory in a Qtr) to assist the branch on technical aspect / video back up, the vendor would be paid as per the contracted rate provided the call / complaint / request is closed / fully resolved.
- (i) In the case of Non-comprehensive AMC or CAMC, no AMC charge would be paid for part repair, if the work is held up due to vendor deficiency. In case AMC charges are not paid by the RBO for any reason, the vendor would be informed about the same by way of email and giving 5 working days to resolve the issue.
- (j) **Even after 5 days, the issue is not resolved / system not rectified in the case of CCTV under Non-comprehensive AMC, the vendor needs to escalate the matter to the respective AO with CC mail to LHO / RBO.**
- (k) The Vendor shall provide standby NVR / DVR in fully functional state in case the existing NVR / DVR either under warranty / CAMC cannot be repaired or rectified onsite and has to be taken to the vendor's shop floor/ workshop, transportation cost in this regard if any shall be borne by the vendor.

v. **GST as applicable shall be paid extra** and the same shall be clearly shown in the invoices.

vi. Statutory deduction towards income tax and other taxes as and when directions from statutory bodies are received will be made at the time of making payments. Currently, I.T. will be recovered @ 2 % plus surcharge or as applicable as per Government Rules. GST-TDS as per applicable rates will be deducted, wherever applicable.

vii. **GST:**

(a) It is the responsibility of the bidder to ensure that the GST is valid and active. Payments will not be made to inactive or invalid GST invoices.

(b) Reimbursement of GST will be made only on submission of proper GST invoice as per applicable GST provision. Non-GST invoices will not be accepted.

viii. The vendor should comply with the following.

(a) Vendor should have GST Registration Number

(b) Invoice should specifically disclose the amount of GST levied at applicable rate as per GST provision

(c) In case of Correction in the bills after scrutiny, vendor should submit fresh bills for payment

(d) Vendor should file his GST return in time accordance with GST provisions to enable the bank to claim the credit of GST paid to the vendor

(e) The GST Number of State Bank of India for Andhra Pradesh State - 36AAACS8577K1ZQ

ix. The works will be paid for as "measured work" on completion of SITC, unless otherwise specified.

x. In the case of lump-sum charges in the tender, in respect of any items of service, payment will be made for the actual service done, as will be assessed by SBI.

xi. Payment would be made as per periodicity prescribed under various acts / law subject to satisfaction completion of work/s and submission of acceptable invoices at the appropriate office.

24. Security Deposit in the form of PBG:

i. The vendor shall provide PBG to the tune of Rs 3 Lacs per AO, Rs 2 lacs for LHO, BPR outfits and the lien shall be removed after the claim period. In case systems are still under Onsite Comprehensive AMC, beyond the empanelment period, proportional amount of the PBG shall be retained for the said period.

ii. The PBG would be held at the AOs / LHO, while AMC payment would be made at the respective RBOs / BPR outfits and DGM headed Br.

iii. The vendor shall make good at his own cost and to the satisfaction of the Employer all defects, which may appear within the defect's liability period. In case of failure on the part to do so, the cost of rectifying the defects through any other agency shall be deducted from the amount of PBG kept with the bank. The modality to invoke the PBG would rest with the respective custodians (AOs) of the same.

iv. During the contract period, all compensation or other sums of money payable by the Vendor to Bank under the terms of this contract, will be deducted from any sum that may become due to the Vendor on any account whatsoever or from the PBG.

v. In the event of the PBG being reduced by reasons of any such deductions, the Vendor shall within 7 days of being asked to make good, by additional bank Guarantee, any sum which have been deducted from his PBG.

25. Penalties terms:

Where the vendor is undertaking the AMC, the penalty clause will be as per the special terms and conditions.

26. Variation in Quantity / Substitution of items:

i. The Schedule of Quantities unless otherwise stated shall be deemed to have been prepared in accordance with the past experience shall be considered to be approximate and no liability shall attach to the employer for any error which may be discovered therein.

ii. The Employer reserves the right to increase or decrease or delete or omit or execute only a part or the whole or any excess thereof, as per the site requirements, without assigning any reason thereof at the time of allotment / execution of work. Vendor will be paid for the actual work done at the site. No variation shall vitiate the contract.

iii. The tender rates shall be fixed and applicable for any increase or decrease in the tendered quantities. Nothing extra will be paid by the Bank on account of omission / deletion of items or decrease in the quantity of items. The Bank shall not entertain any claim whatsoever from the vendor on this account. Payment will be made on actual measurement of the work done. All measurements shall be as per relevant I.S. standards

iv. Bank reserves the right to order more quantities than what is mentioned in this tender (at the same rate and terms and conditions) either at the same site or other sites as per the need within the validity of this tender.

v. The price of all additional items/non-tendered items will be worked out on the basis of rates quoted for similar items in the contract wherever existing. If similar items are not available, the rates for such items will be derived as per standard method of rate analysis based on prevalent fair price of labour, material and other components.

27. Vendor's employees:

i. The Vendor shall employ technically qualified / having appropriate skill and competent persons fully trained and adequately experienced technicians, who are medically fit. They should be free from any contagious diseases. Till the time the COVID Pandemic is prevalent, the technician will follow and adhere to all COVID appropriate protocol of GOI and measures as will be existence / vogue like wearing of mask, maintain hygiene etc.

ii. The Vendor shall provide necessary training on safety measures while executing the work wherever necessary so as to avoid accident. The Bank shall not be responsible for any accident occurred or damage incurred or claims arising there from during the execution of work. The vendor shall also provide all risk insurance policy including third party insurance as may be necessary to cover the risk.

iii. The technician shall not overstay in the Bank premises or in the odd hours or holidays unless or otherwise required by the Branch for specific reasons like maintenance, repair works etc.

28. Working Hours at the site:

As instructed by Bank. Vendor to ensure that the routine operations at the site are not affected by the contract work. If required, they have to work on the Bank Holidays in coordination with other agencies and Bank.

29. Subcontracting:

The whole of the works included in the contract shall be executed by the vendor and the vendor shall not directly or indirectly transfer, assign or sublet the contract or any part, share or interest therein nor, shall take a new partner, without written consent of the Employer and no subletting shall relieve the vendor from the full and entire responsibility of the contract or from active superintendence of the work during their progress

30. Storage of materials:

i. The vendor shall store their materials like NVR, Cameras, tools etc in the site with the permission of the Bank. However, the vendors shall be responsible for the custody and security of all materials and equipment at site. No claim for loss or theft will be entertained by SBI or the Bank. The vendor should insure the material etc.

ii. On completion of the works, the vendor shall remove all tools, surplus materials, rubbish and temporary works of every kind and leave the whole of the site and the works clean and in a workmanlike condition to the satisfaction of the Bank

31. Force Majeure:

i. Notwithstanding the provisions of General terms and conditions of the Contract, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bandh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Vendor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

iii. If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

32. Insurance & Damage to persons and property etc:

i. The insurance shall be for an amount equal to 110 percent of the value of the Products from "Warehouse to final destination" on "All Risks" basis, valid until the Completion of the project or handing over whichever is later.

ii. Should any loss or damage occur, the Vendor shall initiate and pursue claim till settlement and promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.

iii. The vendor shall be responsible for all injury to the work or workmen to persons, animals or things and for all damages to the structural and / or part of property which may arise from the operations or neglect of himself or of any vendor, whether such injury or damage arise from carelessness, accident or any other cause whatsoever in any way connected with the carrying out of this contract.

iv. The vendor shall reinstate all damages of every sort mentioned in this clause so as to deliver the whole of the contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damages to the property of third parties.

v. The vendor shall affect the insurance necessary and indemnify the Employer entirely from all responsibility in this respect.

vi. The vendor shall be responsible for anything, which may be excluded from damage to any property arising out of incidents, negligence or defective carrying out of this contract.

vii. The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages, compensations, costs, charges and expenses arising or accruing from or in respect of any such claim or damages from any sums due to or to become due to the vendor.

33. Termination of contract for default by SBI:

i. The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:

- (a) If the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- (b) If the vendor fails to perform any other obligation(s) under the contract; or
- (c) Laxity in adherence to standards laid down by the Bank; or
- (d) Discrepancies/deviations in the agreed processes and/or products; or
- (e) Violations of terms and conditions stipulated in this NIT.

ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Vendor shall be liable to the Bank for any increase in cost for such similar Products and/or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.

34. Right to use defective product:

If after delivery, acceptance and installation and within the comprehensive warranty period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Bank's operation.

35. Disputes / Arbitration:

i. All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably.

ii. If however, the parties are not able to solve them amicably, either party (SBI or Vendor), give written notice to other party clearly setting out therein specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties.

iii. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Hyderabad at present.

iv. The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

v. Arbitration proceeding shall be held at Vijayawada, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

36. Governing Language:

All communication with respect to the Bid, clarifications, replies, contract documents etc shall be in English.

SPECIAL CONDITIONS OF CONTRACT

37. Preventive and Breakdown Maintenance during Comprehensive warranty Period & AMC:

i. All the CCTV covered in this contract have to be maintained as per the standards of the original manufacturing company during the comprehensive warranty period as well as AMC from the date of acceptance of the product by State Bank of India.

ii. All the new installations would be inspected by a Third party within one year of SITC. The vendor has to place his technician for technical evaluation onsite of the system and if any reasons technical evaluation could not be carried out within a year, the same shall be done within a grace period of 6 months. Any discrepancy in matters of technical specification or workmanship, the vendor would be given one month time to rectify. In case rectification and subsequent verification warrants a second visit by the Third party, cost equal to initial visit to be borne by the vendor/ would be deducted from the AMC amount / PBG.

iii. The comprehensive warranty would be on-site and subsequent onsite comprehensive AMC for new CCTV installations and back-to-back support from the OEM. During the comprehensive warranty and AMC period, the Bidder will have to undertake comprehensive support of the entire product (hardware/components/ operating software/firmware) supplied by the Bidder at no additional cost to the Bank. During the comprehensive AMC period, the Bidder shall be responsible for all costs relating to labour, spares, cable, components **except Surveillance grade HDD**, maintenance (preventive and corrective), compliance of security requirements.

iv. In the case of AMC of the existing CCTV, the vendor has to repair /service/ maintain under the onsite Non comprehensive AMC in as is where is condition when handed over to them under AMC that would include free labour. However, any replacement of spares, parts, kits, if any, in solution, would be paid by the bank as per the rate contract concluded. In the case existing DVR / NVR (under Non comprehensive AMC), requiring any part / component/s change / replacement not listed in the BOQ and no rate contract exists, prevailing market agreed price would be paid.

v. All required tools and tackles (in good working condition) necessary for carrying out repair and maintenance works have to be provided by the vendor.

vi. 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 repairs and maintenance services as under:

Type of Service	Comprehensive warranty Period	AMC
Preventive Maintenance	Every Quarter	Every Quarter
Breakdown Maintenance	Within 48 hours of complaint	Within 48 hours of Complaint

38. Preventive maintenance:

i. The Vendor shall conduct the following activities under Preventive Maintenance once within first 60 days of the installation of system and once in every quarter thereafter, during the currency of this agreement or on a day and 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 reschedule preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

SNo	Activity
1.	Cleaning of all cameras (cobweb, water vapor etc) and subsequent ensuring the field of view has not changed.
2.	Use air pressure can blow the dust away from within the DVR / NVR
3.	Rectifying any camera zoom, focus etc.
4.	Viewing playback of all IR cameras in night mode
5.	Ensuring all configuration aspects are as per NIT document
6.	Updating software as when there is new release (New installations)
7.	Ensuring there is 90 days video backup as per the required configuration settings
8.	Ensuring no electrical induction due to near field effect of AC Power
9.	Ensuring IR is effective, and the range is within the parameters
10.	Verifying the log and alert the BM of any serious issues like formatting etc

ii. In case any CCTV security patch is released, software upgrade or software reloading is required to ensure optimum utilization of the CCTV under comprehensive AMC, the same would be carried and certified by the vendor during the quarterly visit.

39. Working Hours for Repair and Maintenance:

All activities under the scope of the contract shall be undertaken during working hours i.e. from 10.00 A.M. to 6.00 P.M. on all bank working days and in case beyond working hours with the written consent of the Branch Manager. In case any defects, faults and failures in the system could not be repaired or rectified during the said period, the technicians are required to accomplish their duties beyond the said schedules in case of any situation, if it warrants.

40. Response Time on receiving the complaint:

i. The maximum response time i.e. time required for Vendor's maintenance technicians to report to the Bank after a request call / e-mail is made or letter is written by Bank shall not exceed 48 hours.

ii. Apart from regular letter communications, all telephonic/E-mail or letter communications from Bank are to be treated as formal communication for all practical purposes.

41. Replacement of Spare parts:

i. Any worn or defective parts withdrawn from the equipment and replaced by the vendor during the comprehensive warranty period shall become the property of the vendor and the parts replacing the withdrawn parts shall become the property of Bank in case of comprehensive AMC.

ii. Only original spare parts/quality approved by the Bank will be permitted to be used for the maintenance during the AMC Period. If duplicate, refurbished or secondhand parts are used

by the vendor during the AMC, the contract shall be cancelled immediately without any notice period.

iii. It is the responsibility of the Vendor to accurately specify the damaged spare parts to the Bank and to rectification of the fault.

iv. In the event of the equipment not being repaired or a workable solution not provided during Comprehensive warranty period and the AMC period, a penalty as per the penalty clause will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.

v. Any reported incident of CCTV images not clear, no image etc after any attempt burglary / untoward incident at the branch, the vendor shall submit "RCA" Root cause analysis within 48 working hours to the Circle Security Deptt, LHO.

42. Escalation Matrix:

The mobile number, land line number and email ID of the Vendor/Supervisor/Help desk to whom the complaints have to be reported and that of Top Management level is to be provided to Bank for communication purpose. Any change in numbers shall be advised then and there to the Bank.

43. Insurance for the Workmen:

i. The technicians deployed under AMC are to be covered by insurance under Workman Compensation Policy through reputed Insurance Companies during the AMC Period. If demanded, Copies of the Insurance Policies are to be submitted to the Bank by the vendor.

ii. Bank is not responsible for any loss of life, damage, injury to the technicians while undertaking the Maintenance activity under AMC contract or during the installation of new system. Vendor to ensure that all safety protocols are strictly followed while execution of the work. Vendor shall indemnify the Bank against any claims, damages, compensation for such losses.

44. Extended Period of AMC:

i. In case the Bank needs the AMC service beyond the period of AMC, additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.

ii. If any system covered under these AMC are removed/dismantled/shifted from one branch or office to another branch/office, the Contract amount as per the unit rate of the Tender will be revised and suitable deductions made from the AMC bills.

45. Complaint / Service / Breakdown Register:

The Bank shall maintain a register at its site in which, any person identified by Bank shall record each event of failure and / malfunction of the system. The Vendor's technician shall

enter the details of the systems serviced/ maintained / repaired by him in this register. Additionally, every time a preventive or corrective maintenance is carried out, the Vendor's engineer shall make, in duplicate, a Service call report which shall be signed by him and thereafter countersigned by the Bank's official. One copy of the Service call report shall be handed over to the Bank's official. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time. The Vendor shall provide replacement equipment if any equipment is out of the premises for repairs.

46. Shifting the system to new location or Branch:

If Bank desires to shift the Systems to a new location/floor or department in the same premises or to another branch/office and install it thereof urgently, the Bank shall bear the charges for such shifting and the vendor shall dismantle and reinstall the systems as desired. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the vendor. The comprehensive warranty terms would not be considered as violated due to the above shifting.

47. Vendors responsibility after the contract has expired:

Successful bidder has to handover all the systems in good working condition before expiring of CAMC, NCAMC contract. PBG will be released only after verifying the same within the claim period.

48. Penalty clause for AMC:

i. Any penalty due during the Comprehensive warranty/AMC period will be adjusted against the bills payable or retention money retained by the Bank as per following in case of non-satisfactory services provided under Comprehensive warranty/AMC:

SNo	Type of Defective Service (CCTV)	Penalty Amount / LD
1	Penalty for a system in the AO which is not repaired post completion of 48 hours (Bank Holidays would be excluded) of reporting.	Rs 1000/- per system per day or part thereof for the system under C-AMC. Rs 300/- per system per day or part thereof for the system under NC-AMC.
2	Penalty for a system in the AO that breaks down for more than three times in a month attributable to system failure.	Rs 3000/- per system for the calendar month for the system under C-AMC.
3	Penalty for poor quality of the display / play back either due to dirty lens, spiderweb, resolution configured below the given in para 4, Flicker due to -BNC Pin issues (DVR), ground earthing issue causing vertical or horizontal lines moving up, Electromagnetic induction due separation distance of less 8 inch between CCTV cable and AC power cable (New system), varifocal, zoom setting adjust issues, poor quality of IR images etc.	Rs 200/- per instance, per camera.
4	All new installation PVC conduit / capping strip for entire running length and no joints in CAT 6 Cable. The cable has to separate from AC power cable by a distance of minimum 8 inch and crossing should be right angel to the lay of power cable.	If found it would be considered deficiency of service and terms of C-AMC and a sum of Rs 3000/- to be recovered.
5	Penalty for Non-availability of recording for a minimum of 90 days for all channels at these specifications: Resolution 1080p / 2MP, 25 FPS, Bit rate 2048 Kb/s (DVR) and 4096Kb/s (IP), Pre/post record 10 sec, ROI	Rs 1000/- per day, for those number of days were play back recording is not available (maximum 90 days).

	(Region of interest) full view, MD Sensitivity: Minimum Non critical area 60%, critical area minimum 80% of full view for all 7 days a week.	
6	Penalty for not doing the Preventive Maintenance during comprehensive warranty period or subsequent mandatory quarterly visit in either case NCAMC / CAMC or Vendor does not fulfill the provisions of the contract in a quarter.	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. C-AMC: Rs 2000/- NC -AMC : Proportional
6	Penalty for non-responsiveness to the calls of the Bank to repair or replace the faulty system. If the vendor could not resolve the issues or not showing any interest to resolve the issue or non-responsive to Bank's calls	Bank will arrange to rectify the same through any other vendor and recover the losses from the vendor by suitable deductions from the bills payable to the vendor or from the PBG and cancel the contract.
7	Penalty for losses to Bank's property while performing the PM or repair works on account of any negligence, mishandling, non- adherence to the required safety protocols, commission or omission by the technicians of the Vendor and if any loss or damage caused to the Equipment or any Bank's property	Vendor to rectify or shall make good the losses suffered by the Bank or Bank will recover the actual amount incurred by Bank
8	If at any stage it is found that the vendor has installed / supplied a different brand than that as been specified in Annexure "D".	The vendor has to replace the component within specified period failing which the bank will recover the cost of replacement of the component done by empaneled vendor.

ii. If, in any quarter, the invoice was paid to the Vendor without deducting the penalty or DL, the Bank can deduct the same from future payments payable or the Vendor shall refund the amount forthwith to Bank on demand by Bank.

iii. Further Bank reserves the right to terminate the contract at any time during the validity of the Contract period by giving 30 days' notice to the Vendor with or without any reason.

iv. No term or provision hereof shall be deemed waived, and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.

Date:

Place:

Signature and seal of the Bidder

CLOSE CIRCUIT TELEVISION SYSTEM: TECHNICAL SPECIFICATIONS**8 / 16/ 32 CH NETWORK VIDEO RECORDERS (NVR)**
(PREFERED BRAND ARE SONY, PRAMA, CP PLUS, DAHUA INDIA)

SI No.	Parameter	Specification	Remarks
1	Compatibility	NVR	
2	Main Processor / Operating System	Embedded	
3	Network	1 GIG RJ 45	
			20 user
4	System Resources	Pentaplex function: recording, playback, live view, back up, remote access over IP network	
5	Recorder Control Option	Video front panel, Keyboard (Both RS232c and IP), IP Network, USB mouse	
6	Recording resolution	1920*1080 or higher for all Channels	
7	IP Camera Input	Minimum 8/16/32 IP Cameras	
8	IP Camera Input	2MP/1080P or Higher	Should support up to 4 MP
9	Recorder Video Input	Minimum 1 VGA, 1 HDMI	
10	Recorder Audio Input	Minimum 1 audio channel, RCA	Requisition only if Audio support in camera is being asked
11	Recorder Audio Output	1 audio channel, RCA	Requisition only if Audio support in camera is being asked
12	Display Screen Mode	1,4,8,9,16,32 ALL (Window)	
13	Camera Scheduling	Supported	
14	On Screen Display	Date, Time, Camera Title, Video loss alert, motion detection alert, recording, camera lock alert, camera tampering, camera masking	
15	Video/Audio Compression	Minimum H.265 or better /G.711 respectively (One Channel) or Higher	
16	Image Resolution	1080P (2MP) or higher, real-time recording @ 25 fps per channel in all channels with selectable fps simultaneously.	
17	Encoding Stream	2MP Should support 25 fps real time recording in all channels simultaneously. Should support up to 8 MP	
18	Video Encoding Bit Rate	IP Video: 32-4096kb/s or higher	
19	Image Quality	6 levels (VBR) or equivalent / CBR	
20	Recording Mode	Manual, Schedule, Regular, Motion Detection, Camera blank, video loss. Stop Recording	FIFO and auto overwrite facility to be added
21	Recording Priority	Manual; Alarm; Motion Detection & Regular	
22	Recording Interval	Prerecord: 1sec to 30 sec., Post-record: 10 sec~ 5 minutes	
23	Alarm Input	Supported Minimum 4	
24	Alarms	Motion detection, video tampering, network disconnect, IP address conflict, illegal login, HDD Full, HDD error	
25	Relay Output	Supported Minimum 1	
26	Water Marking	Supported	
27	Playback Channel	1,2,4,16,32	
28	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy, Motion Detection, Alarm	
29	Playback Options	Play, Digital zoom (any size), Pause, Rewind, Slow motion, shift to next file, shift to previous file, one click previous camera, one click Next Camera, Full Screen mode, Replay, Backup selection, Fast forward, Shuffling	

30	Operation Over Network	Monitor, Playback, File download, Log information, System setting	
31	Hard Drive Storage Option	8 Channel- 4 SATA, 16, 32 Channel – 8 SATA. Should support up to 8 TB per SATA Port	
32	USB Interface	Minimum 2 Ports (One should be 3.0)	
34	Power Supply	AC 100~240 V, 50/60 Hz	
35	Working Environment	All indoor weather conditions	
36	Duplex type	Recorder should be able to playback recorded footage without having to stop recording	
37	Certificate	CE, FCC & BIS	
38	Compatibility	Onvif.org Registered for relevant profiles	
39	HDD quality	Surveillance (4 TB/6 TB /8 TB)	

Note: The bidders should fill the above data for the model and make offered by them in the online portal

Annexure- 'A2'

**2MP HD VARIFOCAL IR BULLET CAMERA (Motorised)
(PREFERRED BRAND ARE SONY, PRAMA, CP PLUS, DAHUA INDIA)**

Sr No	Parameters	Specifications
1	Image Sensor	2 MP / 1080P CMOS Sensor
2	Effective Pixels	1920*1080 or higher
3	Min. Illumination	0.01 Lux @(F1.2,AGC ON), 0 Lux with IR
4	Shutter Time	1/25(1/30) s to 1/50,000 s
5	Lens	2.8 – 8 /12 mm @ F1.4 Motorized VF
		Angle of view: 80° - 27.2°
6	White Balance	Automatic
7	WDR	120db WDR with OSD feature
8	Day & Night	Automatic
9	Video Frame Rate	1080P @25fps/ 1080P@30fps
10	S/N Ratio	More than 50Db or higher
11	Working temperature/ Humidity	-0 °C - 60 °C
		Humidity 90% or less (non-condensing)
12	Power Supply	12V DC
13	Power Consumption	Max. 8W
14	Weather Proof Ratings	IP67 & IK 10
15	Material	Metal body
16	IR Range	≥ 20 mtr
17	Certifications	CE, FCC & BIS

Note: The bidders should fill the above data for the model and make offered by them in the online portal

HD FIXED LENS IR DOME CAMERA
(PREFERRED BRAND ARE SONY, PRAMA, CP PLUS, DAHUA INDIA)

S.No	Parameters	Specification	Remark
1	HD Technology	HD	
2	Image Sensor	2 MP CMOS Sensor /CCD or better	
3	Signal System	PAL	
4	Effective Pixels	1920 x 1080 or higher (1080 P)	
5	Mini. Illumination	0.01Lux@F1.2, AGC ON, 0 Lux with IR	
6	Video Output	1080P or higher @ 25 fps	
7	Recording Resolution	1080P or higher @ 25 fps	
8	Frame Rate	50Hz: @25fps	
9	SN Ratio	≥60Db or better	
10	Audio Input	-	If felt necessary, then a audio chip can be connected to the normal camera since inbuilt audio input cameras are quite expensive.
11	White Balance	Automatic	
12	Day & Night	Automatic	
13	Shutter	1/25 s to 1/50,000 s	
14	Auto Gain Control (AGC)	Automatic	
15	Noise Reduction (NR)	2D NR	
16	IR Range	≥ 20 mtr	
17	Lens	2.8 / 3.6 mm	
18	WDR	120db WDR/ True WDR with OSD feature	True DWDR is only for the cameras facing the Entry/Exit, Parking or those which are exposed to bright light (substantial increase in cost)
19	Input Voltage	DC12V±10%	
20	IP Rating	IP67 (weatherproof), IK 10 (Vandal Proof)	Not required for cameras inside the branch. Discretion may be used for either or both standards for the cameras to be placed outside the branch for parking etc.
21	Operation Temp	0° to +50° C	
22	Material	Metal body	
23	Storage Humidity	90% or less	
24	Certification	CE/ FCC and BIS	

Note: The bidders should fill the above data for the model and make offered by them in the online portal

2 MP HIGH RESOLUTION PIN HOLE IP CAMERA
(PREFERED BRAND ARE SONY, PRAMA, CP PLUS, DAHUA INDIA)

Sr No	Feature	Specification
1	Image Sensor	2MP-CMOS
2	Effective pixels	1920* 1080 @25 FPS
3	Resolution	2 MP
4	Sync system	Progressive
5	Min. illumination	Colour-0.01Lux B/W 0.001Lux
6	Video Compression	Main stream: H.265, H.265+
7	Electronic shutter	Auto, 1/3s to 1/100,000 sec
8	Lens	3.7mm Pin Hole (2.8 mm optional)
9	WDR	120 dB or higher
10	BLC	On/Off
11	Motion detection	Yes
12	Day & Night	Color/B/W/Auto level adjust
13	Video output	RJ 45
14	Power supply	DC12V POE 802.3 AF
15	Power consumption	UP TO 3 Watts max
16	Standard	ONVIF (PROFILE S, PROFILE G), onvif.org Registered
17	Certification	CE/ FCC and BIS

HD VARIFOCAL IP LENS IR BULLET CAMERA (Motorised) WITH SD Card
(PREFERRED BRAND ARE SONY, PRAMA, CP PLUS, DAHUA INDIA)

S. No	Parameters	Technical Specifications
Camera		
1	Image Sensor	1/2.8 Progressive Scan CMOS
2	Effective Pixels	1920 * 1080 or higher
3	Min. Illumination	Color: 0.01@F1.4, 0 Lux with IR
4	Shutter Speed	1/3 s to 1/100, 000 s, support slow shutter
5	Lens	2.8 mm - 12 mm VF (Motorised)
6	Day & Night	IR cut filter with auto switch
7	WDR (Wide Dynamic Range)	120 dB (WDR) HLC
8	Video Compression	Main stream: H.265, H.265+
9	H.265+ Type	Main profile
10	Video Bit Rate	32 Kbps to 8 Mbps
11	Dual Stream	Support
12	Max. Resolution	1920 x 1080 (1080 P)
13	Main Stream Max.	50Hz: 25fps @(1920 x 1080)
14	Frame Rate	50Hz: 30fps @(1920 x 1080)
15	Sub-stream	50Hz: 25fps @(704 x 576, 640 x 480, 352 x 288, 320x 240) 60Hz: 30fps @(704 x 480, 640 x 480, 352 x 240, 320x 240)
16	Image Settings	Brightness, saturation, contrast, sharpness are adjustable via web browser or client software
17	Day/Night Switch	Support auto, scheduled
18	Others	Mirror, BLC (area configurable), region of interest (support 1 fixed region)
19	Network Storage	Support micro SD/SDHC/SDXC card supporting upto (128G), local storage and NAS, ANR
20	Detections	Motion detection
21	Alarms	Motion detection, video tampering, network disconnect, IP address conflict, illegal login, HDD Full, HDD error
22	Protocols	TCP/IP, UDP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1X, QoS, IPv6, Bonjour
23	Standard	ONVIF (PROFILE S, PROFILE G), onvif.org Registered
24	General Function	One-key reset, mirror, password protection, privacy mask, watermark, IP address filter
25	Communication Interface	1 RJ45 10M/100M self-adaptive Ethernet port
26	Reset	Support
27	Operating Conditions	-0 °C to 60°C, humidity: 95% or less (non- condensing)
28	Power Supply	DC12V ± 25%, PoE (802.3af)
29	Power Consumption	Max. 11 W
30	Ingress Protection	IP 67
31	Material	Metal body
32	IR Range	Up to 30 mtr
33	Certification	BIS and FCC or CE

Note: The bidders should fill the above data for the model and make offered by them in the online portal

**MINIMUM 2 MEGAPIXEL IP IR DOME CAMERA WITH FIXED LENS
(PREFERRED BRAND ARE AXIS, SONY, PRAMA, CP PLUS, DAHUA INDIA)**

S.No	Feature	Specification
1	Image Sensor	1/2.8 Progressive Scan CMOS or higher
2	Effective Pixels	1920 x 1080 or higher (1080 P)
3	Electronic Shutter	Auto/Manual, 1/3(s)~1/100000s
4	Video Frame Rate	25 fps @ 1920*1080
5	Scanning System	Progressive
6	Mini. Illumination	0.01Lux/F1.4(Color); 0Lux/F1.4(IR on)
7	Min. IR LEDs Length	30m
8	Day/Night	Auto(ICR) / Color / B/W
9	Back Light Compensation	WDR 120 DB
10	White Balance	Auto/Manual
11	Focal Length (lens)	2.8 / 4 mm
12	Video Compression	H.265 plus
13	Frame Rate (Dual Stream)	Main stream (1080 P(1 ~ 25/30fps)) & Sub stream : D1/CIF(1 ~ 25/30fps)
14	Bit Rate	32 Kbps to 8 Mbps
15	Network Ethernet	RJ-45 (10/100Base-T)
16	Protocol	IPv4/IPv6, HTTP, HTTPS, SSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPOE, DDNS, FTP, IP Filter, QoS,
17	Compatibility	ONVIF Camera should be registered on (ONVIF.ORG)
18	Power Supply	DC12V, PoE (802.3af)
19	Working Environment	0°C~+60°C / Less than 95%RH (no condensation)
	Material	Metal body
20	Ingress Protection	IP67 and IK 10
21	Certification	CE/ FCC and BIS

Note: The bidders should fill the above data for the model and make offered by them in the online portal

8 / 16/ 32 CH HD DIGITAL VIDEO RECORDERS (HD DVR)
(PREFERED BRAND ARE SONY, PRAMA, CP PLUS, DAHUA INDIA)

S. No	Parameter	Specification	Remark
1	Compatibility	Analog cameras (mandatory), HD/ AHD	
2	Main Processor / Operating System	Embedded	
3	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network	
4	Recorder Control Options	Video Front panel, IR Based remote control, Keyboard (Both RS232c and IP), IP Network, USB mouse	
5	HD Camera Input	Minimum 8/16/32 Video channel; BNC	
6	Recorder Video Output	Minimum 1 VGA, 1 HDMI	
7	Recorder Audio Input	Minimum 1 audio channel, BNC or RCA	Requisition only if Audio support in camera is being asked
8	Recorder Audio Output	4 audio channel, BNC or RCA	- -DO--
9	Recorder Bidirectional Talk	1 channel Input, BNC, 1 channel Output, BNC or RCA	- -DO--
10	Display Screen Mode	1,4,8,9,16,32 ALL (Window)	
11	Camera Scheduling	Supported (continuous/ motion/ event based)	
12	On Screen Display	Date, Time, Camera Title, Video loss alert, motion detection alert, recording, camera lock alert.	
13	Video/Audio Compression	H.265 plus/ H.265/ H.264/G.711 respectively (One Channel) or higher	
14	Image Resolution	1080P or higher, realtime recording @ 25 fps in all channels with selectable fps simultaneously	
15	Encoding Stream	1080P or higher, realtime recording @ 25 fps in all channels with selectable fps	
16	Video Encoding Bit Rate	Analog video: 2048 Kb/s or higher	
17	Image Quality	6 levels (VBR/ CBR)	
18	Recording Mode	Manual, Schedule, Regular, Motion detection	FIFO and auto overwrite facility to be added
19	Recording Priority	Manual; Alarm; Motion Detection & Regular	
20	Recording Interval	Prerecord: 1sec to 30 sec., Post-record: 10sec ~ 5 minutes	
21	Alarm Input	Supported Maximum 2	
22	Relay Output	Supported Maximum 2	
23	Water Marking	Supported	
24	Playback Channel	1,2,4,16,32	
25	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm	
26	Playback Options	Play, Digital zoom (any size), Pause, Rewind, Slow motion, shift to Next file, shift to Previous file, one clicks Previous camera, one click Next camera, Full screen mode, Replay, Backup selection, Fast forward, Shuffling	
27	Hard Drive Storage Option	For 8 Channel – 4 SATA, 16 Channel – 4 SATA, 32 Channel – 4 SATA. Should support up to 8 TB per SATA port.	
28	USB Interface	Minimum 2 Ports (one should be 3.0)	
29	Serial Interface	1 RJ45 RS-232 interface; 1 RS-485 interface; 1 RS-485 keyboard interface	

30	Power Supply	AC 100~240 V, 50/60 Hz	
31	Working Environment	All Indoor weather conditions	
32	Duplex type	Recorder should be able to playback recoded footage without having to stop recording	
33	Certificate	FCC & CE & BIS	
34	HDD quality	Surveillance (4 TB/6 TB /8 TB)	

OTHER COMPONENTS OF CCTV

S.No	Item Name	Specifications
1	Hard Disk Drive (SATA II or III)	Samsung / Seagate/WD/Hitachi. Video Surveillance Series (Rated for 24/7 operation). 32-64 MB Cache, 3Mb ~ 6Mb per second data transfer rate, Spindle Speed 7200 RPM or more.
	Capacity	4TB/ 6TB/8 TB (Tera Bytes)
2	MONITOR	LED with TCO 03 or higher certification.
	Screen size	22", 27" & 43" diagonal LED
	Input connectors	HDMI & VGA
	Make	Samsung/ LG/Dell/ lenovo
	Video	PAL / NTSC color composite
	Resolution (Min)	Minimum 1920*1080 / 1368*720 Pixels @ 60~85 Hz Refresh Rate, True Colour (32 Bit)
	Power Input	12/24 V DC
	Viewing Angle	140-degree H., 130-degree V
	Power consumption	NOT EXCEEDING 40 Watts
3	Cable – Video (RJ-6)	Unarmored
	Category	Coaxial RG 59
	Type	Unarmored
	Capacitance	53 +/- 3 Ohms
	DC resistance inner conductor	8.5 Ohms /KM
	Di- electric strength	10 KVA AC Mains
	Di electric material	Polythene (PE), 7.1mm dia
	Insulation resistance	50 M Ohms/KM
	Nominal Impedance	75 Ohms
	Minimum bending radius	55 mm
	Acceptable Quality	Make – Finolex/ Incab/ Polycab / Havels
4	Cable- Power	Unarmored
	Category	2 core power cable
	Type	2 core 1 sq .mm each
	Acceptable Quality	ISI Marked (IS-694, 1990). Make – Finolex/ Incab/ Polycab / Havels
	Insulation	PVC Insulated
5	PVC Conduits for cabling.	
	Specifications	IS-9537-1983; Internal Dia 20 "+, -," 1 mm, Wall Thickness- 4.2-5 mm
	Acceptable Quality	ISI Marked. Make – Sudhakar
	Grade	Medium
6	9 U Rack- (Wall Mount)	Dimension: 19 inches depth Power Strip: 6 Socket power supply: 1 No. Equipment Mounting Tray: 1 No Mounting screws & studs: 1 pack Transparent front door with Lock Fan tray with 2 Fans Provision for cable routing at the bottom of Rack.
7	CAT 6 SFTP	Cable Conductor Metal Solid Bare Copper Pairs 4 Pairs shielded Twisted Pair Cable Insulation Diameter 0.860 Nominal, Insulation Material: HD-PE Jacket Material PVC UL94V-0 Cable Diameter 5.0mm nominal Make : D Link / Net Fox / Digisol

Note: The bidders should fill the above data for the model and make offered by them in the online portal

POE SWITCH 08 PORT SPECIFICATIONS	
GENERAL	
Interface	8 x 10/100 / 1000 Mbps PoE ports , UPLINK PORT 2 x 10/100/1000
Port Standards & Functions	Ports 1 to 8 compliant with 802.3at
Other Port Standards & Functions	IEEE 802.3 10 BASE -T Ethernet (twisted-pair copper). IEEE 802.3u 1000 BASE-TX Fast Ethernet (twisted-pair copper) IEEE 802.3ab 1000BASE- T gigabit Ethernet Fast Ethernet (twisted-pair copper). IEEE 802.3az compliance. Auto-negotiation. IEEE 802.3 x flow Control. IEEE 802.3z
Networks Cables	CAT 6 (100 m max)
Duplex Mode	Full-duplex for 10/100 Mbps. Full-duplex for 1000mbps
Media Interface Exchange	Auto MDI/MDIX adjustment for all twisted-pair ports
PERFORMANCE	
Switching Capacity	5.6 gbps
Transmission Method	Store-and-Forward
MAC Address Table	16 k entries per device
Maximum 64 bytes packet forwarding rate	4.16 mbps
Packet Buffer Memory	1.5 MB
Physical/ Environment I	
AC Input	100 to 240 VAC 50/60 Hz internal universal power supply
Maximum Power Consumption	65 W (PoE on) • 17.9 W (PoE off)
Maximum PoE Budget	60 W
Standby Power Consumption	100 V: 10.3 W • 240 V: 11.1 W
Acoustics	0 Dba
Heat Dissipation	352.63 Btu/hr
Operating Temperature	-10 to 40 °C (23 to 122 °F)
Storage Temperature	-20 to 70 °C (-4 to 158 °F)
Operating Humidity	0% to 95% non-condensing
Storage Humidity	0% to 95% non-condensing
Diagnostic LEDs	Link/Activity/Speed (per 10/100/1000 Mbps port)• Power Fail/Power Ok (per PoE port)

POE SWITCH 16 PORT SPECIFICATIONS	
GENERAL	
Interface	16 x 10/100/1000 Mbps PoE ports• Uplink Port 2 x 10/100/1000
Port Standards & Functions	Ports 1 to 4 compliant with 802.3at • Ports 5 to 24 compliant with802.3af
Other Port Standards & Functions	IEEE 802.3 10 BASE -T Ethernet (twisted-pair copper). IEEE 802.3u 1000BASE-TX Fast Ethernet (twisted-pair copper) IEEE 802.3ab1000BASE-Tgigabit Ethernet Fast Ethernet (twisted-pair copper). IEEE 802.3az compliance. Auto-negotiation. IEEE 802.3 x flow Control. IEEE 802.3z
Networks Cables	UTP Cat. 5, Cat. Se(100 m max)
Duplex Mode	Full-duplex for 10/100/1000 Mbps. Full-duplex for 1000mbps
Media Interface Exchange	Auto MDI/MDIX adjustment for all twisted-pair ports
PERFORMANCE	
Switching Capacity	7.2 Gbps
Transmission Method	Store-and-forward
MAC Address Table	4 k entries per device
Maximum 64 bytes packet forwarding rate	5.3 Mpps
Physical/ Environment I	
AC Input	100 to 240 VAC 50/60 Hz internal universal power supply
Maximum Power Consumption	251.3 W (PoE on) • 26.3 W (PoE off)
Maximum PoE Budget	230 W
Standby Power Consumption	100 V: 24 W/ • 240 V: 21.9 W
Acoustics	Low speed: 47 dBA • High speed: 52.4 Dba
Heat Dissipation	840.89 Btu/hr
Operating Temperature	0 to 40 °C
Storage Temperature	0 to 70 °C
Operating Humidity	0% to 95% non-condensing
Storage Humidity	0% to 95% non-condensing
Diagnostic LEDs	Link/Activity/Speed (per 10/100/1000 Mbps port)• Power Fail/Power Ok (per PoE port)

Note: The bidders should fill the above data for the model and make offered by them in the online portal

BOQ FOR THE PURPOSE OF RATE CONTRACT

S.NO	DESCRIPTION	Qty of Equipment considered for TOC
1	NVR 8 channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
2	NVR 16 channel 8 SATA cannot be less than 8 Ch offer rate (SONY, PRAMA, CP PLUS, DAHUA INDIA)	5*
3	NVR 32 channel 8 SATA cannot be less than 16 Ch offer rate (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
4	2MP HD VF IR bullet cam (Motorised) (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
5	HD VF IR Dome Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
6	High resolution Pin Hole IP Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
7	HD VF IP IR Bullet Cam (Motorised) with SD Card (SONY, PRAMA, CP PLUS, DAHUA INDIA)	12*
8	2 MP IP IR Dome fixed lens Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)	6*
9	HDD 4TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)	1*
10	HDD 6TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)	6*
11	HDD 8TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)	4*
12	Micro SD Card 64 GB for IP Cam (Kingston / SanDisk / Transend)	5
13	22" LED Colour Monitor W / HDMI and VGA support	20*
14	27" LED Colour Monitor W HDMI and VGA Support	1*
15	43" LED Colour Monitor W HDMI and VGA Support	1*
16	Cable Co axial (RG-6 Cable) Finolex/ Incab/ Polycab / Havels	500* Mtr
17	2 core 0.5 sq mm Cable power (shield) thick (ISI Mark) Finolex/ Incab/ Polycab / Havels	400* mtr
18	CAT 6 Cable (SFTP Cable) D Link / Net Fox / Digisol	3000* mtr
19	POE Switch 8 port (D Link / Prama / Dahua India / CP Link / Gigisol / Net Fox)	6*
20	POE Switch 16 port (D Link / Prama / Dahua India / CP Link / Gigisol / Net Fox)	1*
21	Adaptor 12 v 5 Amp	250*
22	Adaptor 12 V 10 Amp	50*
23	Conduit PVC Pipes 19 mm Dia 1.5 mm thick (ISI Mark) Sudhakar	500* Mtr
24	Conduit PVC Pipes 25 mm Dia 1.5 mm thick (ISI Mark) Sudhakar	500* mtrs
25	3/4" PVC Casing/Capping (ISI Mark) Sudakar / Modi	300* mtrs
26	1" PVC Casing/Capping (ISI Mark) Sudhakar / Modi	300*mtrs
27	2" PVC Casing/Capping (ISI Mark) Sudhakar / Modi	100* mtrs
28	6 Amp 2 pole MCB (Schneider / Legrand/ Siemens /ABB / L&T)	5*
29	9 U Rack wall mount: Power strip: 6 socket power supply: 1 no. Equipment Mounting Tray: 1 No Mounting screws & studs: 1 pack Transparent front door with Lock, Fan tray with 2 Fans, Provision for cable routing at the bottom of the rack.	1*
30	I / O Box Metal	50*
31	VGA Cable with VGA connectors length more than 10 mtrs upto 20 mtrs with 3 yrs warranty. Rate to be quoted per mtr	1*
32	VGA Cable with VGA connectors length upto 10 mtrs with 3 yrs warranty. Rate to be quoted per mtr	1*
33	VGA Splitter ½ with 3 yrs warranty	1*
34	HDMI Cable with connectors per meter with 3 yrs warranty	1
35	Non-Comprehensive Charge for the existing (DVR / NVR) per yrs per system	@AMCx 250x4 year*
36	Comprehensive AMC for a unit NVR and 8 cameras at a constant rate (less GST) per yr (Post Warranty) (Except Hard Disk)	@AMCx 21x3 year*
37	Dismantling and reinstalling the existing CCTV system to another location within a radius of 10 Km (Excluding the cost of hardware / peripherals).	1*
38	Installation charges for new CCTV	20*
39	Shifting charges for 2 cams within the branch	4*

40	Special visit for downloading video back up assistance for branch beyond two free visits in a Qtr in the case of NCAMC	1*
41	Special visit for downloading video back up assistance / Technical assistance requested by the branch in the case of CAMC and full resolution / closing of the complaint / request.	1*
42	HD DVR 8 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
43	HD DVR 16 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*
44	HD DVR 32 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)	1*

*** The bank reserves the right to procure any quantity as required to meet the surveillance requirement and is not bound to procure qty as mentioned in the Annexure.**

@ The number of branches would be actual, i.e as obtaining on ground.

We confirm that we comply with all the specifications mentioned above & the terms & conditions mentioned in the NIT Document are acceptable to us.

Dated this day of 202

 (Signature) (Name) (In the capacity of)

Duly authorised to sign Bid for and on behalf of

ANNEXURE-C

Pre-Bid Query Format

(To be provided strictly in Excel format)

Vendor Name	Sl. No	NIT Page No	NIT Clause No.	Existing Clause	Query/Suggestions

**MAKE / MODEL OF THE EQUIPMENT THAT THE VENDOR WOULD PROVIDE
DURING THE CURRENCY OF CONTRACT**

S.NO	DESCRIPTION	Make / Model as per Tech spec (Details along with product specific information)
1	NVR 8 channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA) *	
2	NVR 16 channel 8 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)*	
3	NVR 32 channel 8 SATA* (SONY, PRAMA, CP PLUS, DAHUA INDIA)	
4	HD DVR 8 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)**	
5	HD DVR 16 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)**	
6	HD DVR 32 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)**	
7	2MP HD VF IR bullet cam (Motorized) (SONY, PRAMA, CP PLUS, DAHUA INDIA)**	
8	HD fixed IR Dome Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)**	
9	High resolution Pin Hole IP Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)*	
10	HD VF IP IR Bullet Cam (Motorized) with SD Card (SONY, PRAMA, CP PLUS, DAHUA INDIA)*	
11	2 MP IP IR Dome Fixed lens Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA) *	
12	HDD 4TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)***	
13	HDD 6TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)***	
14	HDD 8TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)***	
15	22" LED Colour Monitor W / HDMI and VGA support (Samsung/ LG/Dell/ Lenovo) ****	
16	27" LED Colour Monitor W HDMI and VGA Support (Samsung/ LG/Dell/ Lenovo) @	
17	43" LED Colour Monitor W HDMI and VGA Support (Samsung/ LG/Dell/ Lenovo) \$	
18	POE Switch 8 port (D Link / Prama / Dahua India / CP Link / Gigisol / Net Fox) #	
19	POE Switch 16 port (D Link / Prama / Dahua India / CP Link / Gigisol / Net Fox)#	

Please Note: Items Grouped with similar symbols has to be from a single brand i.e

Symbols	Items that should be from the same Make / Brand
*	NVR 8 channel 4 SATA / NVR 16 channel 8 SATA / NVR 32 channel 8 SATA / High resolution Pin Hole IP Cam / HD VF IP IR Bullet Cam (Motorized) with SD Card / 2 MP IP IR Dome Fixed lens Cam
**	HD DVR 8 Channel 4 SATA / HD DVR 16 Channel 4 SATA / HD DVR 32 Channel 4 SATA / 2MP HD VF IR bullet cam (Motorized) / HD fixed IR Dome Cam
***	HDD 4TB (Surveillance Grade) / HDD 6TB (Surveillance Grade) / HDD 8TB (Surveillance Grade)
****	22" LED Colour Monitor W / HDMI and VGA support
@	27" LED Colour Monitor W HDMI and VGA Support

\$	43" LED Colour Monitor W HDMI and VGA Support
#	POE Switch 8 port / POE Switch 16 port

We confirm that we comply with all the specifications mentioned above & the terms & conditions mentioned in the NIT Document and relevant information brochure is enclosed and are acceptable to us.

Dated this day of 202

(Signature) (Name) (In the capacity of)

Duly authorised to sign Bid for and on behalf of

Annexure-E

Commercial Bid

Note: Suitable information may be sought in Commercial Bid. An example of Commercial Bid format is placed below for guidance.

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – “**Commercial Bid for Procurement of CCTV**”.

Name of the Bidder:

CCTV SYSTEM – BOQ & RATES						
S.NO	ITEM	UPPER RESERVE PRICE IN RS (B)	Qty (C)	Offer Rate per item / per mtrs (D) this should be equal / less than the value in (B)	Amount in Rs.(E) = (C) X (D)	Proportion to Total Cost of E (in %age) #
	A	B	C	D	E	F
1	NVR 8 channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)	17,500	1			
2	NVR 16 channel 8 SATA cannot be less than NVR 8 Ch offer rate (SONY, PRAMA, CP PLUS, DAHUA INDIA)	34,000	5			
3	NVR 32 channel 8 SATA cannot be less than NVR 16 Ch offer rate (SONY, PRAMA, CP PLUS, DAHUA INDIA)	38,000	1			
4	2MP HD VF IR bullet cam (Motorized) (SONY, PRAMA, CP PLUS, DAHUA INDIA)	5,500	1			
5	HD fixed IR Dome Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)	2200	1			
6	High resolution Pin Hole IP Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)	3,400	1			
	HD VF IP IR Bullet Cam (Motorized) with SD Card support (SONY, PRAMA, CP PLUS, DAHUA INDIA)	8500	12			
8	2 MP IP IR Dome Fixed len Cam (SONY, PRAMA, CP PLUS, DAHUA INDIA)	4000	6			

9	HDD 4TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)	7,800	1			
10	HDD 6TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)	12,000	6			
11	HDD 8TB (Surveillance Grade) (Samsung / Seagate/WD/Hitachi)	18,000	4			
12	Micro SD Card 64 GB for IP Cam (Kingston / SanDisk / Transend)	1,000	5			
13	22" LED Colour Monitor W / HDMI and VGA support (Samsung/ LG/Dell/ Lenovo)	10,500	20			
14	27" LED Colour Monitor W HDMI and VGA Support (Samsung/ LG/Dell/ Lenovo)	16,000	1			
15	43" LED Colour Monitor W HDMI and VGA Support (Samsung/ LG/Dell/ Lenovo)	24,000	1			
16	Cable Co axial (RG-6 Cable) in mtrs Finolex/ Incab/ Polycab / Havels	18	500			
17	2 core 0.5 sq mm Cable power (shield) (ISI Mark) in mtrs Finolex/ Incab/ Polycab / Havels	20	400			
18	CAT 6 Cable (SFTP Cable) in mtrs D Link / Net Fox / Digisol	38	3000			
19	POE Switch 8 port full Giga Bit (D Link / Prama / Dahua India / CP Link / Gigisol / Net Fox)	4500	6			
20	POE Switch 16 port full Giga Bit (D Link / Prama / Dahua India / CP Link / Gigisol / Net Fox)	15,000	1			
21	Adaptor 12 v 5 Amp with 1 yr warranty	450	250			
22	Adaptor 12 V 10 Amp with 1 yr warranty	800	50			
23	Conduit PVC Pipes 19 mm Dia 1.5 mm thick (ISI Mark) in mtrs Make: Sudhakar	27	500			
24	Conduit PVC Pipes 25 mm Dia 1.5 mm thick (ISI Mark) in mtrs Make: Sudhakar	37	500			
25	3/4" PVC Casing/Capping (ISI Mark) in mtrs Make: Sudhakar / Modi	30	300			
26	1" PVC Casing/Capping (ISI Mark) in mtrs Make: Sudhakar / Modi	37	300			
27	2" PVC Casing/Capping (ISI Mark) in mtrs Make: Sudhakar / Modi	100	100			
28	6 Amp 2 pole MCB (Schneider / Legrand/ Siemens /ABB / L&T)	700	5			
29	9 U Rack wall mount: 19 inch depth Power strip: 6 socket power supply: 1 no. Equipment Mounting Tray: 1 No Mounting screws & studs: 1 pack Transparent front door with Lock, Fan tray with 2 Fans, Provision for cable routing at the bottom of the rack.	7,500	1			
30	I / O Box Metal	200	50			
31	VGA Cable with VGA connectors length more than 10 mtrs upto 20 mtrs with 3 yrs warranty. Rate to be quoted per mtr	120	1			

32	VGA Cable with VGA connectors length upto 10 mtrs with 3 yrs warranty. Rate to be quoted per mtr	100	1			
33	VGA Splitter ½	450	1			
34	HDMI cable with connectors per meter wit 3 yrs warranty	150	1			
35	Non-Comprehensive Charge @ Rs for the existing (DVR / NVR) per system per yr	4,000	250			
36	Comprehensive AMC for a unit NVR and 8 cameras at a constant rate (less GST) per yr (Post Warranty) (Except Hard Disk) cannot be less than NCAMC rates	9,000	21			
37	Dismantling and reinstalling the existing CCTV system to another location within a radius of 10 Km for 1 Branch (Excluding the cost of hardware / peripherals).	2,500	1			
38	Installation charges for new CCTV	2,000	20			
39	Shifting charges for per cam within the branch	300	4			
40	Special visit for downloading video back up assistance for branch beyond two free visits in a Qtr in the case of NCAMC	1,000	1			
41	Special visit for downloading video back up assistance / Technical assistance requested by the branch in the case of CAMC and full resolution / closing of the complaint / request.	1,000	1			
42	HD DVR 8 Channel 4 SATA (SONY, PRAMA, CP PLUS, DAHUA INDIA)	13,000	1			
43	HD DVR 16 Channel 4 SATA cannot be less than 8 Ch offer rate (SONY, PRAMA, CP PLUS, DAHUA INDIA)	17,500	1			
44	HD DVR 32 Channel 4 SATA cannot be less than 16 Ch offer rate (SONY, PRAMA, CP PLUS, DAHUA INDIA)	33,500	1			
	@TOTAL COST OF OWNERSHIP					

Summary of Indicative Quote:

The 'Proportion to Total Cost' percentage mentioned here will have to be maintained in the final price quote also by the L1/TC1 Bidder. The percentage should be mentioned in two decimal places. Variation in the final price should not exceed +/- 5%. See illustration at the end.

Important: The price breakup of all the hardware/software components must be provided (even if the price is zero). The Bid may be rejected if the price breakup is not provided.

* The amount quoted here should be for 4 years.

@ This will be the Total Cost of Ownership (TCO) and should be quoted in the reverse auction.

Illustration

Particulars	Indicative Price Bid Quote (INR)	Proportion to Total Cost (in %age)	L1 Price (INR)	Minimum final price should not be below (INR)*	Maximum final price should not exceed (INR)**
A	B	C	D	E	F
(a) Item A	25	13.16		9.38	10.36

(b) Item B	50	26.32		18.75	20.72
(c) Item C	75	39.47		28.13	31.09
(d) Item D	40	21.05		15.00	16.58
(e) Grand Total (a + b + c + d)	190	100	75		

*Computed as 'C' percentage of 'D' less 5%. $75 \times 95 = 71.25$ (71.25×13.16) \div 100 = 9.38

**Computed as 'C' percentage of 'D' plus 5%. $75 \times 1.05 = 78.75$ (78.75×13.16) \div 100 = 10.36

ANNEXURE-F

PERFORMANCE BANK GUARANTEE FORMAT (TO BE STAMPED AS AN AGREEMENT)

THIS PERFORMANCE BANK GUARANTEE AGREEMENT executed atthis.....day of 201 by (Name of the Bank)..... having its Registered Office atand its Branch at(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at----- (**procuring office address**), hereinafter referred to as "**SBI**" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s _____, incorporated under _____ Act having its registered office at _____ and principal place of business at _____ (hereinafter referred to as "**Service Provider/ Vendor**" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to supply of hardware/software and/ or services (hereinafter referred to as "**Services**") to SBI in accordance with the Request for Proposal (RFP) No. SBI:xx:xx dated dd/mm/yyyy.

WHEREAS, SBI has agreed to avail the Services from the Service Provider for a period of _____ year(s).

WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated....., Service Provider is required to furnish a Bank Guarantee for a sum of Rs._____/-(Rupees _____ only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs._____/-(Rupees _____ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS, the Bank Guarantee is required to be valid for a total period of _____ months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs._____/-(Rupees _____ only).

NOW THIS GUARANTEE WITNESSETH THAT

1. In consideration of SBI having agreed to entrust the Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and not withstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI in each of the demands, subject to a cumulative maximum amount of Rs._____/-(Rupees _____only).

2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and the Service Provider. 4. This guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-

- (i) Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- (ii) This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.
- (iii) This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
- (iv) The guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- (v) This guarantee shall be a continuing guarantee during its validity period and the SBI can make its claim in one or more events within the total liability of the Guarantor mentioned herein.
- (vi) This Guarantee shall remain in full force and effect for a period of ___ years from the date of the issuance i.e. up to _____. Unless a claim under this Guarantee is made against us within three (3) months from that date i.e. on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- (vii) This guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein above:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupeesonly)
- (b) This Bank Guarantee shall be valid upto.....
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before (date which is 3 months after date mentioned at (b) above.

Yours faithfully,
For and on behalf of Bank.

Authorised official

ANNEXURE-G

**PROFORMA OF CERTIFICATE TO BE GIVEN BY THE VENDOR AFTER
SUCCESSFUL COMMISSIONING AND ACCEPTANCE
OF THE HARDWARE / SOFTWARE / SERVICES TO THE BRANCH**

Date:

The Branch Manager,
State Bank of India,
.....

Sub: Certificate of commissioning of CCTV Solution

1. This is to certify that the products / equipment as detailed below has/have been installed at the branch

a) No of cameras installed:

Sl No.	Make	Model	Motorized / Manual	IP Address	MAC Address	Username	Password
1							
2							
3 ...							

b) No of NVR installed:

Sl No.	Make	Model	IP Address	MAC Address	User Name	Password

c) No of POE installed.

Sl No.	Make	Model	Number of Ports used
1			

d) No of HDD installed.

Sl No.	Make	Model	HDD Srl No	T.B
1				
2				
3				
4				

e) Details of Monitor: Make & Model

Size:

Signature _____

Name _____

Designation with stamp _____

Mobile No

@ Installation report to be retained as part of the Branch Document

ANNEXURE-H

**PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK
AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE
OF THE HARDWARE / SOFTWARE / SERVICES**

Date:

M/s.....

.....

Sub: Certificate of commissioning of Solution

1. This certificate to be issued only after installation certificate has been issued by the Vendor as per Annexure "I"

2. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

a) Bid No. _____ dated _____

b) Description of the Solution _____

c) Date of commissioning _____

d) In the case of NVR / DVR CCTV:

(i) Date of installation of all major component items like camera, DVR, NVR etc has be written with permanent marker on the item itself and camera No.

(ii) Surveillance Grade HDD was shown in sealed condition and Size shown before installing.

(ii) Camera delivered in sealed condition. (If tampered please reject the consignment)

IP camera model details have been shown in ONVIF.ORG and MAC address and Serial Nos also shown in MAC FINDER.

e) In the case of DVR CCTV camera:

(f) OSD (On Screen Display) report (hard copy of images / photo that mention Resolution, Frame rate and the presence of WDR has been submitted):

(g) All the cables are running through conduit pipe / capping strip even above the false ceiling and 8 inch away from the AC 230 V power cable.

f) Date of acceptance test _____

3. Details of products not yet supplied and recoveries to be made on that account:

<u>S.No.</u>	<u>Description</u>	<u>Amount to be recovered</u>
--------------	--------------------	-------------------------------

4. The acceptance test has been done to our entire satisfaction and Staff have been trained to operate the Product.

5. The Vendor has fulfilled his contractual obligations satisfactorily*

or

The Vendor has failed to fulfill his contractual obligations with regard to the following:

(a)

(b)

6. The amount of recovery on account of non-supply of Products is given under Para No. 2.

7. The amount of recovery on account of failure of the Vendor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature _____

Name _____

Designation with stamp _____

* Explanatory notes for filling up the certificates:

(a) The Vendor has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.

(b) The Vendor has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.

- (c) Training of personnel has been done by the Vendor as specified in the contract.
- (d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Vendor, the extent of delay should always be mentioned.

ANNEXURE-I

CHANGE REQUEST (CR) :: COMPONENTS / ITEM REQUIRED TO BE CHANGED UNDER NCAMC

Date of the Service Report:

Name of the Branch:

CR handed over to (Name of the Br Official):
Mobile No:

CCTV Installed in the Year:

Part that requires to be changed:

Cost of the change:

Date (Month & Yr) when the part was initially installed / last replaced:

@Is the component under free onsite comprehensive warranty:

Camera No (if required to be replaced):

Location of the camera:

Reasons for recommending change of the component:

Any Misc work carried out at the Br: (Give details):

Signature of the Service engineer:

Signature of the Br Official

After change: Report as under has to be submitted to the Branch and copy enclosed with payment bill

Sl No.	Make	Model	Srl No of the Camera	Resolution	Fixed Varifocal /	Dome / Bullet
1						
2 ...						

@ All new part is under 1 yr free onsite warranty.

@ In the case of DVR CCTV camera replacement, OSD (On screen display) hard copy of images / photo that mention Resolution, Frame rate and the presence of WDR has to be submitted along with bill.

ANNEXURE-J

**PARAMETERS THAT AS TO BE REFLECTED IN THE PM SERVICE SHEET
(Service report format has to be onboarded in consultation with the AO Security Officer)**

- (ii) **Date of Installation:**
- (iii) **CCTV is under:** COMPREHENSIVE WARRANTY/ NON-COMPREHENSIVE AMC/ COMPREHENSIVE AMC
- (iv) **Nature of call:** Service call / Complaint 1st call / Complaint 2nd call for the same complaint / Additional service call on Br request
- (v) **If complaint call:** Date of lodging complaint: _____ Time of lodging Complaint
Complaint Lodged by: _____
- (vi) **Reasons for a second visit to rectify the original complaint:**
- (vii) **Against each camera, In Remarks column:** Technician must write.
CLEAR / GRAINY / VERITCAL LINES / HORIZONTAL LINES/ IMAGE HAZY/ ETC
(No Tick mark: mode of report generation)
- (viii) **Back up available from:** DATE: _____ TOTAL DAYS: _____
- (ix) **Full AMC amount to be paid:**
- (x) **If “No” Deduction in Rs to made from the AMC charges:** Rs
- (xi) **If Deduction to be made Mark, the relevant Srl No from the chart carried by the Technician:** NA / NO/
- (xii) **Details of BM that are required to be captured in the PM Slip:**
(a) Name: _____ (b) Designation _____ (c) Mobile No: _____

Service invoice has to be mailed to the Br email ID & AO Security Officer within 10 working days.

ANNEXURE-K

FORM OF AGREEMENT: CCTV SYSTEM

ARTICLES of AGREEMENT made this day of year 2021 between the State Bank of India, a body incorporated under State Bank of India, Act 1955 having its Local Head Office at and its Regional Business office at represented by the, (Hereinafter referred to as the “Employer/Bank” which expression shall, unless excluded by or repugnant to the context, includes its successors and assigns) of the ONE PART and M/s represented by (Hereinafter referred to as “Contractor” unless excluded by or repugnant to the context, includes its successors and assigns) of the OTHER PART.

WHEREAS the Employer intends to carry out rate contract as regards Supply, Installation, Testing and commissioning and AMC of CCTV System installed at bank branches and shall herein after referred to as “Project”.

AND WHEREAS for the purpose of the above said project, the bank invited sealed tenders from experienced, resourceful and bonafide contractors through M/s SBI, Hyderabad vide its Notice Inviting Tender (No..... dated.....).

WHEREAS the contractor submitted his Online Tender containing Notice Inviting Tender, General Conditions of Contract, Special conditions, Bill of Quantities, Form of Agreement, preferred makes of materials, Technical Specifications etc. for the above said project, (Hereinafter collectively referred to as the "said conditions"), digitally signed as a token of his acceptance of the same, along with requisite PBG for Rupees Three lacs only valid till 30th August 2028.

AND WHEREAS the Employer through M/s SBI has accordingly issued acceptance of the rate contract vide letter No dated.) to the contractor subject to his furnishing the requisite PBG of a sum of Rs.3 Lacs.

2. Notwithstanding what are stated in the N.I.T conditions of Tendering, Conditions of Contract of herein stated before, the Bank reserves itself the right of altering the nature of the work and addition to or omitting any items of work or of having portions of same carried out through another agency or otherwise and such alterations or variations shall be carried out without prejudice to this contract.

3. As mentioned above, the "said conditions" shall be read and be treated as forming part of this agreement and parties hereto will respectively be bound thereby and to abide by and submit themselves to the conditions and stipulations and perform the same on their parts to be respectively observed and preferred.

4. Any dispute arising under this agreement shall be referred to the Arbitration in a manner specified in the General Conditions of the Contract and all legal disputes shall be limited within the territorial jurisdiction of the Hyderabad thereto. The decision of the arbitration shall be final and binding on both the parties.

5. The Vendor / Contractor shall promptly notify SBI / SBI of any changes in the constitution of their firm. It shall be open to SBI to terminate the agreement on the death, retirement, insanity or insolvency of any person/s is being director/s or partner/s in the said company / firm, or on the addition or introduction of a new partner without the previous approval in writing of SBI, but in absence of and until its termination by SBI as aforesaid, this agreement shall continue to be of full force and effect notwithstanding any changes in the constitution of the firm by death, retirement, insanity or insolvency of any of its partners or the addition or introduction of any new partners. In case of retirement / death the surviving or remaining partners of the firm shall be jointly and severally liable for the due and satisfactory performance of the terms and conditions of the agreement.

6. The Contractor agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, reputation loss, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in Services rendered by The Contractor or breach of any obligations under this contract, including without limitation, breach of confidentiality obligations or any acts of commission / omission on the part of employees, agents, representatives or Sub-Contractors of the Contractor. The Contractor agrees to make good the loss suffered by the Bank.

7. Commencements Term of Agreement: The following documents shall constitute the Contract Documents.

- i. This Article of Agreement.
- ii. Tender Document submitted by the Contractor including the "said conditions", N.I.T and contracted rate of items.

8. This agreement shall be valid for the period of:

- (i) 2 years 6 months from 01 Dec 2021 to 31st May 2024 for new purchase and
- (ii) 8 years 6 months from 01 Dec 2021 to 30th August 2028 (i.e including three months of claim period) in respect of warranty cum AMC

subject to satisfactory performance. The same may be terminated at any time, in terms of clause of this Agreement. The agreement may be renewed at the sole discretion of the Bank subject to review of performance of the vendor by the Bank.

8.1 Unless terminated earlier in accordance with this Agreement, the Agreement shall come to an end on completion of the term specified in the Agreement or on expiration of the renewed term as the case may be.

9. Scope of Work:

- (i) Supply, Installation, Testing and commissioning of CCTV system (New Installation).
- (ii) Carrying out preventive maintenance during the onsite comprehensive warranty period.
- (iii) Maintaining CCTV System installed in the Branches / Offices under the Administrative Office.....in good working order and for this purpose shall provide the maintenance service.
 - (a) All new installation shall be NVR CCTV and would be under 1 (free onsite warranty+ 3 Yrs Comprehensive AMC i.e bank has to pay only for Surveillance grade HDD replacement.
 - (b) All old / existing CCTV would under non-comprehensive AMC (inclusive of labour) from the date of entering an agreement / SLA.

10. **Security Deposit in the form of PBG:**

- i. The contractor has provided Performance Bank Guarantee as per Annexure "F" for a sum of Rs 3 lacs and with a validity till 30th August 2028 and the lien shall be removed after the claim period. In case systems are still under Onsite Comprehensive AMC, proportional amount of the PBG shall be retained for the said period.
- ii. The PBG would be held at this office, while AMC payment would be made at the respective RBOs.
- iii. The contractor shall make good at his own cost and to the satisfaction of the Employer all defects, which may appear within the defect's liability period. In case of failure on the part to do so, the cost of rectifying the defects through any other agency shall be deducted from the amount of PBG kept with the bank.
- iv. During the contract period, all compensation or other sums of money payable by the Contractor to Bank under the terms of this contract, will be deducted from any sum that may become due to the Contractor on any account whatsoever or from the PBG.
- v. In the event of the PBG being reduced by reasons of any such deductions, the Contractor shall within 7 days of being asked to make good, by additional bank Guarantee, any sum which have been deducted from his PBG.
- vi. Failure of the vendor to comply with the requirements/terms and conditions of this SLA shall constitute sufficient grounds for the annulment of the award and forfeiture of the PBG.

11. **Price / rate contract:**

(i) Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc. over the validity period.

ii. The rate contract and product specification are as per Annexure "E" attached to this agreement and the same has been uploaded in the banks website. In case, there is a conflict, the vendor may flag the issue to LHO Circle Security Deptt for necessary resolution.

12. Time period for completion of the work & extension of time:

i. The Contract shall be executed within the 4 weeks from the date of the PO, any delay then 1% of the total value of the contract per week of delay or part thereof, will be deducted from the final bill value subject to max 10% of the contract price.

ii. If in the opinion of the of the bank, the work is delayed due to the following reasons not attributable to the contractor, the bank shall make a fair and reasonable extension of time, for completion of the Contract works

- (a) By force majeure (or)
- (b) By reason of any exceptionally inclement weather (or)
- (c) By reason of proceedings taken or threatened by or dispute with adjoining or neighboring owners of public authorities arising, then through the Contractor's own default (or)
- (d) By the works not referred in the Schedule of Quantities or specifications (or)
- (e) By reason of civil commotion, workmen strike or lock-out (or)
- (f) In consequence of the Contractor not having in due time, necessary instructions from the Employer for which he shall have specifically applied in writing ahead of time, giving reasonable time to prepare such instructions

iii. As instructed by Bank. Contractor to ensure that the routine operations at the site are not affected by the contract work. If required, they have to work on the Bank Holidays in coordination with other agencies and Bank.

13. Storage of materials:

The contractor shall store their materials like NVR, Cameras, tools etc in the site with the permission of the Bank. However, the contractors shall be responsible for the custody and security of all materials and equipment at site. No claim for loss or theft will be entertained by SBI or the Bank.

14. Installation:

i. All the new installations would be inspected by a Third party within one year of SITC. The vendor has to place his technician for technical evaluation onsite of the system and if any reasons technical evaluation could not be carried out within a year, the same shall be done within a grace period of 6 months. Any discrepancy in matters of technical specification or workmanship, the vendor would be given one months' time to rectify. In case rectification and subsequent verification warrants a second visit by the Third party, cost equal to initial visit to be borne by the vendor/ would be deducted from the AMC amount / PBG.

ii. All new hardware, software components including free replacement of spares, parts, kits as and when necessary installed shall be under free Comprehensive warranty for a period of 12 months from date of installation.

iii. 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.

iv. The power for the CCTV shall be drawn from the bank UPS via a MCB as provided in the BOQ. The vendor shall not execute any extra work other than the Bank's written instruction. No works, for which rates are not specifically mentioned in the price bid, shall be taken up without written permission of the Bank.

v. All the items should be delivered in its original packing and in sealed condition (OEM seal) and should not be damaged / discolored / moisture damaged and should be well within the shelf life of the product. The seal shall be broken after being shown to the Branch official. If the consignment fails any of the criteria, the Bank reserves the right to reject / refuse to accept the consignment without assigning any reason. The BM, SBI would be the final authority to accept the consignment. All aspects of the CCTV components like specifications, dimension, features shall be as per Annexure "D" and uploaded in Security Deptt site of the circle.

vi. Date of installation of all major component items like camera, DVR, NVR etc would be written with permanent marker on the item itself and camera No. For reckoning the onsite comprehensive warranty, the recorded date would be admissible. In case no date is mentioned on the item, it shall be deemed to be under warranty period till otherwise proved by the Vendor.

vii. The sealed (plastic envelop) of the HDD should be opened / cut in the presence of the branch Official. The same is the case as regards NVR / DVR Camera etc that has a tamper seal. Pre opened consignment would not to be accepted (photo may be taken) and installation certificate would not to be issued.

viii. The vendor should show to the Branch manager / Official the number and Size (TB) of the HDD installed in the NVR / DVR. The mention of surveillance Grade of HDD has to be shown to the bank.

ix. In the case of HD camera replacement, OSD (On screen display) hard copy of images / photo that mention Resolution, Frame rate and the presence of WDR has to be submitted.

x. All the cables must run through conduit pipe / capping strip even above the false ceiling.

xi. Any component that is required to be replaced/ changed is to be authorized by branch official in the case of existing CCTV. The vendor must submit 'Change Request' "CR" in the format as per Annexure "I" and relevant proof has to be submitted along with invoice / bill, counter signed by the branch official.

xii. The vendor should show the IP camera model details in ONVIF.ORG site and in MAC FINDER, as per MAC address and Serial Nos given in the installation report. In the case of HD camera replacement, OSD (On screen display) hard copy of images / photo has to be submitted showing the Resolution, Frame rate and the presence of WDR and has to be submitted along with bill

xiii. Should any dispute or differences arise after the execution of any work as to measurements etc., or other matters which cannot be conveniently tested or checked, the decision of SBI shall be accepted as correct and binding on the vendor.

xiv. Warranty for the System Software /off-the-shelf Software will be provided to the Bank which would be inclusive as per the general conditions of the sale. The vendor will provide support for all preinstalled software components during the warranty and CAMC period. The nature of updates and upgrades would be the sole responsibility of the vendor and it should conform / fit with the purpose and must work with the vendor hardware. The vendor shall update the NVR software as and when new security patches are released.

xv. In the case of new installation, the CAT 6 cable must have a distance separation of minimum 8 inch from AC power cable i.e AC 230 Volt. This is not relevant to the existing DVR installations.

vx. In the event of the product failing to pass the acceptance test after the issue of PO, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Bank reserves the right to cancel the Purchase Order.

xvi. On successful SITC of the CCTV, the vendor shall provide installation report as per Annexure "G" and the SBI Branch Head shall then issue a certificate as given in **Annexure: H**.

15. Materials, Workmanship,

i. No refurbished, second hand and spurious materials should be used. Should the contractor desire to substitute any specified materials with "Equal" or "Other approved" etc., he/they must obtain the specific approval of the same from AGM (Security), LHO in writing for any such substitution, well in advance. SBI reserves its right to enquire and collect data from the vendor to confirm the authenticity of the materials. SBI has the right to stringent action against the contractor, as deemed fit, in addition to suspend / cancel the contract, and impose appropriate penalty as deemed fit by the bank.

ii. If the contractor has used any material which is not complying with the specifications, or the workmanship is bad or the material used is substandard or second hand etc, SBI shall during the progress of the work have power to order the removal and substitution of the material or proper re-execution of the work within a reasonable time. In case the contractor refuses to comply with the order, SBI shall have the power to employ other agencies to rectify or re-execute the work at the cost and risk of the contractor.

16. User Maintenance: It is important that the user is aware of the importance to provide user maintenance to the CCTV System. The AMC Vendor shall offer in-depth training to the branch staff on the offered solution according to the following:

- (i) Provide hands on training to the branch staff.
- (ii) Train bank staff on operations of the system including special features, data retrieval, copy it on pen drive, making of CD, troubleshooting & routine maintenance of CCTV
- (iii) The training shall be conducted by the vendor within the branch / office premises.
- (iv) Educate the staff about the reporting channels of faults, as soon as possible after they are discovered, and that details are entered in a fault reporting book.

17. Preventive and Breakdown Maintenance during Comprehensive warranty Period & AMC:

i. The comprehensive warranty would be on-site and subsequent onsite comprehensive AMC for new CCTV installations and back-to-back support from the OEM. During the comprehensive warranty and AMC period, the Bidder will have to undertake comprehensive support of the entire product (hardware/components/ operating software/firmware) supplied by the Bidder at no additional cost to the Bank. During the comprehensive AMC period, the Bidder shall be responsible for all costs relating to labour, spares except surveillance grade HDD, maintenance (preventive and corrective), compliance of security requirements.

ii. In the case of AMC of the existing CCTV, the contractor has to repair /service/ maintain under the onsite Non comprehensive AMC in as is where is condition when handed over to them under AMC that would include free labour. However, any replacement of spares, parts, kits, if any, in solution, would be paid by the bank as per the rate contract concluded. In the case existing DVR / NVR (under Non comprehensive AMC), requiring any part / component/s change / replacement, for which there is no rate contract, prevailing market price would be paid.

iii. 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 repairs and maintenance services as under:

Type of Service	Comprehensive warranty Period	AMC
Preventive Maintenance	Every Quarter	Every Quarter
Breakdown Maintenance	Within 48 hours of complaint	Within 48 hours of Complaint

18. Preventive maintenance:

i. The Vendor shall conduct the following activities under Preventive Maintenance once within first 60 days of the installation of system and once in every quarter thereafter, during the currency of this agreement or on a day and 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 reschedule preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

SNo	Activity
1.	Cleaning of all cameras (cobweb, water vapor etc) and subsequent ensuring the Field of view has not changed.
2.	Use air pressure can blow the dust away from within the DVR / NVR Check the picture quality of each camera
3.	Rectifying any camera zoom, focus etc.
4.	Viewing playback of all IR cameras in night mode
5.	Ensuring all configuration aspects are as per NIT document
6.	Updating software as when there is new release (New installations)
7.	Ensuring there is 90 days video backup as per the required configuration settings
8.	Ensuring no electrical induction due to near fd effect of AC Power
9.	Ensuring IR is effective, and the range is within the parameters
10.	Verifying the log and alert the BM of any serious issues like formatting etc

ii. In case any security patch is released, software upgrade or software reloading is required to ensure optimum utilization of the CCTV under comprehensive AMC, the same would be carried and certified by the vendor during the quarterly visit.

iii. There must be a gap of minimum 70 days between two mandatory quarterly visits.

19. Right to use defective product: If after delivery, acceptance, and installation and within the comprehensive warranty period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Bank's operation.

20. Payment terms:

i. **For the SITC of CCTVs**

- (e) No advance payment.
- (f) No part payment. 100% of the invoice value would be made on successful commissioning of the system.
- (g) Payment shall be made by way of electronic fund transfer and the bill will be paid by the Branch.
- (h) Bidder should furnish details of the bank a/c No, IFSC code along with their invoices.

ii. The final bill shall be accompanied by a certificate of completion or Commissioning report signed by an official of the Bank/SBI. The acceptance of the payment of the final bill by the contractor would indicate that he has no further claim in respect of the work executed.

iii. The existing CCTV that are under comprehensive warranty would continue be the responsibility of the current vendor. In case, the existing vendor fails to honour their commitment, bank would blacklist them after serving notice. And subsequent to that the same shall be under Non-comprehensive AMC if there is change in the Vendor if else it would be under Comprehensive AMC.

iv. For the AMC : For all billing purpose, system (CCTV) is declared functional only when all the cameras installed are functional (clear image) and recording as per specification is happening. Even one installed camera is nonfunctional, Branch head is required to send "Notice / Msg/ SMS", the vendor failing to rectify the same within 48 Hrs, penalty clause to be invoked.

v. In the case of Non-comprehensive AMC, no AMC charge would be paid for part repair, if the work is held up due to vendor deficiency.

(l) No advance payment.

(m) Quarterly payments will be released after the end of each quarter subject to deductions for shortfall in services and there is no fault report from the branch 5 days prior to the end of the Quarter.

(n) The period of Non Comprehensive AMC / Comprehensive AMC for various CCTV systems installed at different dates would end on March 31st , June 30th , September 30th and 31st December of the calendar year as the case may be.

(ci) For the period, that is not a complete Qtr i.e Jan to March, April to June, July to September and Oct to December, AMC charge would be on prorata basis.

(cii) Field reports of the PM and breakdown maintenance reports shall be enclosed to the Invoices. The Field d report (Format as per Annexure "J") has to be mailed to Branch email ID and Zonal Security officer within 10 working days of the visit. Non submission of Field report, shall be considered deficiency of service.

(ciii) Any component that is required to be replaced/ changed is to be authorized by branch official in the case of Non-comprehensive AMC. The vendor has to submit "CR" change request in the format as per Annexure "I". The CR may be treated as work order in case of Corrective/ Breakdown Maintenance.

(civ) If the vendor technician has to make more than two visits to the branch during a Quarter due to reasons attributable to the branch, the vendor would be paid as per the contracted rate.

(cv) In case AMC charges are not paid by the RBO for any reason, the vendor would be informed about the same by way of "Notice" sent by any available means of communication even through email and giving 5 working days to resolve the issue.

(cvi) Even after 5 days, the issue is not resolved / system not rectified in the case of CCTV under Non-comprehensive AMC, the Branch / Vendor needs escalate the matter to the respective AO with CC mail to RBO & LHO.

(cvii) The Vendor shall provide standby NVR / DVR in fully functional state in case the existing NVR / DVR either under warranty / CAMC cannot be repaired or rectified onsite and has to be taken to the vendor's shop floor/ workshop, transportation cost in this regard if any shall be borne by the vendor.

vi. GST: GST as applicable shall be paid extra and the same shall be clearly shown in the invoices.

vii. Statutory deduction towards income tax and other taxes as and when directions from statutory bodies are received will be made at the time of making payments. Currently, I.T. will be recovered @ 2 % plus surcharge or as applicable as per Government Rules. GST-TDS as per applicable rates will be deducted, wherever applicable.

- (a) It is the responsibility of the bidder to ensure that the GST is valid and active. Payments will not be made to inactive or invalid GST invoices.
- (b) Reimbursement of GST will be made only on submission of proper GST invoice as per applicable GST provision. Non-GST invoices will not be accepted.
- viii. The contractor should comply with the following.
- (a) Contractor should have GST Registration Number
- (b) Invoice should specifically disclose the amount of GST levied at applicable rate as per GST provision
- (c) In case of Correction in the bills after scrutiny, contractor should submit fresh bills for payment
- (d) Contractor should file his GST return in time accordance with GST provisions to enable the bank to claim the credit of GST paid to the contractor
- (e) The GST Number of State Bank of India for Telangana State - 36AAACS8577K1ZQ
- ix. The works will be paid for as “measured work” on completion of SITC, unless otherwise specified.
- x. In the case of lump-sum charges in the tender, in respect of any items of service, payment will be made for the actual service done, as will be assessed by SBI.
- xi. Payment would be made as per periodicity prescribed under various acts / law subject to satisfaction completion of work/s and submission of acceptable invoices at the appropriate office.

21. Response Time on receiving the complaint:

- i. The maximum response time i.e. time required for Vendor’s maintenance technicians to report to the Bank after a request call / e-mail is made or letter is written by Bank shall not exceed 48 hours.
- ii. Apart from regular letter communications, all telephonic/E-mail communications from Bank are to be treated as formal communication for all practical purposes.

22. Replacement of Spare parts:

- i. Any worn or defective parts withdrawn from the equipment and replaced by the vendor during the comprehensive warranty period shall become the property of the vendor and the parts replacing the withdrawn parts shall become the property of Bank in case of comprehensive AMC.
- ii. Only original spare parts/quality approved by the Bank will be permitted to be used for the maintenance during the AMC Period. If duplicate, refurbished or secondhand parts are used by the vendor during the AMC, the contract shall be cancelled immediately without any notice period.
- iii. It is the responsibility of the Contractor to accurately specify the damaged spare parts to the Bank and to rectification of the fault.
- iv. In the event of the equipment not being repaired or a workable solution not provided during Comprehensive warranty period and the AMC period, a penalty as per the penalty clause will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.

v. Any reported incident of CCTV images not clear, no image etc after any attempt burglary / untoward incident at the branch, the vendor shall submit "RCA" Root cause analysis within 48 working hours to the Circle Security Deptt.

23. Penalty clause for AMC: Where the contractor is undertaking the AMC, the penalty clause will be as under:

i. Any penalty due during the Comprehensive warranty/AMC period will be adjusted against the bills payable or retention money retained by the Bank as per following in case of non-satisfactory services provided under Comprehensive warranty/AMC:

SNo	Type of Defective Service (CCTV)	Penalty Amount / LD
1	Penalty for every system in the AO which is not repaired post completion of 48 hours (Bank Holidays would be excluded) of reporting.	Rs 1000/- per system per day or part thereof for the system under C-AMC. Rs 300/- per system per day or part thereof for the system under NC-AMC.
2	Penalty for every system in the AO that breaks down for more than three times in a month attributable to system failure.	Rs 3000/- per system for the calendar month for the system under C-AMC.
3	Penalty for poor quality of the display / play back either due to dirty lens, spiderweb, resolution configured below the given in para 4, Flicker due to -BNC Pin issues (DVR), ground earthing issue causing vertical or horizontal lines moving up, Electromagnetic induction due separation distance of less 8 inch between CCTV cable and AC power cable (New system), varifocal, zoom setting adjust issues, poor quality of IR images etc.	Rs 200/- per instance, per camera.
4	All new installation PVC conduit / capping strip for entire running length and no joints in CAT 6 Cable.	If found it would be considered deficiency of service and terms of C-AMC and a sum of Rs 5000/- to be recovered.
5	Penalty for Non-availability of recording for a minimum of 90 days for all channels at these specifications: Resolution 1080p / 2MP, 25 FPS, Bit rate 2048 Kb/s (DVR) and 4096Kb/s (IP), Pre/post record 10 sec, ROI (Region of interest) full view, MD Sensitivity: Minimum Non critical area 60%, critical area minimum 80% of full view for all 7 days a week.	Rs 1000/- per day, for those number of days were play back recording is not available (maximum 90 days).
6	Penalty for not doing the Preventive Maintenance during comprehensive warranty period or subsequent mandatory quarterly visit or Vendor does not fulfill the provisions of the contract in a quarter.	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. C-AMC: Rs 2000/- NC -AMC : Proportional
6	Penalty for non-responsiveness to the calls of the Bank to repair or replace the faulty system. If the vendor could not resolve the issues or not showing any interest to resolve the issue or non-responsive to Bank's calls	Bank will arrange to rectify the same through any other agency, L2 (empaneled) and recover the losses from the vendor by suitable deductions from the bills payable to the vendor or from the PBG and cancel the contract.
7	Penalty for losses to Bank's property while performing the PM or repair works on account of any negligence, mishandling, non- adherence to the required safety protocols, commission or omission by the technicians of the Vendor and if any loss or damage caused to the Equipment or any Bank's property	Contractor to rectify or shall make good the losses suffered by the Bank or Bank will recover the actual amount incurred by Bank

8	If at any stage it is found that the vendor has installed / supplied a different brand than that as been specified in Annexure "D".	The vendor has to replace the component within specified period failing which the bank will recover the cost of replacement of the component done by empaneled vendor.
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ii. If, in any quarter, the invoice was paid to the Vendor without deducting the penalty or DL, the Bank can deduct the same from future payments payable or the Vendor shall refund the amount forthwith to Bank on demand by Bank.

24. Escalation Matrix:

The mobile number, land line number and email ID of the Contractor/Supervisor/Help desk to whom the complaints have to be reported and that of Top Management level is to be provided to Bank for communication purpose. Any change in numbers shall be advised then and there to the Bank.

25. Extended Period of AMC:

i. In case the Bank needs the AMC service beyond the period of AMC, additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.

ii. If any system covered under these AMC are removed/dismantled/shifted from one branch or office to another branch/office, the Contract amount as per the unit rate of the Tender will be revised and suitable deductions made from the AMC bills.

26. Complaint / Service / Breakdown Register:

(i) AMC Vendor shall prepare in duplicate, a Service call report which shall be signed by him and thereafter countersigned by the Bank's official. One copy of the Service call report shall be handed over to the Bank's official. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time. The Vendor shall provide replacement equipment if any equipment is out of the premises for repairs.

(ii) Necessary entries along with dates should be made in the Security information register, and duly signed by the representative of the vendor and the Branch Manager/ authorized Official.

(iii) The Bank shall maintain a register at its site in which, any person identified by Bank shall record each event of failure and / malfunction of the system. The Vendor's technician shall enter the details of the systems serviced/ maintained / repaired by him in this register.

27. Shifting the system to new location or Branch:

(i) If Bank desires to shift the Systems to a new location/floor or department in the same premises or to another branch/office and install it thereof urgently, the Bank shall bear the charges for such shifting and the vendor shall dismantle and reinstall the systems as desired. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the vendor. The comprehensive warranty terms would not be considered as violated due to the above shifting. The vendor would not unreasonably assume that the causes lie with the shifting activity.

(ii) The bank shall have the right to more changes and attachment to the equipment, provided such changes or attachment do not prevent proper maintenance from being performed or unnecessarily increase the CONTRACTOR's cost of performing repair and maintenance service.

28. Contractor's responsibility after the contract has expired:

i. Successful bidder has to handover all the systems in good working condition before expiring of CAMC, NCAMC contract. PBG will be released only after verifying the same within the claim period.

29. Termination of contract for default by SBI:

i. The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:

- (f) If the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- (g) If the vendor fails to perform any other obligation(s) under the contract; or
- (h) Laxity in adherence to standards laid down by the Bank; or
- (i) Discrepancies/deviations in the agreed processes and/or products; or
- (j) Violations of terms and conditions stipulated in this NIT.

ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Vendor shall be liable to the Bank for any increase in cost for such similar Products and/or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.

30. Force Majeure:

i. Notwithstanding the provisions of General terms and conditions of the Contract, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bandh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Contractor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

iii. If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

31. Disputes / Arbitration:

i. All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably.

ii. If however, the parties are not able to solve them amicably, either party (SBI or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall

be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties.

iii. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Hyderabad at present.

iv. The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

v. Arbitration proceeding shall be held at Vijayawada, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

32. Saving Clause: No suits, prosecution or any legal proceedings shall lie against the State Bank of India or any employee of the Bank for anything that is done in good faith or intended to be done in pursuance of this agreement.

33. Signing of Contract documents:

Having consented and agreed to hereinabove mentioned, both the parties put their signature and seal as on the of

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE ABOVE - MENTIONED DATE.

Seal of VENDOR affixed in presence of Shri

(VENDOR'S authorized representative) and signed by the duly authorized representative,

Shri Designation _____.

In the presence of

- (1) Shri Designation _____ Signature _____
- (2) Shri Designation _____ Signature _____

The Bank by its representative:

Shri _____ Designation _____ Signature _____
State Bank of India, AO _____

NOW, therefore, it is hereby agreed to and between the parties as follows:

IN WITNESS WHEREOF THE PARTIES to their present have here under set and subscribed their hands, the day, month and year first above written.

Signed and delivered for and on behalf of

Shri.

_____ its duly authorized official, In the presence of –
1. (Name and Address)

2. (Name and Address)

Signed and delivered for and on behalf of

The Contractor _____ by Shri _____ his duly
authorized official, in the presence of –

1. (Name and Address)

2. (Name and Address)