



**TENDER FOR SUPPLY, INSTALLATION & ANNUAL MAINTENANCE OF CCTV SYSTEM
IN THE BRANCHES/ OFFICES UNDER ADMINISTRATIVE CONTROL OF STATE BANK
OF INDIA ADMINISTRATIVE OFFICE, PANCHKULA.**

TENDER SUBMITTED BY :

NAME OF FIRM :

ADDRESS : _____

MAIL ADDRESS : _____

**NAME &PHONE NO.
OF CONTACT PERSON :** _____

INVITING OF TENDERS FOR SUPPLY, INSTALLATION & ANNUAL MAINTENANCE OF CCTV SYSTEM IN THE BRANCHES/ OFFICES UNDER ADMINISTRATIVE CONTROL OF STATE BANK OF INDIA, ADMINISTRATIVE OFFICE, PANCHKULA.

Sealed tenders are invited from the empanelled vendors for supply, installation & annual maintenance of Close Circuit Television (CCTV) System in the Branches / Offices under administrative control of Administrative Office, Panchkula.

2. The tender should be submitted & quoted as per tender procedure mentioned in application to be submitted by the empaneled vendors of SBI, Local Head office, Chandigarh for the said work and & its subsequent enclosers a per **Annexure "A"**.

3. Non participation of empanelled vendors in the tender process may attract disqualification/ depanelment from Bank's panel.

Deputy General Manager (B&O)

Application Form

The Deputy General Manager (B&O)
State Bank of India, administrative office
Plot No – I-2B, City Centre, Sector -5,
Panchkula, 134109

Dear Sir,

TENDERS FOR SUPPLY, INSTALLATION & ANNUAL MAINTENANCE OF CCTV SYSTEM IN THE BRANCHES/ OFFICES UNDER ADMINISTRATIVE CONTROL OF STATE BANK OF INDIA ADMINISTRATIVE OFFICE, PANCHKULA.

With reference to your tender/ RFP uploaded online, we hereby submit our application along with all attachments as mentioned below, duly signed with seal by the Authorised signatory of the firm as acknowledgment of accepting the laid down terms and conditions for supply, installation & annual maintenance of Close Circuit Television (CCTV) System in the Branches / Offices under administrative control of Administrative Office, Panchkula. We acknowledge to understand and abide by the standard tender process as below:-

2. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as annexure 'A' & 'B'. The L-1 rates will be decided on the basis of e-tender on the basis of overall total of rates of the items and Annual Maintenance Contract (AMC) draft format of which is attached as **Annexure "D"**.

E-TENDER shall be conducted online as per the schedule given below:

SN	Particulars	Details
i	Last date & time for submission of Technical Bid and Bid Security Declaration (In physical form)	: 26-11-2021 on or before 2.00 pm. at The Deputy General Manager (B&O) State Bank of India, Administrative Office Plo no I-2B, City Centre, Sector -5, Panchkula Note: It is sole responsibility of the bidder to ensure submission of their Tender documents along with Bid Security declaration form by stipulated date and time at specified address failing which they will not be eligible to participate in E-TENDER.
2.	Date of availability of tender documents on Service Provider's website	Upto 26-11-2021 by 2:00 pm. Available at M/s e-Procurement Technologies Ltd., our Service Provider's portal https://etender.sbi
3.	Last date & time for online Technical Bid & Price Bid (To be uploaded online by bidders).	26-11-2021 by 2:00 pm. Available at M/s e-Procurement Technologies Ltd., our Service Provider's portal https://etender.sbi

4.	<u>Date and Time for opening of e-tender.</u>	Any subsequent date or time after opening of physical Technical Bid on 26.11.2021 at 1430 hrs and its scrutiny. Online Price bid will only be opened of those bidders/ tenderers who qualify in Technical Bid.
5.	For any clarifications regarding E-TENDER procedure, System requirements etc.	M/s e-Procurement Technologies Limited, Ahmedabad, Email: etender.support@sbi.co.in Contact - M: +91 9904406300 +91 9510812960 +91 9265562821 +91 6354919566 OR Chief Manager (Security), SBI, Administrative office, Sector -5 Panchkula (HR) 134112 Contact 0172-4569171, 100

3. The Technical Bid of the tender is required to be submitted in sealed envelopes super scribed as “**Tender for Supply, Installation & Annual Maintenance of CCTV System - 'Technical Bid'.**” Technical bid should be accompanied by following:-

- (a) An application addressed to DGM (B&O) as per **Annexure 'A'**.
- (b) Terms and conditions as per standard draft agreement format, duly signed, with Vendor’s stamp/ seal (on all pages) by the authorized signatory of the vendor as per **Annexure 'B'**.
- (c) Bid security declaration form in lieu of Earnest Money Deposit (as per instruction of govt. of India Memorandum note no F.9/4/2020-PPD Dated 12 Nov. 2020) as per format enclosed as **Annexure C**” duly signed and stamped.
- (d) Draft format of Price Bid as per **Annexure – ‘D’**. Bids shall be submitted online through above mentioned e-tender process.

4. The sealed tender (Technical Bid only) should reach the Bank by **1400 hours on 26th November, 2021** at the following address:-

**The Deputy General Manager (B&O)
State Bank of India, administrative office
Panchkula**

5. A pre Bid Meeting with representatives of the Participating bidders shall be held at the above office **on 17.11.2017 at 1100 hrs**. The Technical Bid of the **Tender shall be opened on 26.11.2021 at 1430 hrs** by the committee constituted for the purpose, at Administrative Office, Sector -5, Panchkula. The Vendor may depute an authorised representative to be present during Pre Bid Meeting & opening of Technical Bid.

6. The vendor should have Valid Digital Signature & required infrastructure to participate in e-tendering process. The Tender shall be valid for a period of 90 days from the last date of submission.

7. After opening of **Envelope - 1** (Technical Bid), in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, e-price bid of the said tenderer shall not be opened.

8. Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected outrightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.

9. In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non participation of empanelled vendors in the tender process may attract disqualification/ depanelment from Bank's panel.

10. We understand and undertake that mere submission of application does not guarantee us tender and Banks decision in this regard will be final and binding on us.

Your faithfully,

--Sign & Stamp-----
(Name of Authorised Signatory)

M/S _____

Annexure-B**STANDARD SERVICE LEVEL AGREEMENT FOR SUPPLY, INSTALLATION AND ANNUAL MAINTENANCE CONTRACT (AMC) OF CCTV SYSTEM IN THE BRANCHES/OFFICES UNDER ADMINISTRATIVE CONTROL OF STATE BANK OF INDIA ADMINISTRATIVE OFFICE, PANCHKULA.**

MADE THIS _____ the DAY OF _____ BY AND BETWEEN STATE BANK OF INDIA, a body corporate constituted under the SBI Act 1955 and having one of its Administrative office at Panchkula (hereinafter referred to as 'The Bank' which expression shall include its successor and assigns)

AND

M/s. ABC (**selected Vendor Firm Name**) having its registered Office at **Full address of Vendor** (hereinafter referred to as VENDOR which expression shall include its successors and assigns) represented by Shri....., designation.....

WHEREAS the Bank has issued tender inviting proposals from the empaneled vendors for supply, installation and annual maintenance (AMC) of Close Circuit Television System (Equipment) installed in its branches and offices more fully described in the said tender & vendor has participated in the above tender process and was selected for supply, installation & maintenance services (AMC) for complete CCTV System along with its accessories as defined in scope of work for different makes installed at the branches/ offices of the Bank under Administrative Office, Panchkula.

WHEREAS the vendor has agreed to provide above mentioned services for CCTV systems at different branches/ offices of the Bank.

NOW THEREFORE, in consideration of the mutual covenants, undertaking and conditions set forth below and for other valid consideration the acceptability and sufficiency of which are hereby acknowledged the Parties hereby agreed as follows:

2. DEFINITIONS: Certain terms used in this Agreement are defined hereunder. Other terms used in this unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:

2.1.1 'The Bank' shall mean the State Bank of India (including its branches and its offices

2.1.2 "Confidential Information" shall have the meaning set forth in Clause 18.

2.1.3 "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.

2.1.4 "Documentation" 'Documentation' includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals,

Sign & stamp of authorised representative of the Firm/ vendor

functional specification, software requirement specification, on-line tutorials/ system configuration documents, system/database administrative documents, debugging/ diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

2.1.5 “Intellectual Property Rights” shall mean, , any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

2.1.6 “AMC Charges” means the price payable to the Vendor under the Agreement. The obligations expressed under the AMC shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer’s works and back for repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.

2.1.7 “Root Cause Analysis Report” shall mean a report addressing a problem or non-conformance, in order to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

2.1.8 ‘Services’ shall mean and include the Services offered by Vendor including but not limited to Comprehensive Annual Maintenance Contract under this Agreement. Services’ shall also include the Implementation Services, Training Services and Maintenance Services etc. and other incidental services and other obligation of the service provider shall be provided under this Agreement

3. **COMMENCEMENT & TERM OF AGREEMENT:**

3.1. This agreement shall be valid for the period of one year from to subject to satisfactory performance. The same may be terminated at any time, in terms of clause 19 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.

3.2. 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.

4. **SCOPE OF WORK:**

4.1 **General Instructions for Supply, Installation & Commissioning of New**

Equipments:-

- 4.1.1 IP based CCTV system shall be installed for new installation of complete system as per minimum technical specifications enclosed as **Annexyre B-1 to B-V**. Partial replacement / repair of the existing Analog CCTV system may be provided HD analog system equipments as per minimum technical specifications enclosed as **Annexyre B-VI**.
- 4.1.2 The vendor shall commence the work on getting supply order/ letter of award from the concerned Branch/ Office.
- 4.1.3 Entire work shall be completed within Two (2) weeks from 10th day of issue of letter of award for complete new CCTV system installation.
- 4.1.4 On completion of Supply & Installation work the vendor is required to get Installation Certificate signed from the Branch Manager/ Bank's authorised officer as per **Annexure-'B-VII'**.
- 4.1.5 It is mandatory to have every Branch, Office, other premises & establishments to be covered under functional CCTV surveillance round the clock.
- 4.1.6 Vital areas to be covered under CCTV coverage are:
- i. Cash Safe.
 - ii. Gold Safe.
 - iii. All Bins of Chest Vault. (Should include all cash operations in the vaults, other cash handling areas of the Chest to identify any mischief / irregularity / pilferage)
 - iv. Peripheral area surrounding the Chest premises
 - v. Entry and exit of Cash Safe Room / Strong Room.
 - vi. Cash remittance loading / unloading area.
 - vii. Cash shroffing area & all cash handling points and cash movement area.
 - viii. Patrolling corridor around Strong Room.
 - ix. All SWO Counters (in a way to cover SWO's area of operation, faces & activities of customers at counter & passage behind the cash counters (if any)
 - x. Entry to locker room.
 - xi. Cheque drop box.
 - xii. Burglar Alarm control panel & CCTV DVR
 - xiii. All entry / exits of the branch. (Primary as well as secondary)
 - xiv. Area immediately outside the entry / exits of the branch.
 - xv. Customer Area
 - xvi. BM's Cabin (preferably by concealed camera)
 - xvii. System/ Server Room / UPS room / Battery Room.
 - xviii. Record Room & Stationery Room
 - xix. Onsite ATM Kiosk attached to Branch. (Both Inside & Outside)
 - xx. Entrance to Canteen / Pantry.
 - xxi. Bank's Parking Area
 - xxii. Isolated areas behind and adjacent to the Branch building.
 - xxiii. Any other vulnerable area observed by the BM / concerned Security Officer
 - xxiv. All outdoor cameras should be weather proof.
- 4.1.7 All the cameras should be night vision cameras.
- 4.1.8 The live footage should be monitored with the help of a screen by the BM.
- 4.1.9 CCTV System should be provided only UPS power supply.

- 4.1.10 Minimum 90 days of recording at minimum 25 frame per second (FPS) of each camera @ 1048 Bit rate should be kept in the DVR/NVR all the time.
- 4.1.11 DVR/ NVR should be kept away from the public eye under lock & key and be protected against mishandling/ damaging.
- 4.1.12 AMC vendor's name and contact details should be mentioned on the DVR/NVR/Monitor.
- 4.1.13 Data cable for CCTV can be taken into the currency chest area by drilling holes in the wall or through any other available provision.
- 4.1.14 Currency Chests should have independent CCTV System covering all the Bins of the Chest vault. Monitor of this system should be available with Cash Officer along-with the Branch head for real time viewing. The Monitor should be so placed that it can be monitored by Bank Guard during non-business hours or an additional monitor may be provided for the same. Currency Chest Branches should have minimum two DVR/NVR system. One covering the Currency Chest and the other one covering the rest of the Branch. Additional systems may be considered if the area is large enough for surveillance.
- 4.1.15 In the event of any incident, the CCTV DVR/ NVR should immediately be secured and a qualified technician of the empanelled vendor, should retrieve the footage in removable storage device and it should be kept in the safe custody of the BM.
- 4.1.16 Password of DVR / NVR should not be shared with anyone. It should remain with BM or designated official only
- 4.1.17 Cat-6 normal cable should be used for wiring inside the building and Cat-6 armoured to cover area outside the building (Parking & peripheral area etc).

4.2 For Warranty & Annual Maintenance Contract (AMC) period:-

During the period of agreement / contract the vendor shall:-

4.2.1 Maintain CCTV SYSTEM installed in the Branches / Offices under the Administrative Office, Panchkula in good working order and for this purpose shall provide the maintenance service.

4.2.2. The CCTV Systems (old & new both) will be maintained under the Annual Maintenance Contract. Newly installed system shall be covered under AMC after completion of one year warranty period. AMC will be comprehensive in nature. The AMC charges will include all types of repairs and replacements except items damaged/destroyed/burnt due to fire, flood, electric fluctuation, or any willful damage. For the sake of clarity, AMC will cover all existing CCTV Systems and newly installed CCTV systems on completion of one year warranty period. In cases where unserviceable parts of the EQUIPMENT need replacement VENDOR shall replace all such parts, at no extra cost of Bank with brand new parts or those equivalent to new parts in performance. However, keeping in view 5 years life span, equipments having installation life of more than 5 years may be replaced on chargeable basis with prior approval of the bank as per approved rates. The complete system or parts thereof may be replaced earlier than its life, if it degrades in required quality or is unable to meet the minimum requirements of the Branch / Office only on specific recommendation of concerned Security Officer and approval of respective Controller.

4.2.3 Check the cameras & their lenses for their serviceability. Check picture quality for each of the camera.

4.2.4 Thorough check up, testing, servicing cleaning, inspection, & maintenance etc. of complete CCTV systems and its accessories like DVR/NVR system, Cameras, UPS, BNC Connectors etc. Check picture quality of all IR cameras during night recording.

4.2.5. Check availability of 90 days recording for all cameras in motion-detection mode.

4.2.6 Check whether the CCTV is being kept switched ON 24X7 and appraise the Branch Manager/ Concerned Officer, if found otherwise.

4.2.7 Switch off the regular power supply and check the working of CCTV system on UPS/Battery back-up.

4.2.8 To train bank staff on operations of the CCTV system including special features, data retrieval, copy it on pen drive, making of CD, troubleshooting & routine maintenance of CCTV.

4.2.9 To rectify the equipment and replace worn out or defective parts of system.

4.2.10 Retrieval of CCTV footage as and when required / or called by the Bank.

4.2.11 Maintain/ update record of CCTV in the Security Information Register.

4.2.12 In case the DVR or the cameras requires major repairs, the vendor shall provide a replacement before taking the defective equipment for repairs so that the branch / Offices remain under CCTV cover all the time.

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

4.2.14 Timely & effective performance of the contractual obligation shall be considered as the essence of the contract and the Vendor hereby agree to maintain necessary Equipment, sub/ assemblies, kits of parts, components, spare parts and other related accessories of CCTV system in fully functional state and as per needs of "the Bank", for entire period of AMC to enable it to fulfil its obligations.

4.2.15 All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.

4.2.16 On completion of corrective maintenance, the technician should prepare a maintenance report. A log/ register (Security Information Register) shall be maintained at the branches / offices to record each incident of EQUIPMENT malfunction, errors, faults, failures, defects, etc, indicating the date and time at which VENDOR got informed or / notice the malfunction, errors , faults, failures, defects, etc, and the date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the nature of work, either by description of the malfunction, errors faults, failures, defects, etc., or as discovered, and repaired during regular scheduled preventive maintenance.

4.2.17 If the Bank desires to shift the EQUIPMENT to a new site and install it there at urgently, the VENDOR shall be informed of the same. VENDOR shall arrange to do so. The terms and conditions of this agreement, after such shifting and re-installation, would continue to be binding on VENDOR and the Bank. Shifting charges of the CCTV system shall be as per approved rates.

4.2.18 The entries in the register/certificate under the initials of an authorized representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects and repairs etc. On AMC visit and maintenance vendor is required to get Service Certificate signed by the Branch Manager/ Bank's authorised officer as per **Annexure-'B-VIII'**.

4.2.19 During the term of this Agreement, VENDOR agrees to maintain the Equipment in good working order and for this purpose will provide the following type of repair and maintenance services:

4.2.20 **Preventative maintenance:** Planned maintenance of a system, carried out on a scheduled basis.

4.2.21 **Corrective maintenance:** Emergency maintenance of a system, or part thereof, carried out in response to the development of a fault.

4.2.22 **User maintenance:** Provide Basic hands on training/ maintenance tasks/ fault reporting mechanism to be carried out by the Branch Manager and / or authorized person.

5. **PREVENTIVE MAINTENANCE:**

5.1 VENDOR shall conduct preventive maintenance including but not limited to inspection, testing, satisfactory execution of diagnostics, replacement of unserviceable parts, cleaning and removal of dust and dirt from the interior of the EQUIPMENT and necessary repairing of the EQUIPMENT once in a quarter during the Annual Maintenance Contract (AMC) year.

5.2 Notwithstanding the foregoing, VENDOR recognizes Banks operational needs and agrees that SBI shall have the right to require VENDOR to adjourn preventive maintenance from any scheduled time to a date and time, as decided by the Bank/ respective Module Security Officer / Branch Manager.

5.3 The vendor will have to mandatorily provide 04 quarterly branch visits and any number of on-call/ emergency visits without any charge.

6. **CORRECTIVE MAINTENANCE**

6.1 VENDOR shall correct any faults and failures in the CCTV system and shall repair and replace worn or defective parts of the EQUIPMENT immediately.

6.2 VENDOR in effecting any such replacement shall not remove the equipment or any part or parts thereof until VENDOR is ready to move in substitute equipment or part or parts to replace it. If the replaced part or parts are not identical in all respects to the part replaced, VENDOR shall inform Bank in writing at the time of such replacement. Bank in such case have the right to request VENDOR to replace the parts with the original compatible parts only and VENDOR shall comply with such request forthwith.

6.3 The vendor will have to arrange any number of on-call/ emergency visits without any charge on registering the complaint by the bank even if preventive visits was done during the quarter.

7. **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:

7.1 Provide hands on training to the branch staff.

7.2 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

7.3 The training shall be conducted by the vendor within the branch / office premises.

7.4 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.

8. **SPARE PARTS AND TEST EQUIPMENT:**

8.1 VENDOR shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.

8.2 VENDOR shall repair / replace the defective EQUIPMENT with STANDBY EQUIPMENT within the timelines given in the table below, and restore operation. VENDOR will be required to pay penalty as per Para 11.3 if repair works/ replacement of defective equipment does not take place within the stipulated period as per Para 16

8.3 **RESPONSE TIME:** VENDOR shall provide repair and maintenance service, in response to complaints sent through email, SMS, written notice, within stipulated response time.

9. **PERFORMANCE EXPECTED:**

9.1 VENDOR shall guarantee and ensure SYSTEM UPTIME efficiency of 100% for the full configuration of the EQUIPMENT, in every quarter. SYSTEM UPTIME for the purposes of this document is defined as productive and error- free time of the EQUIPMENT reckoned on a quarterly basis and the SYSTEM UPTIME efficiency shall be computed as under:

$$\frac{(\text{Total Time} - \text{Down Time}) \times 100}{\text{Total Time}}$$

Total Time

9.2 Where: TOTAL TIME is the time (no. of hours) for which the EQUIPMENT is required to be satisfactorily operational at the SITE during the quarter. (90/91/92X24)

9.3 DOWN TIME is the aggregate time lost due to EQUIPMENT mal-function, unsatisfactory operation and improper maintenance during the quarter.

10. **PENALTY:** Without prejudice to any of BANK's other rights and remedies, for every 1 % drop in System uptime from the guaranteed 100% during a quarter, VENDOR shall reimburse to the Bank towards penalty, 1% of value of the AMC contract amount, which will keep increasing as per para10.3 limited to 20%, this will be recovered from the AMC charges payable / Retention Money Deposit held by the Bank and the same will also otherwise recoverable from the Vendor. Availability will be calculated on a quarterly basis

10.1 In the event of deficiency being such that the 25% penalty ceiling is breached, the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/RMD as deemed fit and reasonable by the Bank.

10.2 **However**, this penalty shall also not apply in case of delays in restoration of system caused by so called acts of God, War, Earthquake, Tsunamis, Riots, Bandhs, Civil Disturbances, any of which affect either the vendor's nearest service center or the site of installation.

10.3 Appropriate Penalties will be recovered from the quarterly payment if the Vendor is not able to achieve required Service levels as mentioned below:

S.No	SLA	Target Penalties
(i)	Availability/Uptime of CCTV System consisting of CCTV camera/ DVR/ Display panel 100.00%	<input type="checkbox"/> 100.00% = NIL <input type="checkbox"/> 99.00% to 98.99% =1% of AMC Amount <input type="checkbox"/> 98.00% to 98.99%=2 % <input type="checkbox"/> 97.00% to 97.99%=3 % <input type="checkbox"/> 96.00 to 96.99% =4 % <input type="checkbox"/> 95.00 to 95.99% = 6 % <input type="checkbox"/> Less than 95% = 20 %
(ii)	Poor of pictures quality or Face Recognition System	Rs. 1000/- per instance
(iii)	Adequate number of days recording not available	Rs. 100/- for each day < 90
(iv)	Complaint resolution	Within time limit as per RFP -Nil Delay of each day in complaint resolution – Rs. 100/- / day
(v)	Not carrying out AMC as per schedule	Rs. 500/- for every week of delay
(vi)	Penalty, once the maximum penalty reached.	Bank may terminate the contract and Forfeit the PBG.
(vii)	Not keeping required Manpower as per SLA	Rs. 1000/- per technician, at every instance

11. The VENDOR, if he chooses, may install his own standby system of identical specification, if such systems are acceptable to Bank. The period of use of such systems shall be deducted from downtime for all purposes.

12. **PERFORMANCE GUARANTEE AND PENALTIES**

12.1 The vendor has to furnish a performance guarantee in the form of bank Guarantee for an amount equals to 3% of the contract value from a Scheduled Commercial Bank which has been calculated around Rs 25,000/- other than State Bank of India in a format provided/ approved by the Bank.

12.2 The performance guarantee is required to protect the interest of the Bank against delay in repair/ maintenance and or poor quality of the material or poor performance of services provided, which may warrant invoking of performance guarantee. In case any act of the Vendor results in imposition of liquidated damages then also the Bank reserves the right to invoke the performance guarantee.

12.3 If at any time during performance of the contract, if the Vendor shall encounter unexpected conditions impeding timely completion of the services under the Agreement and performance of the services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, it's likely duration and its cause(s), as soon as practicable.

13. **PAYMENT OF BILLS/CHARGES**: The Bank will pay properly submitted valid invoices within reasonable period. All payments shall be made as under: -

13.1 In Case of New Supply and Installation of CCTV system : In case of new supply and Installation of CCTV system or its equipment (s), the vendor will submit an estimate to the branch/office and on confirmation, will supply & install the equipments. On successful installation, Bill will be submitted as per approved rates alongwith Installation Certificate signed from the Branch Manager/ concerned officer as per **Annexure-'B-VII'**.

13.2 For all new supply and installation of CCTV system, the bill will be vetted by the Branch manager/ Concerned officer/ Security Officer and shall be paid by the Branch as per Bank's instructions.

13.3 In case of Maintenance of CCTVC system: On completion of the Maintenance of CCTV system at the branches/offices, the firm will arrange signing of the service/ Maintenance certificate from the Branch Manager/ concerned officer as per format attached at **Annexure "B-VIII"**. The firm will submit quarterly bill of AMC to the RBO for the Branches/ Offices and to Branch manager for direct Branches alongwith the copy of Service/ Maintenance Certificates. Bills of AMC shall be paid by the concerned RBO/ Direct Branches quarterly.

13.4 Rates/ charges: Rates/ charges for supply, installation and AMC of various equipments of the CCTV system shall be as finalized on completion of tender process and same will be annexed.

13.5 The rates above are excluding GST. GST to be paid as actual. All duties and taxes (excluding GST), if any, which may be levied, shall be borne by the Vendor and Bank shall not be liable for the same.

13.6 Vendors to get the Service/ Maintenance Certificate signed by the respective Branch Manager/ authorized official at the time of visit.

13.7 Payment for retrieval of CCTV footage and coping it on CD/ DVD/ Pen drive will be paid extra (to be decided through bidding process).

13.8 Expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by vendor.

13.9 No advance payment will be made.

13.10 The Bank may withhold payment of bills, for deficiency in service or otherwise, and may set-off penalty amount and any other amount which Vendor owes to the Bank against charges payable to vendor under this Agreement.

14. **RESPONSE TIME FOR REPAIRS & MAINTENANCE**: Time frame for a complaint to be attended till it is resolved is as under:

S.No	Branch/ Office Location	Max Time Limit
1.	Metro/ Urban	24 hrs
2.	Semi Urban	36 hrs
3.	Rural	48

15. **AMC VISIT REPORTS**:

15.1 AMC Vendor shall prepare Three copies of the visit report (as per **Annexure-B-VIII**) and each report will be counter signed by the Branch Manager/ authorized official.

15.2 One copy will be handed over to the Branch Manager.

15.3 Second copy to be retained by the vendor.

15.4 Third copy to be sent to the Security Officer at the Administrative/Regional Office,

15.5 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

16. **SUBCONTRACTING**: Vendor will not subcontract or permit anyone other than vendor's qualified personnel to perform any of the work, services or other performance required of vendor under this agreement without the prior written consent of the Bank.

17. **SECURITY**: VENDOR agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at the Bank's premises and externally for materials belonging to the Bank.

18. **CONFIDENTIALITY**: Vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or in performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the bank. Vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement to release it only to vendor's employees requiring such information, and not to release or disclose it to any third party. Vendor agrees to take appropriate steps/ action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

19. TERMINATION:

19.1 This agreement shall be terminated by efflux of time or earlier by the Bank by serving 30 days' notice in writing, in case the services of the VENDOR is found unsatisfactory or not in accordance with the agreement or there is any breach of the terms and conditions of this agreement on the part of the Vendor or for convenience.

19.2 The Vendor goes bankrupt and becomes insolvent.

19.3 If during the currency of the agreement, any statute, rules/ govt. notification prohibits the services envisaged under this agreement or otherwise the contract shall come to an end forthwith and no compensation shall be payable to the Vendor.

20. LIABILITY AND INDEMNITIES:

20.1 VENDOR represents and warrants that the repair and maintenance service to be provided do not violate or infringe upon any patent, copyright, trade secret, or other proprietary right of any other person or other entity. VENDOR agrees that it will, and hereby does, indemnify the Bank from any claim, damages, loss, penalty etc., directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

20.2 Vendor 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 Vendor or breach of any obligations mentioned in clauses hereinabove, including without limitation, breach of confidentiality obligations or any acts of commission / omission on the part of its employees, agents, representatives or Sub-Contractors of the Vendor. The Vendor agrees to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on the Vendor.

20.3 Vendor further undertakes to promptly notify the Bank in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

20.4 The Vendor shall indemnify and keep fully and effectively indemnified the Bank against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the Vendor.

20.5 The Vendor hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to the Vendor without undue delay. The Vendor also

undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

20.6 Nothing contained in this Agreement shall impair the Bank's right to claim damages without any limitation for an amount equal to the loss suffered for non-performance of software

21. COMPLIANCES OF STATURORY / REGULATORY PROVISIONS:

21.1 The Vendor shall be responsible for compliance of all related laws rules/ regulations and Government instruction from time to time that are applicable for the service to be provided by it during the currency of this agreement.

22. GENERAL:

22.1 No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

22.2 Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement and the person signing this Agreement on behalf of each has been properly authorized and empowered to enter into this Agreement. Each party further acknowledges that it has read this Agreement, understands it, and agrees to be bound by it.

22.3 Words importing the singular include the plural and vice versa.

23. JURISDICTION:

All dispute arising out of or connected with this contract shall be instituted in the Court of competent jurisdiction situated in Chandigarh/ Panchkula.

24. 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.

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, Administartive Office, Panchkula _____

Sign & stamp of authorised representative of the Firm/ vendor

Annexure-B-I**Part-II: Standard Minimum Specifications of CCTV.
NVR FOR 4 / 8 /16 / 32 CHANNEL**

Sl. No	Parameter	Specification	Remark
1	Compatibility	IP Cameras	
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	IP Camera Input	Minimum 4/8/16/32 IP Channel/RJ 45 Port (PoE)	
6	IP Camera Input	2MP/1080P(Minimum 4 Channel, exclusive of the other HD Analog Channels)	Should support upto 8 MP
7	Recorder Video Output	Minimum 1 VGA, 1 HDMI	
8	Recorder Audio Input	Minimum 1 audio channel, RCA	Requisition only if Audio support in camera is being asked
9	Recorder Audio Output	1 audio channel, RCA	Requisition only if Audio support in camera is being Asked
10	Recorder Bidirectional Talk	1 channel Input, BNC/RCA, 1 channel Output, RCA	Requisition only if Audio support in camera is being asked
11	Display Screen Mode	1,4,8,9,16,32 ALL (Window)	
12	Camera Scheduling	Supported	
13	On Screen Display	Date, Time , Camera Title, Video loss alert, motion detection alert, recording, camera lock alert, camera tampering, camera masking.	
14	Video/Audio Compression	Minimum H.265 or better /G.711 respectively (One Channel) or higher	
15	Image Resolution	1080P (2MP) or higher, real-time recording @ 25 fps per channel in all channels with selectable fps simultaneously.	
16	Encoding Stream	2MP Should support 25 fps real time recording in all channels simultaneously. Should support upto 8 MP	
17	Video Encoding Bit Rate	IP video: 32~4096Kb/s or higher	
18	Image Quality	6 levels (VBR) or equivalent	
19	Recording Mode	Manual, Schedule, Regular, Motion detection, Camera blank, Video loss. Stop Recording	FIFO and auto overwrite facility to be added

20	Recording Priority	Manual; Alarm; Motion Detection & Regular	
21	Recording Interval	Prerecord: 1sec to 30 sec., Post- record: 10sec ~ 5 minutes	
22	Alarm Input	Supported Minimum 4	
23	Relay Output	Supported Minimum 1	
24	Water Marking	Supported	
25	Playback Channel	1,2,4,16, 32	
26	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm	
27	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	
28	Operation Over Network	Monitor, Playback, File download, Log information, System setting,	
29	Hard Drive Storage Option	For 4 & 8 Channel – 2 SATA, 16 & 32 Channel – 4 SATA. Should support up to 8 TB per SATA port.	
30	USB Interface	Minimum 2 Ports (one should be 3.0)	
31	Serial Interface	RJ45 Interface	
32	Power Supply	AC 100~240 V, 50/60 Hz	
33	Working Environment	All Indoor weather conditions	
34	Duplex type	Recorder should be able to playback recorded footage without having to stop recording	
35	Certificate	UL/BIS	
36	Compatibility	Onvif Registered for relevant profiles	
37	HDD quality	Surveillance (4 TB/6 TB/ 8TB)	

Annexure-B-II**2 MEGAPIXEL IP IR DOME VARIFOCAI (NON MOTORISED) (IP CAMERA)**

S. No	Feature	Specification
1	Image Sensor	2 Megapixel progressive scan CMOS or higher
2	Effective Pixels	1920(H)x1080(V) or higher
3	Electronic Shutter	Auto/Manual, 1/3(4)~1/10000s
4	Video Frame Rate	25 fps @ 2 Mega Pixel
5	Scanning System	Progressive
6	Mini. Illumination	0.01Lux/F1.4(Color); 0Lux/F1.4(IR on)
7	S/N Ratio	More than 50dB
8	Min. IR LEDs Length	30m
9	Day/Night	Auto(ICR) / Color / B/W
10	Back Light Compensation	True WDR (Minimum 120 dB or higher)
11	White Balance	Auto/Manual
12	Focal Length (lens)	2.8~12mm (Varifocal)
13	Video Compression	H.265 or higher
14	Resolution	2MP(1920x1080)or higher
15	Frame Rate (Triple Stream)	All streams 2MP @ 25 fps fully configurable
16	Bit Rate	H.265H: 40K~8192
17	Network Ethernet	RJ-45 (10/100Base-T)
18	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
19	Compatibility	ONVIF
20	Power Supply	DC12V, PoE (802.3af)
21	Working Environment	-10°C~+60°C / Less than 95%RH (no condensation)
22	Ingress Protection	Min IP66
23	Vandalism Protection	IK 10 rated
24	Video Analytics	Should support Line crossing and loitering
25	Certification	UL/ BIS
26	Memory Card	Up to 256 GB
27	Mac ID	Should be in the name of OEM

Annexure-B-III**HIGH RESOLUTION PIN HOLE IP CAMERA**

S No	Feature	Specification	Compliance
1	Image Sensor	2MP CMOS	
2	Effective pixels	1920X1080Pixel (or Above)	
3	Resolution	1920X1080	
4	Sync system	Progressive	
5	Min. illumination	Colour-0.01Lux B/W 0.001Lux	
6	S/N ratio	50 dB	
7	Electronic shutter	Auto, 1/50 , 1/10,000 sec	
8	Lens	3.6 mm (2.8mm optional)	
9	WDR	120 dB or higher	
10	BLC	On/Off	
11	Temper Proof & Motion detection	Yes	
12	White balance	Set/Manual/Indoor/Outdoor/ Auto	
13	AGC	Off/Low/Middle/High	
14	Day & Night	Color/B/W/Auto level adjust	
15	Video output	RJ 45	
16	Power supply	DC12V, POE	
17	Power consumption	Up to 5 Watts max	
18	Certification	UL / BIS	

IP IR (MOTORISED) BULLET CAMERA

S. No	Parameters	Specifications	Compliance
1	Image Sensor	2MP Progressive Scan CMOS	
2	Effective Pixels	1920(H)*1080(V)	
3	Min. Illumination	0.01 Lux @(F1.2,AGC ON), 0 Lux with IR	
4	Shutter Time	1/25(1/30) s to 1/10,000 s	
5	Lens	2.8 – 12 mm motorized Angle of view: 80° - 27.2°	
6	Sync System	Internal	
7	White Balance	Automatic	
8	WDR	120 dB or higher	
9	Day & Night	Automatic	
10	Synchronization	Internal synchronization	
11	Video Frame Rate	25fps @ 2MP	
	Video Compression	H.265 or higher	
12	S/N Ratio	More than 50dB	
13	Working Temperature/Humidity	-10 °C – 60 °C (-40 °F – 140°F) Humidity 90% or less (non- condensing)	
14	Power Supply	12V DC, POE	
15	Power Consumption	10Watts max	
16	Weather Proof Ratings	Min IP66	
17	Vandalism Proof	IK 10 rated	
18	Mac id	Should be in the name of OEM	
19	IR Range	≥ 30 mtr	
20	Certifications	UL / BIS	
21	Memory Card	Up to 256 GB	
22	Compatibility	Onvif Registered for relevant profiles	

Annexure-B-V**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 / 8TB (Tera Bytes)
2	MONITOR	Anti-glare Surveillance grade 24X7 working LED with TCO 03 or higher certification.
	Screen size	22" to 40 " diagonal LED
	Warranty	05 Years
	Video	PAL
	Resolution (Min)	Full HD (FHD)
	Power Input	12/24 V DC
	Viewing Angle	140 degree H., 130 degree V
	Power consumption	NOT EXCEEDING 40 Watts / 3 star minimum
3	Cable – Video	
	Category	Category – 6 (Normal/Armoured)
	Mutual Capacitance @300 MHz	5.60 nF/100 mtrs max.
	DC resistance @300 MHz	9.38 ohm /100 mtrs max at 20 deg C
	Impedance @ 300 MHz	100 +/- 15 ohm
	Insulation	High Density Polyethylene
	Sheath	Fire Retardant PVC Compound (FRPVC)
	Standards	TIA/ EIA 568 B.2-1
	Acceptable Quality	Make – Finolex/ Polycab/ D-link or equivalent
4	Cable- Power	
	Category	2 core power cable
	Type	2 core 1 sq .mm each
	Acceptable Quality	ISI Marked (IS-694, 1990) Make – Finolex/ Incab/ Polycabor equivalent
	Insulation	PVC Insulated
5	PVC Conduits for cabling.	
	Specifications	IS-9537-1983; Internal Dia 20 mm, Wall Thickness- 4.2~5 mm
	Acceptable Quality	ISI Marked. Make – AKG / Polycab / Finolex or equivalent
	Grade	Medium
6	6 U Rack- (Wall Mount)	Dimension: 630 mm x500mm 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	I/O Box	Per Camera
8	Network Switch	
	Type	Unmanaged (Plug and Play type) with PoE Ports, 10 /100 Mbps
	No. of input PoE ports	4/8/16/24 RJ 45 (10 /100 Mbps)
	Uplink Ports	2, RJ 45 (10/100 Mbps)
	Network Protocol compliant	IEEE 802.3i, IEEE 802.3u, IEEE 802.3x IEEE 802.3af, IEEE 802.3at,

		IEEE 802.3az
Led Indicators		Power ON (System), Activity / Link, Speed, Power fault/ Fail (Each PoE Port)
Input Voltage		230 V AC
Surge Protection		2 KV for Ports and 6 KV for Power supply
Operating temperature		0° Centigrade – 40° Centigrade
Power transmission		328 Ft with compatibility for PoE extender

MINIMUM TECHNICAL SPECIFICATIONS : CCTV SYSTEM (ANALOG DVR BASED)**1. CCTV COLOR CAMERA DOME INDOOR – IR (Non-PTZ)**

- (a) **Resolution**:-Minimum 650 TV Lines
- (b) **Lens**:-Auto Iris Vari-focal lens 2.8 mm to 12 mm
- (c) **Illumination** :-Minimum Light...0.1 Lux Normal Light
- (d) **Image Sensor**:-1/3" Super HAD CCD 960H (Sony or Pixim Chip)
- (e) **Effective pixels**:- 976 (H) X 582 (V)
- (f) **IR Distance**:- minimum up to 20 m
- (g) **IR Array LED Lights**:- Adequate to cover up to 20 m
- (h) **True Day/Night** (with IR cut filter)
- (i) **Mount**:- Ceiling/wall mountable base
- (j) **Certification**:- UL Mandatory,FCC,CE
- (k) **Make**:-Hikvision , Dahua

2. CCTV COLOR CAMERA BULLET OUTDOOR – IR (Non-PTZ)

- (a) **Resolution**:-Minimum 650 TV Lines
- (b) **Lens**:-Auto Iris Vari-focal lens 2.8 mm to 12 mm
- (c) **Illumination** :-Minimum Light...0.1 Lux Normal Light
- (d) **Image Sensor**:-1/3" Super HAD CCD 960H (Sony or Pixim Chip)
- (e) **Effective pixels**:- 976 (H) X 582 (V)
- (f) **IR Distance**:- minimum up to 30 m
- (g) **IR Array LED Lights**:- Adequate to cover up to 20 m
- (h) **True Day/Night** (with IR cut filter)
- (i) **Wide Dynamic Range (WDR)**:- Yes
- (j) **Mount**:- Ceiling/wall mountable base , weather proof
- (k) **Certification**:- UL Mandatory,FCC,CE
- (l) **Make**:-Hikvision , Dahua

3. DVR

- (a) 8,12& 16 Ch DVR:-**4 internal SATA Slots. Each slot support Minimum 2 TB upto 4 TB.**
- (b) 24,32 Ch DVRs:- **8 internal SATA Slots. Each slot support Minimum 2 TB upto 4 TB.**
- (c) **All Channels WD1 (960X576) playback and recording**
- (d) Compression H.264/MPEG4(10 AVC)
- (e) Motion Detection Mode
- (f) All Channel D1(CIF-4)/ **Recording & Playback**:- 30/25 fps
- (g) Internal DVD writer for archiving purposes
- (h) Recording Mode- Real time, Manual, Scheduled, Motion Detection, with Alarm for all modes
- (i) FIFO (First in First Out) auto over write facility
- (j) USB support-minimum 2 ports
- (k) Hybrid Solution integrating Analogue with Digital Signal.
- (l) AVI content Playback, copy and print facility

- (m) Pre & Post Recording Facility.
- (n) Video Loss Msg on Screen
- (o) Date & Time Stamping
- (p) Language Support: English is MUST.
- (q) Communication Ports-RS485, RJ-45
- (r) UL Mandatory,FCC,CE
- (s) **Make**:-Hikvision, Dahua

**INSTALLATION CERTIFICATE
(Applicable for New Installation)**

Date :

It is to certify that the CCTV System has been installed at(Name of the branch) on, in accordance with work order of(Branch/ Office) received vide their letter No/ Mail.....dated and the system is working satisfactorily. All the items as per Installation certificate/invoice No..... dated.....have been installed at the branch and have been physically verified by Shri(Branch Manager/ Authorise official of the Branch).

2. It is further certified that working of the CCTV System has been explained to the following staff members by Shri....., authorised representative of M/S.....

Sr. No.	Name	Designation	Signature
I			
li			
lii			
lv			
v			

Signature
(Name)
Authorised Representaive
M/S

Signature
(Name)
Branch Manager
(Branch Seal)

ANNEXURE 'B-VIII'**SERVICE CERTIFICATE
(Applicable for Service/ Maintenance)**

Date _____

It is to certify that the CCTV System installed at(Name of the branch) has been checked by Shri, authorised representative of M/S on (date), in accordance with agreement of Administrative Office, Panchkula and the system is working satisfactorily. Previous recordings of (No of days) w.e.f.(date) to(date of checking) are available in the CCTV System.

2. It is further certified that working of the CCTV System has been explained to the following staff members:-

Sr. No.	Name	Designation	Signature
I			
li			
lii			
lv			
v			

Signature

(Name)

Authorised Representative

M/S

Signature

(Name)

Branch Manager

(Branch Seal)

ANNEXURE – C

Dated :- _____

FORMAT OF BID SECURITY DECLARATION FROM BIDDER IN LIEU OF EMD

To,
 The **Deputy General Manager (B&O)**
 State Bank of India
Administrative office, Panchkula
 Sector -5 ,Panchkula (HR.)

Sub:- Bid Security Declaration for supply, installation & annual maintenance of CCTV system in the Branches/ Offices under administrative control of State Bank of India Administrative Office, Panchkula.

I/We. The undersigned, on behalf of _____
 (organization name) declare that:

I/We understand that, according to conditions according to the condition of the tender, bids must be supported by a Bid Security Declaration. We accept that I/We may be disqualified from participating in current as well any future bid under the scheme for a period of 12 months from the date of such disqualification by SBI. We understand that such disqualification will be on account of our being in breach of any obligation under the bid conditions, as under

- a) Having withdrawn/modified/amended, impairs or derogates from the tender, our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by SBI during the period of bid validity
 - (i) fail or refuse to execute the contract, if required, or
 - (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

**Signature and seal of authorized signatory of
 bidder**

Name of Authorized signatory :

Sign & stamp of authorised representative of the Firm/ vendor

ANNEXURE 'D'

PRICE BID FORMAT FOR E- TENDER
FOR SUPPLY, INSTALLATION & ANNUAL MAINTENANCE OF CCTV SYSTEM IN THE
BRANCHES/ OFFICES UNDER ADMINISTRATIVE CONTROL OF STATE BANK OF
INDIA, ADMINISTRATIVE OFFICE, PANCHKULA.

Srl No (1)	Items (2)	Make (3)	Price per Item (In Rs) (4)	Quantity (In Numbers) (5)	Total Price (In Rs) (6)	
1.	4 Channel NVR	As per empanelment of the vendor at LHO	To be submitted through e-tender.	1 No	To be submitted through e-tender.	
2.	8 Channel NVR	As per empanelment of the vendor at LHO		3		
3.	16 Channel NVR	As per empanelment of the vendor at LHO		4		
4.	32 Channel NVR	As per empanelment of the vendor at LHO		1		
5.	2 MP IP IR (Varifocal) Dome camera	As per empanelment of the vendor at LHO		6		
6.	High resolution pin hole IP camera	As per empanelment of the vendor at LHO		1		
7.	IP IR (Motorised) bullet camera	As per empanelment of the vendor at LHO		1		
8.	Hard Disk Drive 2 TB Surveillance grade	Samsung/ Seagate/WD/Hitachi		1		
9.	Hard Disk Drive 4 TB Surveillance grade	Samsung/ Seagate/WD/Hitachi		2		
10.	Hard Disk Drive 6 TB Surveillance grade	Samsung/ Seagate/WD/Hitachi		2		
11.	Hard Disk Drive 8 TB Surveillance grade	Samsung/ Seagate/WD/Hitachi		2		
12.	Cat 6 cable for IP camera (In Mtrs).	Finolex/Polycab/D-Link or equivalent		300 Mtrs		
13.	Cat 6 cable (armoured) for IP camera(In Mtrs).	Finolex/Polycab/D-Link or equivalent		50 Mtrs		
14.	2 core 1sq. mm Power cable (In Mtrs).	Finolex/Polycab/Incab or equivalent		50 Mtrs		To be submitted through e-tender.
15.	Network switch 4 ports	ISI/ BIS/UL/		1		
16.	Network switch 8 ports	ISI/BIS		1		
17.	Network switch 16 ports	ISI/BIS		1		
18.	Adapter (Power supply) for cameras 2 AMP	Metal body) (ISI/BIS/UL/CE)		2		

Sign & stamp of authorised representative of the Firm/ vendor

19.	Adapter (Power supply) for cameras 5 AMP	(Metal body) (ISI/BIS/UL/CE)	To be submitted through e-tender	2	To be submitted through e-tender
20.	Adapter (Power supply) for cameras 10 AMP	(Metal body) (ISI/BIS/UL/CE)		2	
21.	Connector for Cat 6 cable and IP Camera or Analog camera	NA		20	
22.	Conduit Pipe 3/4" (In Foot)	BIS/ISI		100 feet	
23.	6U Rack (Wall mount)	NA		1	
24.	TFT screen 24" with HDMI & VGA Support	As per technical Specs		1	
25.	TFT screen 40" with HDMI & VGA Support	As per technical Specs		1	
26.	HDMI Cable 5 mtrs length	ISI/ BIS/UL/CE		1	
27.	VGA Cable 5 mtrs length	ISI/ BIS/UL/CE		1	
28.	Micro SD card for IP Camera 128 GB	Compatible with the Camera.		1	
29.	Shifting charges for complete system (One time).	NA		One time	
30.	Comprehensive AMC for Existing CCTV system (Analog/ IP based) (yearly)	NA (on completion of warranty of one year)		Yearly	
31.	8 Channel DVR 2 SATA	As per empanelment of the vendor at LHO		1	
32.	16 Channel DVR 4 SATA	As per empanelment of the vendor at LHO		1	
33.	Colour camera dome indoor - IR	As per empanelment of the vendor at LHO		2	
34.	Colour camera Bullet outdoor	As per empanelment of the vendor at LHO		1	
35.	CCTV Cable RG-6/ RG-59 for analog camera (in Mtrs)	Finolex/Polycab/D-Link or equivalent		50 Mtrs	
36.	Power supply switch board 1switch +3 Sockets (5/6 Amp each)	ISI/BIS	1		
37.	Wall mount stand for TFT	NA	1		

38.	Special visit for downloading of Video footage (Per instance).	NA (Storage device to be provided by the Bank)		Per instance/ visit	
39.	TOTAL	NA	NA	NA	

Note:-

1. All new CCTV system equipment installations should confirm to the specifications laid down as per **Annexure- BA-I to B-VII** or better. Make/Brand need to be as per column number 03 and as per empanelment at LHO Chandigarh. NVR and Camera for new supply should be of same Brand.

2. Rates at column no 6 should be as per quantity mentioned in the column no 5. Rates are including installation charges for new supply of equipment(s).

3. In case, rate of any item is left blank, highest rate quoted by the participating firms will be taken into account.

4. The quantity mentioned at column No. 5 above is for arriving at L-1 value during e-tender. Bills to the concerned Branch/ Office shall be as per actual supply/ utilization.

5. The rates quoted shall be inclusive of packaging, labour, transportation, octroi, entry tax, toll tax or any local tax/ levy etc and **exclusive of only GST.**