



STATE BANK OF INDIA
LOCAL HEAD OFFICE, LUCKNOW

REQUEST FOR PROPOSAL FOR EMPANELMENT OF MANUFACTURER/ FIRM/ COMPANY/ DEALER/ VENDOR FOR ANNUAL MAINTENANCE CONTRACT OF EXISTING CCTV SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW CCTV SYSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE

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SCHEDULE OF EVENTS FOR TENDERING PROCESS

Sl.	Schedule of Events	Timelines
01.	Bid Document Availability	Bidding document can be downloaded from Bank's website https://www.sbi.co.in under section ~ "SBI in the News"~"Procurement News" from 10:00 AM on 19/12/2022 to 05:30 PM on 09/01/2023.
02.	Last date for requesting clarifications	All communications/ queries requiring clarification shall be sent through email to agmsec.lholuc@sbi.co.in on/ before 26/12/2022 by 05:30 PM
03.	Pre-Bid Meeting	On 26/12/2022 at 03:30 PM at address given below: State Bank of India, Circle Security Department, 1 st Floor, A-Wing, Local Head Office, Moti Mahal Marg, Lucknow (Uttar Pradesh)-226001
04.	Last date of submission of Technical Bids	09/01/2023 by 05:30 PM
05.	Opening of Technical Bids and preliminary scrutiny of documents	To be intimated later
06.	Verification of Documents	To be intimated later
07.	Technical Presentation and Product Demonstration	To be intimated later
08.	Date of Price Bid / e-Tendering	On a subsequent date, which will be communicated to such Vendors who qualify in the Technical Bid.
09.	Finalization of Vendor Empanelment	To be intimated later

DISCLAIMER

- i) This RFP is not an offer by the Bank but an invitation to receive responses/ applications from the eligible vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of the Bank with the selected vendor.
- ii) The purpose of this RFP is to provide the Vendor(s) with information to assist in the formulation of their proposals. This RFP does not claim to contain all the information each Vendor may require. Each vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary, obtain independent advice/clarifications. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iii) The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Vendor under any law, statute, rules or regulations or tort, for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in the bidding process.
- iv) The Bank also accepts no liability of any nature, howsoever caused arising from reliance of any Vendor upon the statements contained in this RFP.
- v) The issue of this RFP does not imply that the Bank is bound to select a Vendor or to appoint the selected vendor, as the case may be, for the project and Bank reserves the right to reject all or any of the Vendors or Bids without assigning any reason whatsoever.
- vi) The Vendor is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respect will be at the Vendor's risk and may result in rejection of the Bid.

REQUEST FOR PROPOSAL (RFP)

State Bank of India, Local Head Office, Lucknow hereinafter referred as “**Bank**”, invites applications (**Technical Bid**) from eligible, established and qualified Manufacturer/ Firm/ Company/ Dealer/ Vendor hereinafter referred as “**Vendor**” for their empanelment for Comprehensive Annual Maintenance Contract of existing CCTV System and for Supply, Installation, Testing, Commissioning, Maintenance of new CCTV System (on requirement basis) as per **Technical Specifications** given at **Appendix-10 & Appendix-11** for Branches/ Offices under SBI Lucknow Circle located in the geographical area under following Administrative Offices (AOs)/ Regional Business Offices (RBOs):

STRUCTURE OF SBI LUCKNOW CIRCLE			
NW/A	RBO	RBO CENTRE	DISTRICTS COVERED
AO LUCKNOW (NW-I)	R-I	LUCKNOW	LUCKNOW
	R-II	LUCKNOW	LUCKNOW
	R-III	LUCKNOW	LUCKNOW
	R-IV	SITAPUR	SITAPUR, LAKHIMPUR
	R-V	AYODHAYA	AYODHAYA
	R-VI	BARABANKI	BARABANKI, BAHRAICH, SHRAVASTI
	R-VII	GONDA	GONDA, BALRAMPUR
AO BAREILLY (NW-I)	R-I	BAREILLY	BAREILLY
	R-II	BAREILLY	BAREILLY, PILIBHIT
	R-III	BUDAUN	BUDAUN, BAREILLY
	R-IV	SHAHJAHANPUR	FARRUKHABAD, SHAHJAHANPUR
	R-V	BIJNORE	BIJNORE
	R-VI	RAMPUR	BHIM NAGAR (SAMBHAL), RAMPUR
	R-VII	MORADABAD	MORADABAD, JYOTIBA PHULE NAGAR
AO ALLAHABAD (NW-II)	R-I	PRAYAGRAJ	PRAYAGRAJ
	R-II	PRAYAGRAJ	PRAYAGRAJ
	R-III	FATEHPUR	FATEHPUR, KAUSHAMBI
	R-IV	PRATAPGARH	PRATAPGARH, SULTANPUR
	R-V	RAEBARELI	RAEBARELI, AMETHI
	R-VI	BANDA	HAMIRPUR, MAHOBA, BANDA, CHITRAKOOT
AO KANPUR (NW-II)	R-I	KANPUR	KANPUR
	R-II	KANPUR	KANPUR
	R-III	KANPUR	UNNAO, KANPUR
	R-IV	KANPUR DEHAT	KANPUR DEHAT, JALAUN
	R-V	ETAWAH	AURAIYA, ETAWAH
	R-VI	JHANSI	JHANSI, LALITPUR
	R-VII	HARDOI	HARDOI, KANNAUJ
AO GORAKHPUR (NW-III)	R-I	GORAKHPUR	GORAKHPUR
	R-II	GORAKHPUR	GORAKHPUR
	R-III	DEORIA	DEORIA, KUSHI NAGAR
	R-IV	GORAKHPUR	MAHARAJGANJ
	R-V	BASTI	BASTI
	R-VI	SIDDHARTHA NAGAR	SIDDHARTHA NAGAR, BALRAMPUR
	R-VII	GORAKHPUR	SANT KABIRDAS NAGAR, AMBEDKAR NAGAR
AO VARANASI (NW-III)	R-I	VARANASI	VARANASI
	R-II	VARANASI	VARANASI, SANT RAVIDAS NAGAR
	R-III	VARANASI	CHANDAULI, GHAZIPUR
	R-IV	BALLIA	BALLIA, MAU
	R-V	AZAMGARH	AZAMGARH
	R-VI	VARANASI	JAUNPUR
	R-VII	VARANASI	MIRZAPUR, SONEBHADRA

e-Tendering (Price Bid) will be conducted as per requirement of SBI through SBI's Service Provider M/s e-Procurement Technologies Pvt. Ltd, Ahmedabad amongst the vendors, who qualify in Technical Bid as per the criteria specified in the tender document as under:

01.	Broad Scope of Work	<p>1.1 To empanel reliable and reputed vendors for Comprehensive AMC of existing CCTV System already installed at branches/ offices of State Bank of India under Lucknow Circle.</p> <p>1.2 And also, for Supply, Installation, Testing, Commissioning, Maintenance of new CCTV System (on requirement basis) to include delivery at site, unloading, any other related accessories and services associated with the delivery of equipment, cabling, software optimization/ customization, providing warranty/ post warranty services i.e. Annual Maintenance Contract.</p>
02.	Availability of RFP documents	<p>RFP documents can be downloaded from the Bank's website https://www.sbi.co.in under section ~ "SBI in the News" ~ "Procurement News" from 10:00 AM on 19/12/2022 to 05:30 PM on 09/01/2023.</p>
03.	Technical Bid	<p><u>DATE AND TIME OF SUBMISSION OF TECHNICAL BID:</u> On or before 09/01/2023 by 5.30PM</p> <p>The Technical Bid (in hard copy) along with EMD (Demand Draft amounting to Rs 1 Lakh as per Para-10.1 of RFP) and all other supporting documents should be submitted in a sealed cover containing the name and complete address/contact number of the vendor on the cover and bear the title "Technical Bid for AMC of existing CCTV System and for Supply, Installation, Commissioning & AMC (post warranty) of new CCTV System (on requirement basis) at branches/ offices of State Bank of India under Lucknow Circle" addressed to the Circle Security Officer, State Bank of India, Circle Security Department, 1st Floor, A-Wing, Local Head Office, Moti Mahal Marg, Lucknow (UP)-226001 in the "TENDER BOX" kept at Reception Lobby, Ground Floor, State Bank of India, Local Head Office, Moti Mahal Marg, Lucknow (UP)-226001 on or before 09/01/2023 by 05:30 PM.</p> <p>The NSIC/ MSME registered vendors are exempted from depositing EMD. Valid Registration Certificate to be submitted.</p> <p><u>DATE AND TIME OF OPENING OF TECHNICAL BID:</u> To be intimated later</p> <p>Authorized representatives of vendors having authorisation letter issued by the company may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendor's representatives at given date and time.</p> <p>After opening, the Technical Bids will be evaluated on the basis of the minimum eligibility criteria specified in this Tender including deposit of specified amounts for the Earnest Money as mentioned above.</p>

04.	Price Bid	<p>The Price Bid will be conducted through e-Tendering (https://etender.sbi/) amongst the vendors who qualify in Technical Bid through SBI Service Provider M/s e-Procurement Technologies Pvt. Ltd, Ahmedabad for finalization of L-1 rates for a period of three (3) years may be further extended up to next two (02) years, subject to satisfactory performance of the firm for Supply, Installation, Testing, Commissioning and maintenance under Annual Maintenance Contract (Comprehensive AMC) of CCTV System of given technical specification for branches/offices located in Lucknow Circle.</p> <p><u>DATE AND TIME FOR SUBMISSION OF PRICE BID:</u> Date and time for submission of Price Bid through e-Tendering will be intimated to the qualified applicants separately through SBI service provider M/s E-Procurement Technologies Pvt. Ltd., Ahmedabad after scrutiny of their Technical Bid. The vendor should have valid digital signature for participation in e-Tendering.</p>
05.	Validity of RFP	<p>RFP shall remain valid for acceptance for a period of 180 days from the date of e-Tendering (Price Bid). If the vendors withdraw their offer during the validity period or makes modifications in their original offer which are not acceptable to SBI without prejudice to any other right or remedy, SBI shall be at liberty to forfeit the EMD.</p>
06.	Contact details for any clarification	<p>Circle Security Officer, State Bank of India, Circle Security Department, 1st Floor, A-Wing, Local Head Office, Moti Mahal Marg, Lucknow (Uttar Pradesh)-226001 LL-0522-2295204/ 2234015 Email: agmsec.lholuc@sbi.co.in (All correspondence relating to this RFP should be sent to above Email Id)</p>
07.	Pre-Bid Meeting	<p>Clarifications can be sought during Pre-Bid Meeting on 26/12/2022 at 03:30 PM. No query will be entertained through email/ by Post after 26/12/2022 at 05:30 PM.</p>
08.	Contact details of Service Provider for any e-tendering related queries	<p><u>Service Provider for e-Tendering (Price Bid):</u> M/s e-Procurement Technologies Ltd. (Procure Tiger) A 201 / 208, Wall Street-II, Opp-Orient Club, Nr. Gujarat College, Ellis Bridge, Ahmedabad - 380 006, Gujarat, India Contact no - 9265562819 / 7859800621 / 9904406300 / 9510812960 Email: etender.support@sbi.co.in Office Hours: (Monday – Friday: 10:00 AM – 07:30 PM (IST) and Saturday: 10:00 AM – 6:00 PM (IST)) (Exclusion: Sunday, Holidays and 2nd and 4th Saturday)</p>

09.	<p><u>Income Tax & GST:</u> (a) Income Tax/TDS will be deducted at source as per Govt. Guidelines or latest instructions issued by GOI.</p> <p>(b) Reimbursement of GST on work contract will be made only on submission of proper GST invoice as per applicable GST provision. The vendor should comply with the following:</p> <ul style="list-style-type: none"> (i) Vendor should have GST Registration Number. (ii) Invoice should specifically/separately disclose the amount of GST levied at applicable rate as per GST provision. (iii) Vendor should timely file his/her GST return in accordance with GST provision to enable the bank to claim the credit of GST paid to the Vendor.
10.	<p>In case the Date of submission of EMD, e-Tendering is declared as a holiday, the respective date will be the next working day at the same time. The vendor, who is the authorized representative and participating on behalf of vendor, should have a valid digital signature certificate (DSC) for this tender.</p>
11.	<p>The Bank reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.</p>
12.	<p>Vendors who do not fulfill the minimum eligibility criteria need not to apply. Any incomplete application and / or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional tenders are liable for rejection and will not be allowed to participate in e-tendering.</p>
13.	<p>Tenders received without EMD shall be summarily rejected, and such vendors shall not be allowed to participate in the online bidding process.</p>
14.	<p>The EMD of the unsuccessful vendors in Technical Bid shall be returned after finalization of Technical Bid process.</p>
15.	<p>All pages of the Technical Bid documents should be serially numbered and shall be signed by the authorized person(s) of the applicant only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. Covering letter must have the mention of total number of pages submitted in Technical Bid.</p>
16.	<p>Vendors to visit our website, https://www.sbi.co.in under section ~ “SBI in the News”~“Procurement News” for any corrigendum till last date of submission: <u>SBI LHO LUCKNOW</u></p>

1. **BROAD SCOPE OF WORK:**

- 1.1 To prepare the panel of reputed and reliable vendors for Comprehensive AMC of existing CCTV System installed at branches/ offices of State Bank of India under SBI Lucknow Circle located in the geographical area of various districts of Uttar Pradesh (**except Agra, Aligarh, Bagpat, Bulandshahar, Etah, Firozabad, Gautambuddha Nagar, Ghaziabad, Hathras, Hapur, Kashganj, Mainpuri, Mathura, Meerut, Mujaffar Nagar, Shamli, Saharanpur districts which fall under SBI Delhi Circle**).
- 1.2 In addition to the AMC of existing CCTV System, the vendors are also required to provide the rates for supply, installation, commissioning, software optimization/ customizations, providing warranty/ post warranty AMC, if required by the Bank purely on need basis at branches/ offices of State Bank of India under SBI Lucknow Circle.

2. **ELIGIBILITY CRITERIA:** Vendors must fulfill each of the following minimum eligibility criteria for further evaluation of Technical Bid. Vendor not fulfilling any one of the criteria will result in rejection of Technical Bid:

2.1 **MINIMUM ELIGIBILITY CRITERIA:**

Security Equipment Category	(1)	(2)	(3)	(4)
	In Business (Period in years)	Average Annual Turnover (for last 03 consecutive years) (in Rs)	Sum Total of Similar work completed in last 03 years (In Rs) (Certified by CA)	EMD (in the form of DD) to be enclosed (In Rs)
CCTV System	03	65 Lakh	60 Lakh	1 Lakh

Note: Please attach self-certified photocopies of the ITRs and Audited Balance Sheets along with profit & loss sheets of last three (03) years, copies of work order/ work completion certificate for Government/ PSUs / Public Sector Banks, valuation of similar work certified by CA. Additional supporting documents, if required would be asked for, subsequently. In the absence of certificates, the Bid application will be summarily rejected.

- 2.2 The intending vendor should be Manufacturer/ Firm/ Company/ Dealer/ Vendor in the field of supply, installation & maintenance for CCTV System, should have experience of three (03) years as on 31/10/2022.
- 2.3 Further, during the last three (03) years, the vendor should have carried out similar nature of work in Government/ Public Sector Banks/ Public Sector Undertaking (PSUs), they are bidding for. Following documentary proof should be provided in support of work done:
- (a) Copy of work orders along with approved rates.
 - (b) Completion Certificates as received from the client.
 - (c) Satisfactory Performance Certificates from the clients in original.
- 2.4 **ANNUAL TURNOVER:** The Vendor desirous of empanelment with the Bank should have an average Annual Turnover of Rs 65 Lakh for the past three (03)

years i.e. 2019-20, 2020-21 and 2021-22 ending 31st March of the previous financial year and annual turnover during the past three (03) years as per Para 2.1 above as certified by Chartered Accountant / Company Secretary.

- 2.5 Vendors must have valid PAN and GSTIN and should have complied with all applicable statutory provisions/ obligations.
- 2.6 If the Vendor is original equipment manufacturer of the proposed make (as per the RFP document) of the system or a subsidiary company of a manufacturer company for such system, proof for the same must be provided.
- 2.7 If the Vendor is authorized supplier of the proposed make (as per the RFP document) of CCTV Systems, it shall have back-to-back agreement with the Original Equipment Manufacturer (OEM), to give direct support for maintenance, spares and upgrades for a minimum period of five (05) years (including warranty period).
- 2.8 The Vendor should have Manufacturer's Authorisation Form (MAF) in original with clear validity date as per form given at **Appendix-4**. The copy of the same is to be attached with the tender documents.
- 2.9 The products proposed by the vendor should have certifications as given in **Appendix-10 & Appendix-11**. A proof of the same is required to be provided by the vendor.
- 2.10 The Manufacturer of the equipment must have a sound well documented Quality Framework. The Vendor is permitted to submit a valid ISO certificate (ISO 9001:2008) (ISO14001:2004) or equivalent (not older than 01 year) for the Manufacturer in support of this clause, if any.
- 2.11 **Service Support Office**: The vendor should have an established office/service center with technical personnel in Lucknow or else must open the said office within a month of empanelment and as and when required, the vendor must be prepared to open the additional service support offices at new centers within the area of jurisdiction of Administrative Offices (LUCKNOW, BAREILLY, ALLAHABAD, KANPUR, GORAKHPUR AND VARANASI) of the Bank from perspective of providing 24hours/7days post implementation support. Complete address, contacts, and documentary evidence for the same needs to be provided on the discretion of the Bank. The contact details, especially the telephone numbers, or service focal point/s should remain unchanged during the currency of vendor's relation with State Bank of India, Lucknow Circle. In case, these are changed, the vendor would inform the Bank 15 days in advance. Proof of office/ service support office need to be submitted. Vendor would be given appropriate weightage in the Matrix.
- 2.12 The vendor should have sufficient qualified and trained engineers/ technicians for supervision and execution of work at each of the location mentioned in Para 2.11 (List of technician/ tradesmen along with their qualification to be enclosed).
- 2.13 The vendor should have sufficient workspace & technical tools for testing/ repairing/ execution/ maintenance of equipment befitting to the quality & quantity

of work. The Bank may inspect the facilities of the Vendor to verify the genuineness and to ensure the conformity with the details given.

2.14 The proposed security equipment should be of an established brand.

2.15 **WORK EXPERIENCE:**

Experience of having successfully completed the works related to CCTV System during the last three (03) years as on 31st Oct 2022. As per Para - 2 .1 above, copy of work orders, approved rates and successful completion certificates must be provided. Non-submissions of completion certificate will mean that the required amount of work has not been carried out and the proposal will be rejected.

2.16 Satisfactory performance certificates in original from the customer where the installation has been done, are required to be enclosed with the tender application.

2.17 **SOLVENCY CERTIFICATE:** The applicant should have latest solvency certificate of **Rs 60 (Sixty) lakhs** only certified by a scheduled Bank. It should not be older than six months from the date of submission. In case, the applicant is not able to supply the solvency certificate in original, then the copy of the certificate shall be attested by the issuing Bank.

2.18 Product Literature: Technical Specifications/ Brochure of the product offered to be attached.

2.19 The intending Vendor who are under arbitration/ litigation with our Bank or have been black listed/ de-listed/ de-empaneled by any Government/ Public Sector Banks/ Public Sector Undertaking (PSUs) will not be considered for Empanelment.

2.20 The Vendor must have **Registered Office/ Branch Office** in the geographical area under SBI Lucknow Circle for minimum period of **one (01)** year under relevant UP Shops & Commercial Establishment Act 1947/1962 (certificate to be enclosed). Presence of Vendor in more than one of the following districts under SBI Lucknow Circle will be given weightage in matrix:

(a) Lucknow, (b) Bareilly, (c) Kanpur, (d) Allahabad, (e) Gorakhpur, (f) Varanasi

Note: Subsequent to the successful bid, the firm will have to open its Service Support Office at allocated Administrative Offices/ Regional Business Offices within 01 month.

2.21 The Vendor applying for empanelment should be empaneled/ have installed similar equipment /looking after the Annual Maintenance of similar security equipment in at least five (05) Government Offices/ PSUs/ Public Sector Banks for at least three (03) years in last five (05) years (Vendor should provide the feedback from the institutions where they have worked with, will qualify only if the Bank gets positive feedback from those institutions).

2.22 Weightage will be given to the vendor, in matrix for his empanelment with SBI Lucknow Circle/ other SBI Circles or other Government/ PSUs/ Public Sector Banks (Proof of current empanelment to be submitted). Vendor who is empanelled with more number of institutions, will get more marks.

3. IMPORTANT

- 3.1 All Bids must be accompanied by Earnest Money Deposit as specified in the Bid document. The NSIC/ MSME registered vendors are exempted from depositing EMD. Valid Registration Certificate in this regard should be attached with Technical Bid.
- 3.2 Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the vendors.
- 3.3 The information provided by the vendors in response to this RFP document will become the sole property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the vendors and such amendments will be binding on them.
- 3.4 Please note that all the information desired needs to be provided. Incomplete information would lead to disqualification/ non-consideration of the proposal.
- 3.5 Complete application (Technical Bid) must reach this office on or before 05:30 PM on 09/01/2023.
- 3.6 Application received after due date and time will not be entertained. Postal delay, if any, will not be considered.

4. THE BIDDING DOCUMENTS

- 4.1 The Vendor is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Vendor's risk and may result in the rejection of the Bid.
- 4.2 The Vendor shall indicate the measure of compliance to each paragraph of this RFP. While preparing the compliance report, if the Vendor feels that additional information would be required for enabling full understanding of the Vendor's offer, such points should be supplemented by additional description information.
- 4.3 All papers/ documents/ attachments must be serially numbered and an index of all attachments with total number of pages in the bid must be stamped and signed by Vendor's authorized signatory. Unsigned papers will not be considered.
- 4.4 The information provided by the Vendors in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in bid document may lead to non-consideration of the proposal.

5. CLARIFICATION/ AMENDMENT OF BIDDING DOCUMENT

- 5.1 Vendor requiring any clarification of the Bidding Document may notify the Bank in writing at the address or by e-mail indicated in Schedule of Dates.

- 5.2 Text of queries raised (without identifying source of query) and response of the Bank together with amendment to the bidding document, if any will be posted on Bank's website.
- 5.3 No individual clarification will be sent to the vendors. It is the responsibility of the vendor to check the website before final submission of bids.
- 5.4 Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted by Bank, the same will be put up on Bank's Website.
- 5.5 All vendors must ensure that such clarifications/ amendments have been considered by them before submitting the Bid. Bank will not take responsibility for any omissions by vendor.
- 5.6 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Vendor, may modify the Bidding Document, by amendment.
- 5.7 The Bid prepared by the Vendor, as well as all correspondence and documents relating to the Bid exchanged by the Vendor and the Bank and supporting documents and printed literature shall be submitted in **English**.
- 5.8 Bank reserves the right to amend, rescind or reissue the RFP at any time prior to the submission of bids. The Bank, for any reason, whether on its own initiative or in response to a clarification requested by a prospective Vendor, may modify the bidding/document, by amendment which shall be made available to the Vendors by way of corrigendum/addendum. The interested parties/Vendors are advised to check the Bank's website regularly till the date of submission of Bid document specified in the schedule of events and ensure that clarification/amendments issued by the Bank, 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 Vendors. Bank will not take any responsibility for any such omissions by the Vendors.
- 5.9 Queries received after the scheduled date and time will not be responded/ acted upon.

6. EXTENSION OF DEADLINE FOR SUBMISSION OF BIDS: In order to enable vendors reasonable time in which to take amendments into account in preparing the Bids, the Bank, at its discretion, may extend the deadline for submission of Bids.

7. BID PRICES

7.1 Prices are to be quoted in Indian Rupees only.

7.2 The rate quoted shall be firm and shall include all costs, allowances, taxes, levies, charges (delivery of equipment's F.O.R. at site i.e branch/ office including making connection, testing, royalties, cess etc. but excluding GST.

7.3 Prices quoted by the Vendor shall be fixed for minimum three (03) years may be further extended up to next two (02) years, subject to satisfactory performance of the firm. A bid submitted with an adjustable price quotation will be treated as

nonresponsive and will be rejected. The Bank reserves the right to call for fresh e-bid from empaneled vendors to determine the price due to abnormal market fluctuations.

8. DOCUMENTARY EVIDENCE ESTABLISHING VENDOR'S ELIGIBILITY AND QUALIFICATIONS:

The documentary evidence of the Vendor's qualifications to perform the Contract, if its Bid is accepted, shall be established to the Bank's satisfaction:

- (a) that adequate, specialized expertise are available to ensure that the support services are responsive, and;
- (b) that the Vendor will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and after it.
- (c) that the Vendor should be in position to provide necessary maintenance services up to next four years under AMC, post warranty.

9. DOCUMENTARY EVIDENCE ESTABLISHING ELIGIBILITY OF PRODUCTS AND CONFORMITY TO BIDDING DOCUMENTS.

9.1 The Vendor shall submit point by point compliance to the **Technical Specifications** (as per **Appendix-10 & Appendix-11**) and it should be included in the Bid.

9.2 Any deviations from specifications should be clearly brought out in the bid.

10. EARNEST MONEY DEPOSIT (EMD)

10.1 The Vendor shall furnish, as part of its Technical Bid, an EMD amounting to Rs 1 lakh in the form of Demand Draft in favour of AGM (P&E), SBI, LHO Lucknow payable at Lucknow as per form given at **Appendix-3**

10.2 The EMD is required to protect the Bank against the risk of Vendor's conduct, which would warrant the EMD's forfeiture.

10.3 Any Bid without an EMD will be rejected by the Bank, as non-responsive.

10.4 The EMD of the unsuccessful Vendors shall be returned within 60 days from the date of award of contract to successful vendor and no interest shall be payable on EMD of unsuccessful Vendors.

10.5 The successful Vendor's EMD in turn would be adjusted against the Security Deposit amount as per Para-2.1, Vendor intend to be empanelled with. This money will be kept with the Bank up to the existence of contract with the vendor.

10.6 The EMD may be forfeited:

(a) if a Vendor does not participate in the e-tendering (price bid) or offline commercial bid (as the case may be) or

(b) if shortlisted Vendor makes any statement or encloses any form which turns out to be false/ incorrect at any time prior and / or after signing of Contract; or

(c) In case a successful Vendor fails.

- (i) To sign the Contract/ or backs out from the offer bid.
- (ii) To perform the contract as per the bid submitted.
- (iii) If it is found that the vendor is involved in arbitration/ litigation with our Bank or have been blacklisted/ de-listed/ de-empaneled by any Government Office/ Public Sector Banks (PSBs)/ Public Sector Undertakings (PSUs).
- (iv) If it is found that the contract has been signed by misrepresentation or in contravention of the any of the terms of the bid.
- (v) Withdrawal of a Bid during the interval may result in the Vendor's forfeiture of its EMD.

11. PERIOD OF VALIDITY OF BIDS

11.1 Bids shall remain valid for a period of 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as nonresponsive.

11.2 In exceptional circumstances, the Bank may solicit the Vendors' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended. A Vendor may refuse the request without forfeiting its EMD.

11.3 The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

12. BIDDING PROCESS (TWO-STAGE)

12.1 For the purpose of the present tender, a **two-stage** bidding process as mentioned below will be followed for CCTV System.

12.2 **In first stage (Technical Bid):** Hard copies of Bid documents duly filled in with a **Covering Letter** as per "**Appendix-1**" along with all supporting documents should be submitted in a sealed NON-WINDOW envelope containing the name and complete address/ contact number of the vendor on the envelope and bear the title "**Technical Bid for Comprehensive AMC of existing CCTV System and for supply, installation & Comprehensive AMC (post warranty) of new CCTV System (on requirement basis) by the Bank at branches/offices of in the State Bank of India under Lucknow Circle**".

12.3 In the first stage, only **TECHNICAL BID** will be opened and evaluated as per matrix. Vendors satisfying the technical requirements as determined by the Bank and who accepts the terms and conditions of this document, on positive feedback from referral institutes and demonstration of product shall be short-listed for second stage.

- 12.4 If adverse feedback is conveyed by the referral Institute/ Office that vendor will be disqualified.
- 12.5 Email through the domain of the organization will be treated as valid modes however email through Gmail, Yahoo or any such sites will not be entertained.
- 12.6 **In the second stage**, the Price Bid will be conducted through e-tendering (<https://etender.sbi/>) amongst the vendors who qualify in Technical Bid, through SBI Service Provider M/s e-procurement Technologies Pvt. Ltd, Ahmedabad.
- 12.7 **Date and time for submission of price bid through e-Tendering will be intimated to the qualified vendors separately through SBI service provider M/s e-Procurement Technologies Pvt. Ltd., Ahmedabad after scrutiny of their Technical Bid. The vendor should have valid digital signature for participation in e- Tendering.**

13. DOCUMENTS COMPRISING THE TECHNICAL BID

- 13.1 Documents comprising the Technical Bid Proposal Envelope, should contain RFP document along with all **Appendices-1 to 20**.
- 13.2 Compliance in accordance with all the clauses of RFP duly signed by the authorized representative of the Vendor and stamped with the official stamp of the Vendor on each page of the RFP document with complete Index and paging should be submitted. (Board resolution authorizing representative to bid and make commitments on behalf of the Vendor to be attached).
- 13.3 While submitting the Technical Bid, literature on the software / hardware if any, forms, and bids documents should be segregated and kept together in one section / lot. The EMD is to be given in separate envelop with proper encryption on top.
- 13.4 Any Technical Proposal not containing the above will be rejected.
- 13.5 The Technical Bid Proposal should NOT contain any price information. Such proposal, if received, will be rejected.
- 13.6 The Technical Bid should be addressed to the Circle Security Officer at the address given in the RFP. The inner envelopes shall also be addressed to Circle Security Officer at the address given in the RFP. All envelopes should prominently indicate the name and address of the Vendor on the cover.
- 13.7 The Bid shall be typed or written in indelible ink and shall be signed and stamped by the Vendor or a person or persons duly authorized to bind the Vendor to the Contract. The name and designation of the person or persons signing the Bids with their signature on last page and signature/ initials and stamp should be put on all pages of the Bids, except for un-amended printed literature.
- 13.8 Any interlineation, erasures or overwriting shall be considered as invalid bid. The Bank reserves the right to reject bids not conforming to the above.

13.9 If the envelope is not properly sealed and marked, the bid will be rejected.

14. SUBMISSION OF BIDS

14.1 Bids must be received by the Bank at the address specified, not later than the date & time specified in the RFP.

14.2 In the event of the specified date for submission of bids being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

14.3 The Bank may, at its discretion, extend the deadline for submission of bids by amending the bid documents, in which case, all rights and obligations of the Bank and vendors previously subject to the deadline will thereafter be subject to the extended deadline.

14.4 **LATE BIDS**: Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the vendor.

15. OPENING AND EVALUATION OF BIDS:

15.1 OPENING OF BIDS BY THE BANK

15.1.1 The Vendors' names and the presence or absence of requisite EMD and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the time of Technical Bid opening.

15.1.2 Bids received after due date and time, if any, will not be accepted and not be opened at the time of Bid Opening shall not be considered further for evaluation, irrespective of the circumstances.

15.2 PRELIMINARY EXAMINATION/ PRE-QUALIFICATION

15.2.1 The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

15.2.2 Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP without any deviations.

15.2.3 The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

15.2.4 If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Vendor by correction of the non-conformity.

15.3 TECHNICAL EVALUATION

- 15.3.1 Only those Vendors and Bids who have been found to be in conformity of the eligibility terms & conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms & conditions during preliminary examination will not be taken up for further evaluation (**Appendix-5**).
- 15.3.2 The Bank reserves the right to evaluate the bids on technical & functional parameters including factory visit and witness demonstration of the system and verify functionalities, response times, etc. During product demonstration of equipment, the vendor shall submit a signed certificate giving complete details of the equipment being demonstrated (**Appendix-6**).
- 15.3.3 Bank reserves the right to verify the photocopies of documents submitted by the vendors with the originals.
- 15.3.4 Bank will evaluate the technical and functional specification of CCTV System quoted by the Vendor and weightage for various features would be as per the EVALUATION MATRIX at **Appendix-7**.
- 15.3.5 Marks under each parameter will be awarded by the committee and the decision of the Committee will be final. Minimum qualifying marks shall be marks obtained within 30% of the highest obtained marks. The bids of vendors securing less than the qualifying marks will not be considered for further evaluation. For example, if the highest vendor scores 90 marks, then vendor scoring 60 marks and above will be considered for further process.
- 15.3.6 During evaluation and comparison of bids, the Bank may, at its discretion ask the vendors for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the vendor shall be entertained.
- 15.3.7 The intending Vendor who are under arbitration/ litigation with our Bank or have been blacklisted/ de-listed/ de-empaneled by any Government/ Public Sector Banks/ Public Sector Undertakings will not be considered for Empanelment. The firms will be required to submit an undertaking to this effect as per **Appendix-8**.

16. EMPANELMENT OF THE VENDOR:

- 16.1 Those vendors who qualify in pre-qualification and technical evaluation will be eligible to participate in e-tendering process. After e-tendering, the successful vendors as mentioned at **Clause-19 (Award Criteria)** shall be empanelled in the Bank for period of three (03) years further extendable up to two (02) years from the date of signing of agreement at the discretion of the Bank on the existing terms and conditions, provided that the vendor performance is found to be satisfactory during the contract period. That until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between Bank and successful vendor.

16.2 The performance of empanelled vendors may be reviewed on yearly basis. The vendors have to submit their consent in writing for working with bank as per the Term and Conditions of this RFP in their company letter head, sealed and signed by the authorized person as per **Appendix-9**. It is to note that after the completion of one (01) year, if the vendor does not get de-empanelment notice from the Bank it will constitute that the vendor empanelment continues in the Bank for another one (01) year.

16.3 The vendor empaneled must have to open an account with State Bank of India in which all cash transactions will be routed. If the vendor does not have an account with State Bank of India, the same is required to be opened within 30 days after getting empaneled with the Bank.

16.4 If empaneled vendor does not participate in e-tendering/ price bid subsequently or in future within contract period, then the empanelment of the vendor will be cancelled, and the security money deposited will be forfeited.

17. PRICE BIDS: Rate fixation of AMC and different components of CCTV System shall be conducted through e-tendering.

17.1 Those Vendors who qualify in Technical Bid evaluation in the Bank, will be allowed to participate in e-tendering.

17.2 Bidding will be done for all Currency Chest branches and offices having special requirements, under Lucknow Circle. It should be noted that the rates of individual items should not be quoted above MRP otherwise the bid will not be accepted.

17.3 The L-1 Vendor will be selected on the basis of Price Bid quoted as per **BOQ (Appendix-12)** during e-tendering.

17.4 **QUOTATION OF PRICES FOR ALL ITEMS:** The Vendor should quote for complete solution proposed/ listed in this Bid. In case, prices are not quoted by any Vendor for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Vendors participating in the bidding process will be reckoned as the notional price for that service, for that Vendor. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Vendors (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Vendors. However, the Bank reserves the right to reject all such incomplete bids.

17.5 The Price bid shall include the complete cost of the project, implementation cost i.e. all cost involved till the time of testing and satisfactory handing over the complete system to the purchaser i.e. the State Bank of India.

17.6 The Price bidding process for fixation of different component of CCTV System will be through e-tendering.

17.7 The online e-tendering shall be conducted by the Agency authorized by the Bank to conduct the e-tendering process. The short-listed vendors will be trained by the Agency for this purpose, and they should also be willing to abide by the e-business

rules framed by the Bank in consultation with Agency. In this connection, the vendors should sign the business rules documents prescribed by the above agency and the Bank. For the purpose of e-tendering, the vendor will arrange for the digital signature.

17.8 Bank reserves the right to reject Abnormally High Rate (AHR)/ Abnormally Low-Rate (ALR) bids as compared to prevailing market rates.

17.9 The lowest quoted rates for each individual items by any of L1, L2, L3 bidders shall be taken as Bank's approved L1 rates. All L1, L2, L3 bidders have to accept such L1 rates.

18. INSTRUCTIONS FOR VENDOR:

18.1 No Vendor shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.

18.2 Any effort by a Vendor to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Vendor's Bid.

19 AWARD CRITERIA

19.1 The allocation of work will be done in the following manner provided the vendors are willing to match the L1 price:

a) L1 vendor will be awarded 50% work under all Administrative Offices.

b) L2 vendor will be awarded 30% work under all Administrative Offices.

c) L3 vendor will be awarded 20% work under all Administrative Offices.

(Note: fraction percentage, if any will be rounded off and benefit to be given to L1 first, then L2, then L3)

19.2 In case any/ each of L2 to L3 are not willing to work at L1 rates than the offer will pass on to the next vendor i.e L4, L5 and so on. In case no other vendor (L2, L3, L4, L5 and so on) agrees to work at L1 price, then the entire contract shall be performed by L1 vendor.

19.3 In case L1 shows unwillingness to work, then again price bidding (Online) will be done. The EMD of the L1 vendor who after bidding showed unwillingness to accept the work, will be forfeited and the vendor shall not be allowed to participate in future tender process for three (03) years.

19.4 The Bank reserves the right at the time of award of contract to increase or decrease the numbers of Branches or numbers of CCTV systems required or change in location where equipment is to be supplied from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.

20. NOTIFICATION OF AWARD

20.1 Prior to expiration of the period of Bid validity, the Bank will notify the successful Vendor in writing or by e-mail, that his Bid has been accepted.

20.2 The notification of award will constitute the **formation of the Contract**. The selected Vendor should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within seven (07) days of receipt of the communication as per **Appendix-9**.

20.3 Upon notification of award to the L-1, L-2 and L-3 vendors, the Bank will promptly notify each unsuccessful Vendor and will discharge its EMD.

21. SECURITY DEPOSIT:

21.1 The EMD of successful vendors shall be converted into Security Deposit as per Para 2.1 (Column-4). The NSIC/ MSME registered successful vendors having exemption of EMD shall deposit Security Deposit of 1 Lakh in the form of DD (in favour of AGM P&E SBI LHO Lucknow payable at Lucknow within seven (07) days and the vendor will not get any interest on the amount.

21.2 The amount of Security Deposit will be held by the Bank during entire period of empanelment.

21.3 In case the shortlisted vendor backs out and refuses to work, the EMD/Security Deposit shall be forfeited and the vendor will be debarred for **three (03) years** from taking part in the future security equipment tenders floated by the Bank for Lucknow Circle.

22. SIGNING OF CONTRACT:

22.1 In the absence 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 Vendor.

22.2 Failure of the successful Vendor to accept the notification of award by the Bank shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

22.3 The Bank reserves the right either to forfeit the security deposit or to cancel the purchase order or both if the Vendor fails to meet the terms of this RFP or contracts entered into with them.

22.4 With this empanelment of Vendors for AMC & supply of CCTV System, Banks will not be debarred from its right to call tender for purchase of CCTV System from the open market, if the situation so warranted.

23. SIGNATURES: In the event of the bid being submitted by a firm, it must be signed separately by each member thereof, or in the event of the absence of any one or more of the partners, it must be signed on his / their behalf by a person holding a power of attorney authorizing him to do so. In the case of authorized person, the copy of letter issued by competent authority to sign on behalf of the company should be enclosed (with resolution copy).

24. GENERAL

24.1 The Vendor shall present a description of the architecture and configuration of the proposed system, identifying salient features and functions that include design proposal with layouts, diagram, etc. Third party equipment offered, as system integrator must be indicated. The selected final vendor must provide a project execution plan with a technical proposal wherever required or asked by the Bank.

- 24.2 Any functions or features not specifically mentioned in technical specification of the product, but which may be necessary for the completeness and efficient performance of the system as an operating entity shall be indicated by the Vendor and explained in detail indicating any price variation. Price of any item or feature not offered by the Vendor as part of basic configuration shall be indicated separately.
- 24.3 The vendor shall clearly indicate the country of origin, manufacturer of the equipment. Testing and Certification: The vendor shall arrange to provide testing and certification of the complete system installed.
- 24.4 All systems and components must be in compliance with certifications as mentioned in the respective specifications.
- 24.5 The Bank may arrange for the Original Equipment Manufacturer (OEM)/ third party inspection of the products/equipment provided (as per the RFP document) for the system installed for its meeting the entire RFP criterion. The vendor who wins contract shall provide all the possible assistance in this process and the vendor at their cost shall make all necessary arrangements for this purpose. In case it was found that the equipment/ hardware/ software supplied is not as per given brands/ specifications, Bank will take a suitable action as deemed fit.
- 24.6 It will be imperative on each of the vendors to fully acquaint themselves with all the local conditions and factors, which can have any effect on the performance of the contract.
- 24.7 Earthing arrangements for all the equipment shall be the responsibility of the Supplier and to be carried out as per standard procedures.
- 24.8 The system software should be free of cost along with the system price and in future if any up gradation is required for running of the system than it should be upgraded free of cost.

25. MISCELLANEOUS

- 25.1 The selected Vendor (L-1 to L-3) will enter into an agreement with each of the Admin Office separately, they will be working with.
- 25.2 Vendor should carry out installations/ AMC tasks in close coordination with the Branch Manager posted at Branches, Chief Manager (Ops) posted at AO/RBO, and Zonal Security Officer posted at AO, depending on the Bank's requirement.
- 25.3 The selected Vendor should undertake to implement the observations/ recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.

- 26. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:** The Bank 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 contract award, without incurring any liability to the affected Vendor or Vendors or any obligation to inform the affected Vendor or Vendors of the grounds for the Bank's action.

27. TECHNICAL SPECIFICATIONS: All necessary hardware and software required to make the CCTV System will be strictly as per Technical Specifications given at **Appendix-10 & Appendix-11** for qualification. The specifications given are minimum. Vendors can quote equivalent or higher technical specifications to meet the Bank's requirement. However, no weightage would be given for higher configurations.

28. TERMS AND CONDITIONS OF CONTRACT (TCC) AND SERVICE LEVEL AGREEMENT OF AMC: As enclosed in **Appendix-16**

29. In case of a difference of opinion on the part of the Vendor in comprehending and/or interpreting any clause / provision of the Bid Document, the interpretation by the Bank shall be binding and final on the Vendor.

The above RFP Document, Terms & Conditions of Contract have been accepted by us.

Vendor's authorized Signatory

Vendor's Seal.

Place:

Date:

OFFER COVERING LETTER
(To be furnished on Vendor's letter head)

Letter No.:

Date:

Circle Security Officer
State Bank of India,
Circle Security Department,
Local Head Office,
Moti Mahal Marg, PO - Hazratganj,
Lucknow-226001

Dear Sir/ Madam

REF: YOUR REQUEST FOR PROPOSAL (RFP) DATED FOR EMPANELMENT OF VENDORS FOR COMPREHENSIVE AMC OF EXISTING CCTV SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW CCTV SYSTEM ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE

We have examined the RFP, the receipt of which is duly acknowledged, and we offer to our bid for Empanelment of Vendors for Supply, Installation, Commissioning, Testing & Maintenance of CCTV System at branches under SBI Lucknow Circle as per the terms, conditions and technical specifications spelt out in the commercial bid and made part of this offer.

2. While submitting this bid, we certify that:

(a) We have not induced nor attempted to induce any other vendor to submit or not submit a bid for restricting competition.

(b) We have not added/deleted/modified the contents/ text of the document or any part of the bid document and if bank observes any modification/alteration/addition/deletion is made, bank has right to reject the bid without assigning any reason.

3. We agree to abide by this offer till 180 days from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the bank any time before the expiry of that period.

4. We agree that in the event of our Company being selected for providing services to State Bank of India, as service provider we will enter into and execute the necessary contract agreement as per the format specified by State Bank of India. We understand and agree that until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between us.

5. We understand that the Bank is not bound to accept the lowest or any bid that may be received.

6. We also certify that we have not been blacklisted or included on negative list or have been terminated of their services of any Government/ Public Sector Banks/ Public Sector Undertaking (PSUs). Further, we have not abandoned any work or rescinded any part of our contract. We also certify that none of the directors of our Company is/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity which is/has been black-listed or included in negative list by any Government/ Public Sector Banks/ Public Sector Undertaking (PSUs).
7. We also certify that we are not involved in any litigations/ material litigations with any client/own employee/Directors etc. or any Vigilance cases, whose outcome could have a materially adverse impact on our business/finance.
8. We also certify that no litigation/prosecution is pending against us or our directors involving violation of statutory regulations or alleging criminal offence or tax liabilities.
9. We certify that the information/data/particulars furnished in our Proposal are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, Bank will have the right to disqualify us from the bid.
10. We undertake to comply with the terms and conditions of the RFP. We enclose along with our Proposal a duly signed hard copy of the RFP document. We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.
11. It is certified that the information furnished here in and as per the documents submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false/misleading/incorrect information/ documents.
12. We have understood that the initial engagement of the selected Vendors shall be for three (03) years, however, the Bank may, at its discretion, terminate the engagement any time during the currency of the contract for violation of any of the terms and conditions by Vendors or otherwise.

Yours faithfully,

Authorised Signatory

For and on behalf of

M/s _____

Seal

Date:

Note: A copy of the Board Resolution authorizing the signatory to represent the Company to be enclosed.

Appendix-2

Ref Para13.1(ii)

(To be furnished on Vendor's letter head)

Letter No.:

Date:

Circle Security Officer
State Bank of India,
Circle Security Department,
Local Head Office,
Moti Mahal Marg, PO-Hazratganj,
Lucknow-226001

Dear Sir,

APPLICATION FOR EMPANELMENT OF VENDOR FOR COMPREHENSIVE AMC OF EXISTING CCTV SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW CCTV SYSTEM SYTSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE

With reference to your advertisement dated _____ for the captioned work, we enclose herewith for your kind consideration our **Company Profile** in the format provided by you in the **Appendix-13** along with necessary supporting papers signed and sealed by the authorized signatory of the vendor. We confirm that the details furnished by us are true and correct.

2. We undertake to produce the original of all the papers/ documents attached herewith as and when asked for by the Bank and shall extend all assistance to the Bank Authorities for the purpose of empanelment.

3. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the REQUEST FOR PROPOSAL (RFP) including all appendices to new supply, installation and commissioning, certification and AMC of existing security equipment at branches/ offices of State Bank of India under SBI Lucknow Circle.

4. In case of our empanelment, we shall participate and submit the commercial bid (Offline/ online) on the date advised to us. We shall also abide by the Business Rules prescribed for auction. We also confirm that our company will arrange for digital signature for participating in thee-tendering/ Online price Bid.

5. We clearly understand and undertake that mere submission of application does not guarantee for our empanelment and Bank's decision in this regard will be final and binding on us. We submit this application in token of our acceptance of the terms & conditions laid down in this advertisement.

Dated this day of2022

Yours faithfully,

Authorised Signatory

For and on behalf of

M/s _____

Seal

Date:

(To be furnished on Vendor's letter head)

Letter No.:
Date:

Circle Security Officer
State Bank of India,
Circle Security Department,
Local Head Office,
Moti Mahal Marg, PO-Hazratganj,
Lucknow-226001

Dear Sir,

EMD FOR PARTICIPATION IN TENDERING PROCESS FOR EMPANELMENT OF VENDORS FOR COMPREHENSIVE AMC OF EXISTING CCTV SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW CCTV SYSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE

With reference to the captioned subject, we intent to participate in the tender process for empanelment of vendors for Comprehensive Annual Maintenance Contract of existing CCTV System and Supply, Installation, Testing, Commissioning, Maintenance of new CCTV System (on requirement basis) at the branches/ offices of State Bank of India under SBI Lucknow Circle.

2. As per the terms and conditions of RFP, we submit draft No. _____ dated _____ for a sum of Rs. _____/- (Rupees _____ Only) as EMD.

3. We undertake that in the event of not performing the obligations as per the terms and conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us, the EMD will be forfeited.

Yours faithfully,

Authorised Signatory
For and on behalf of

M/s _____

Seal

Date:

(To be furnished on Vendor's letter head)

Letter No.:

Date:

Circle Security Officer
State Bank of India,
Circle Security Department,
Local Head Office,
Moti Mahal Marg, PO-Hazratganj,
Lucknow-226001

Dear Sir,

SUBJECT: MANUFACTURER'S/ PRODUCER'S AUTHORISATION FORM

We, _____ established and leading manufacturer of CCTV System products registered office at _____ having joint venture/ authorized dealership with _____, do hereby authorize M/s _____ registered office at _____ to supply, install and provide after sales support for our range of under mentioned products quoted by them to meet the above mentioned tender:-

S.No.	Product	Company	Model No.	Remarks

2. We also confirm that the above products meet the technical specifications/ features as per the RFP.

3. We as OEM are responsible that the System Integrator uses genuine products. We will conduct Audit of the products being installed by the System Integrator, as and when required by the Bank without any extra cost, as a service support to the Bank.

4. We hereby confirm to extend our back-to-back technical support and meet warranty term of one (01) year. Also, we as an OEM assure that the quoted models are not end of life and necessary spares would be provided at cost to vendor for minimum period of five (05) years, as per OEM standards for this tender/project.

5. We duly authorize the said vendor to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the OEM)

Contact No. E-Mail Address

Note: This letter of authority should be on the original letterhead of the manufacturer /OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Vendor in its Bid should include it.

ELIGIBILITY CRITERIA: CHECK LIST

LIST OF ENCLOSURES		
Sl.	Particulars	Enclosed Yes/ No
1.	The Manufacturer/ Firm/ Company/ Dealer/ Vendor is in field of supplying, installation & maintenance of CCTV System business for a minimum period of five (05) years as on 31/10/2022 .	
2.	Company/ Manufacturers/ Firms/ Dealers/Vendors Profile submitted.	
3.	In last three years' installation of system done in Government/ Public Sector Banks/ Public Sector Undertakings	
4.	Complete Contact details submitted	
5.	Company having required Turnover and documents submitted (Balance Sheet and IT Return Copy)	
6.	Company having required number and value of work order and its work completion certificate.	
7.	Satisfactory Performance Certificate from customer whose work order shown.	
8.	Latest Banker's Solvency Certificate (in original) worth Rs. 60 lakh along with Banking details submitted	
9.	Technical Specifications/Brochure of the product(s) offered submitted	
10.	Demand Draft of EMD submitted	
11.	Latest attested copies of GST Registration No, ESI/ EPF Registration No.	
12.	Copy of PAN Card issued by Income Tax Deptt,	
13.	A valid Direct Authorized Dealer Certificate from ODM / OEM. Back to back support certificate for 05 years.	
14.	Copies of ISO Certification, if any	
15.	Copies of BIS/UL/FCC certificates of the product offered attached	
16.	List of Service Support Offices or Sub offices / dealers submitted.	
17.	List of qualified technicians / tradesmen submitted with proof ESIC and PF paid ECR copy for last 01 year)	
18.	Company in profit during the last three consecutive years. Support documents submitted	
19.	Copy of registration and partnership deed (if applicable) in support of constitution / In case of Limited Company, copy of Power of Attorney for signing the application and the Certification of Incorporation, Memorandum of Articles of Association	

Authorised Signatory**Place:****Date:****Office Seal:**

Appendix-6

Ref Para 15.3.2

(To be furnished on Vendor's letter head)

Letter No.:

Date:

To:

Circle Security Officer
State Bank of India,
Circle Security Department,
Local Head Office,
Moti Mahal Marg,
PO-Hazratganj,
Lucknow-226001

Dear Sir,

Details of Demonstration of CCTV System :

S. No.	Description of each items for which rates being quoted	Make/Model	Specifications	Warranty Offered
a				
b				
c				

Remarks: If any.

Yours faithfully,

Authorised Signatory

For and on behalf of

M/s _____

Seal

Date:

TECHNICAL BID: EVALUATION MATRIX

SI	Parameter	Criteria with marks	Max Marks	Marks Obtained
1.	Constitution of the Firm	Sole Proprietary - 04	10	
		Partnership - 06		
		Private Limited - 08		
		Public Limited - 10		
2.	Average Annual Turnover during last three (03) years (in sales of related works)	65 Lakh to 67 Lakh - 02 More than 67 Lakh to 69 Lakh - 03 More than 69 Lakh to 72 Lakh - 04 More than 72 Lakh - 05	05	
3.	Vendor is a profit-making company for last three (03) years	Profit making in last 03 years - 02	05	
		Profit making in last 04 years - 03		
		Profit making in last 05 years or more - 05		
4.	Years of experience	More than 3 & up to 4 years - 05	10	
		More than 4 & up to 5 years - 07		
		More than 5 years - 10		
5.	Vendor Status	Manufacturer of the given Brand - 05	05	
		Subsidiary company of given Brand- 04		
		Authorized dealer of the given Brand- 03		
		None of the above - 00		
6.	ISO certificate given for excellence to the bidding Company / Vendor	Yes - 03	03	
		No - 00		
7.	Vendor is empaneled within last three (03) years	SBI, LHO Lucknow Circle – 03 marks	10	
		Other SBI Circles – 02 marks each Empaneled with Government/ PSB/ PSU - 01 mark each		
8.	Sum of total work related to CCTV System completed in last three (03) years (in Rs)	More than 60 Lakh to 65 Lakh - 04 More than 65 Lakh to 70 Lakh - 06 More than 70 Lakh to 75 Lakh - 08 More than 75 Lakh - 10	10	
9.	Presence of Company Offices in Uttar Pradesh (Under Lucknow Circle) Copy of Shops & Commercial Establishment Act 1947/1962 (certificate to be enclosed).	Lucknow-02, Bareilly-01, Gorakhpur-01, Allahabad-01, Kanpur-01, Varanasi-01. Any other district under Lucknow Circle other than above-01	10	
10.	Referral Report from Clients {Minimum 05 pertains to last three (03) years}	Excellent Client Report - 03 (for each) Good Client Report - 02 (for each) Satisfactory Client Report - 01 (for each)	10	

11.	Technical Presentation and equipment demonstration at LHO, Lucknow	Technical Presentation - 12	22	
		Equipment demonstration -10		
		Total	100	

Appendix-8

Ref Para 15.3.7

DECLARATION/ UNDERTAKING

I/We _____ hereby certify that my/ our firm/company M/s_____ has/have never been blacklisted/de-listed/de-empaneled by any Government/Public Sector Banks/Public Sector Undertakings and never involved in arbitration/ litigation with State Bank of India.

2. We certify that the information/ particulars furnished in our bids are factually correct and we also accept that in event of any information/particulars proven to be incorrect, the Bank will have the Right to Disqualify and De-empanel our firm/company.

Place:

Signature with seal

Date:

Name (in block letters)

Designation

Name of the firm/company

Address

(To be furnished on Vendor's letter head)

Letter No:

Date:

Circle Security Officer,
State Bank of India,
Circle Security Department,
Local Head Office,
Moti Mahal Marg, PO-Hazratganj,
Lucknow-226001

Dear Sir,

EMPANELMENT OF VENDORS FOR COMPREHENSIVE AMC OF EXISTING CCTV SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW CCTV SYSTEM ON REQUIREMENT BASIS FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE: ACCEPTANCE OF OFFER

With reference to above, we hereby agree to abide by all terms and conditions laid down in RFP and also agree to the following:

- a) We forward herewith a Security Deposit of Rs.1 Lakh. We also agree to the fact that the Security Deposit will be held in Current A/c. of SBI and will not carry any interest thereon till the time it is returned to us.
- b) The empanelment will continue, subject to satisfactory performance of the contract.
- c) We also confirm that mere empanelment does not ensure us the right to be invited to participate in all/any bids/ quotations/tenders/ projects and/or to get work.
- d) We also confirm that various certificate/ authority letters as applicable will be renewed in time and renewed copies of the same should be submitted to the Bank for the record.
- e) We also confirm that we will respond to the enquiries by the Bank without fail, as & when sent to us. If we do not respond, our firm will be delisted from Bank's list of empanelment without any further notice.
- f) After empanelment with the Bank, we shall execute AMC agreement with respective AOs. It is compulsory to enter/sign the agreement between AOs and us before the commencement of the work. Terms & Conditions of Contract (TCC) given at para 16.2 of RFP will form the part of AMC agreement.
- g) We also certify that the information /data/ particulars furnished in our bids are factually correct. We also accept that in event of any information/ data/ particulars proven to be incorrect the Bank will have the right to disqualify and de-empanel us and in event of any details submitted turned out to be false during the tenure of empanelment, the Bank is at discretion to forfeit the Security Deposit and terminate the contract of AMC.

Yours faithfully,

For and on behalf of

M/s _____

Authorized Official.

Seal

Date:

Technical Specifications of CCTV System

Index

S.No	Item
1	DVR / NVR / NVR
a.	HD DVR / NVR (pentabrid) 4CH / 8CH / 16CH
b.	NVR 4CH / 8CH / 16CH / 32CH
2	Camera
a	2 Megapixel IR Varifocal lens Dome Camera
b	2 Megapixel IR Varifocal Lens Bullet Camera.
c	2 Megapixel IP IR Fixed Lens Dome Camera
d	2 Megapixel IP IR Fixed Lens Bullet Camera
e	2 Megapixel IP IR Motorized Varifocal Lens Dome Camera
f	2 Megapixel IP IR Motorized Varifocal Lens Bullet Camera
g	High Resolution Pin Hole Camera
3	Other Components
a	Hard Disk
b	Monitor
c	Video Cable CAT-6
d	Electrical Wire
e	PVC & Conduit
f	4U Rack 6U Rack 9U Rack
g	Network Switch
h	Power Supply
i	Video cable RJ-6

HD DVR / NVR 4 / 8 /16 CHANNEL (Pentabrid)

Sl.	Parameter	Specification
1	Compatibility	Supports Analog cameras (mandatory), AHD, CVI, TVI, IP video input (minimum one out of the three other than itself)
2	Processor	Embedded
3	Operating System	LINUX
4	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network
5	Recorder Control Options	Video Front panel, IR Based remote control, Keyboard (Both RS485 and IP), IP Network, USB mouse
6	Analog / HD Camera Input	Minimum 4 / 8 / 16 Video channel; BNC interface (1.0 Vp-p, 75 Ω), supporting coaxitron connection
7	IP Camera Input	4CH: 2 Ch (total 6 Ch IP) 8CH: 4 Ch (total 12 Ch IP) 16CH: 8 Ch (total 24 Ch) Should support H.265+/H.265/H.264+/H.264 IP cameras
8	Recorder Video Output	Minimum 1 VGA, 1 HDMI / 2 HDMI for 16 Ch
9	Recorder Audio Input	1 RCA
10	Recorder Audio Output	1 RCA, 2 RCA for 8 & 16 ch DVR / NVRs
11	Recorder Bidirectional Talk	1 RCA
12	Synchronous playback	4-ch/8-ch/16-ch
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	H.265 / G.711 (One Channel) or higher
16	Recording resolution	2 MP / 1080P
17	Encoding stream	1080P (2MP) or higher, real-time recording @ 25 fps per channel in all channels with selectable fps simultaneously.
18	Video Encoding Bit Rate	Analog video: 32 Kbps~6144Kbps Per Channel, IP video: 32~4096Kb/s
19	Image Quality	6 levels (VBR) or equivalent
20	Recording Mode	Manual, Scheduled (General, Continuous), Regular, Motion detection, Camera blank, Video loss, Tampering Alarm, Stop Recording. Recording works according to FIFO based system.
21	Recording Priority	Manual; Alarm; Motion Detection & Regular
22	Recording Interval	Prerecord: 1sec to 30 sec., Post-record: 10sec ~ 5 minutes
23	Alarm Input	8/16 Ports

24	Relay Output	6 ports
25	Water Marking	Supported
26	Playback Channel	Synchronous Playback 1,2,4,8,16
27	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm
28	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
29	Operation Over Network	Monitor, Playback, File download, Log information, System setting,
30	Hard Drive Storage Option	For 4 CH DVR / NVR: 2 SATA Ports, 8 CH DVR / NVR:4 SATA, 16 CH DVR / NVR:8 SATA
31	USB Interface	Front panel: 2 × USB 2.0 Rear panel: 1 × USB 3.0
32	Serial Interface	RJ45 Interface (self-adaptive ethernet)
33	Power Supply	AC 100~240 V, 50/60 Hz
34	Working Environment	All Indoor weather conditions
35	Duplex type	Recorder should be able to playback recoded footage without having to stop recording
36	Certificate	UL, FCC, BIS
37	Compatibility	ONVIF, CGI Conformant for relevant profiles
38	HDD quality	Surveillance (4 TB/6 TB/ 8TB/ 10 TB)
39	Smart Phone compatibility	iPhone, iPad, Android
40	Spot Output	Supports (for 16CH DVR / NVR)
41	Dual stream	Support (H.265+/H.265 dual-stream video compression)
42	Stream type	Video, Video & Audio
43	Trigger Events	Recording, PTZ, Tour, Video Push, Email, FTP, Snapshot, Buzzer and Screen Tips
44	Video Detection	Motion Detection, MD Zones: 396 (22 × 18), Video Loss, Tampering and Diagnosis
45	Smart features	Line crossing/tripwire Intrusion, Object Abandoned & Missing (for atmost 2 channel)
46	RS232	1 port
47	RS485	RS-485 (half- duplex)/ RS-485 (full-duplex)

NVR FOR 4 / 8 /16 / 32 CHANNEL

Sl.	Parameter	Specification
1	Compatibility	IP Cameras
2	Main Processor /	Embedded
3	Operating System	Linux
4	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network
5	Recorder Control Options	Video Front panel, IR Based remote control, Keyboard (Both RS232c and IP), IP Network, USB mouse
6	IP Camera Input	Minimum 4/8/16/32/64 IP Channel/RJ 45 Port (PoE)
7	IP Camera Input	2MP/1080P (Minimum 4 Channel, exclusive of the other HD Analog Channels), Should support upto 8 MP
8	Recorder Video Output	Minimum 1 VGA, 1 HDMI
9	Recorder Audio Input	Minimum 1 audio channel, RCA, Requisition only if Audio support in camera is being asked
10	Recorder Audio Output	1 audio channel, RCA, Requisition only if Audio support in camera is being asked
11	Recorder Bidirectional Talk	1 channel Input, BNC, 1 channel Output, 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	Recording 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 upto 8 MP
18	Video Encoding Bit Rate	IP video: 32~4096Kb/s
19	Image Quality	6 levels (VBR) or equivalent
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: 10sec ~ 5 minutes
23	Alarm Input	Supported Minimum 4
24	Relay Output	Supported Minimum 1
25	Water Marking	Supported
26	Playback Channel	1,4,16, 32

27	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm
28	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
29	Operation Over Network	Monitor, Playback, File download, Log information, System setting,
30	Hard Drive Storage Option	For 4 Channel- 2 SATA, 8 Channel- 4 SATA, 16 Channel- 8 SATA, 32 Channel- 8 SATA. Should support up to 10 TB per SATA port.
31	USB Interface	Minimum 2 Ports (one should be 3.0)
32	Serial Interface	RJ45 Interface
33	Power Supply	AC 100~240 V, 50/60 Hz
34	Working Environment	All Indoor weather conditions
35	Duplex type	Recorder should be able to playback recorded footage without having to stop recording
36	Certificate	UL, FCC, BIS
37	Compatibility	ONVIF Registered for relevant profiles
38	HDD quality	Surveillance (4 TB/6 TB/ 8TB/ 10 TB)

2 Megapixel IR Varifocal Dome Camera

Sr.	Parameters	Specification
1	HD Technology	AHD, CVI, TVI, CVBS
2	Image Sensor	2MP CMOS Sensor
3	Signal System	PAL
4	Effective Pixels	1920(H)x1080(V)) or better
5	Mini. Illumination	Color: 0.005 Lux @ (F1.3, AGC ON), 0 Lux with white light
6	Video Output	1080P or higher @ 25 fps
7	Display Resolution	1080P or higher @ 25 fps
8	Recording Resolution	1080P or higher @ 25 fps
9	Frame Rate	50Hz:1080p or higher @25fps
10	SNR	≥52dB(AGC OFF)
11	Sync System	Internal
12	White Balance	Automatic
13	Day & Night	Automatic
14	Shutter	Automatic
15	Slow Shutter	16X
16	Auto Gain Control	Automatic
17	Noise Reduction	3DNR
18	IR Distance	Up to 30 mtr
19	Functions	Brightness, Sharpness, 3D DNR, Mirror, Smart light
20	Lens	2.7-13.5mm Variable Focus
21	Field of view	H: 102°~29°
22	WDR	120 db WDR (DWDR not acceptable)
23	Input Voltage	DC12V±10%
24	IP Rating	IP67
25	Operation Temp	-30o to +60o C
26	Ingress Protection	IK10 Vandal Proof
27	Storage Humidity	90% or less
28	Certification	UL, FCC, BIS

2 Megapixel IR Varifocal Lens Bullet Camera

Sr	Parameters	Specification
1	HD Technology	AHD, CVI, TVI, CVBS
2	Image Sensor	2MP CMOS Sensor
3	Signal System	PAL
4	Effective Pixels	1920(H)x1080(V) or better
5	Mini. Illumination	Color: 0.005 Lux @ (F1.4, AGC ON), 0 Lux with white light
6	Video Output	1080P or higher @ 25 fps
7	Display Resolution	1080P or higher @ 25 fps
8	Recording Resolution	1080P or higher @ 25 fps
9	Frame Rate	50Hz:1080p or higher @25fps
10	SNR	≥52dB (AGC OFF)
11	Sync System	Internal
12	White Balance	Automatic
13	Day & Night	Automatic
14	Shutter	Automatic
15	Slow Shutter	16X
16	Auto Gain Control	Automatic
17	Noise Reduction	3DNR
18	White Light	Up to 40 mtr
19	Functions	Brightness, Sharpness, 3D DNR, Mirror, Smart light
20	Lens	2.7-13.5mm
21	Field of view	H: 102°~29°
22	WDR	120 db WDR (DWDR not acceptable)
23	Input Voltage	DC12V±10%
24	IP Rating	IP67
25	Operation Temp	-30o to +50o C
26	Storage Humidity	90% or less
27	Certification	UL, FCC, BIS

2 Megapixel IP IR Fixed Lens Dome Camera

Sr	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)	2.8mm, 3.6 mm, 6mm (fixed)
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	-30°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, FCC, BIS
26	Memory Card	Up to 256 GB
27	Mac ID	Should be in the name of OEM

2 Megapixel IP IR Fixed Lens Bullet Camera

Sr	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)	2.8mm, 3.6mm, 6mm (Fixed)
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	-30°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, FCC, BIS
26	Memory Card	Up to 256 GB
27	Mac ID	Should be in the name of OEM

2 Megapixel IP IR Motorized Varifocal Dome Camera

Sr	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 (Motorized)
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	-30°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, FCC, BIS
26	Memory Card	Up to 256 GB
27	Mac ID	Should be in the name of OEM

2 Megapixel IP IR Motorized Varifocal Bullet Camera

Sr.	Parameters	Specifications
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	-40 °C – 60 °C (-40 °F – 140°F)
		Humidity 90% or less (non- condensing)
14	Power Supply	12V DC
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, FCC, BIS
21	Memory Card	Up to 256 GB
22	Compatibility	ONVIF Registered for relevant profiles

High Resolution Pin Hole Camera

Sr	Feature	Specification
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	Communication Interface	RJ 45
16	Power supply	DC12V
17	Power consumption	Up to 5 Watts max
18	Certification	UL, FCC, BIS

OTHER COMPONENTS OF CCTV

Sr.	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 /10 TB (Tera Bytes)
2	MONITOR	Anti-glare Surveillance grade24X7 working LED with TCO 03 or higher certification.
	Screen size	18" 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
	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/ Polycab or 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	4U / 6 U Rack- (Wall Mount)	Dimension: 19"x7"x21" / 19"x11"x20" (wxhxd) Power Strip: 6 Socket power supply: 1. 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	Network Switch	
	Type	Unmanaged (Plug and Play type) with PoE Ports, 10 /100 Mbps
	No. of input PoE ports	4/8/16/32 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	
8	Power Supply		
	Operation	InputVoltage:150V to 240V AC, 50/60 Hz Output Voltage: 12V-1/5/10Amp (Max)	
	Features		BIS Approved
			Highly Integrated SMPS Switcher I.C Design
			Stabilized Output Low Interference
			Surge Protection, Over Temperature Protection
			Over Current, Over Voltage & Over Load Protection
			High-efficiency, low energy Consumption
			Individual output with Resettable Fuse
			Cable Compensation Switch for Voltage Boosting
			Short Circuit Auto Restart
			Low Ripple Voltage(mVP-P):<5%
		ABS Cabinet.	
		Compact size, lightweight Shock Proof.	
	Wall Mountable/ Desktop Type.		
Applications		DVR / NVR Power Supply	
		Power supply of Monitor	
		Power supply for Individual Camera	
9	Cable–Video (RJ-6)		
	Type	Unarmored	
	Category	CoaxialRG59	
	Type	Unarmored	
	Capacitance	53+/-30hms	
	DC resistance inner conductor	8.5Ohms/KM	
	Di-electric strength	10KVAAC Mains	
	Di electric material	Polythene (PE),7.1mmdia	
	Insulation resistance	50MOhms/KM	
	Nominal Impedance	75Ohms	
	Minimum bending radius	55mm	
	Acceptable Quality	Make –Finolex/Polycab/ RRkabel/ Havells	

Note: All necessary hardware and software required to make the solution work strictly as per technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weight would be given for higher configurations.

BOQ: CCTV SYSTEM

(Only for e-tendering, rates not to be quoted in Technical Bid)

(Item-wise L1 Rate fixing)

Sr.	Item Description	Quantity	Price
1	4 Channel pentabrid DVR / NVR 1080P	01	
2	8 Channel pentabrid DVR / NVR 1080P	01	
3	16 Channel pentabrid DVR / NVR 1080P	01	
4	4 Channel NVR	01	
5	8 Channel NVR	01	
6	16 Channel NVR	01	
7	32 Channel NVR	01	
9	2 Megapixel IR Varifocal Lens Dome camera	01	
10	2 Megapixel IR Varifocal Lens Bullet camera	01	
11	2 Megapixel IP IR Fixed lens Dome Camera	01	
12	2 Megapixel IP IR Fixed lens Bullet Camera	01	
13	2 Megapixel IP IR Motorized Varifocal Lens Dome Camera	01	
14	2 Megapixel IP IR Motorized Varifocal Lens Bullet Camera	01	
15	High Resolution Pin hole Camera	01	
16	Memory Card 256 GB for IP Camera	01	
17	Unmanaged POE Network Switch 4 Ports	01	
18	Unmanaged POE Network Switch 8 Ports	01	
19	Unmanaged POE Network Switch 16 Ports	01	
20	Unmanaged POE Network Switch 32 Ports	01	
21	Amplified DVR / NVR microphone	01	
22	HDD 4TB	01	
23	HDD 6TB	01	
24	HDD 8TB	01	
25	HDD 10TB	01	
26	IP 65 x 55 PVC Box for Camera	01	
27	18" LED Colour Monitor with HDMI Cable	01	
28	24" LED Colour Monitor with HDMI Cable	01	
29	36" LED Colour Monitor with HDMI Cable	01	
30	42" LED Colour Monitor with HDMI Cable	01	
31	Wall mount for LED	01	
32	Wireless Mouse Hp, Dell, Intex or equivalent	01	
33	Cable Coaxial (RJ-6 cable)	1 Mtr	
34	Cat 6 Cable	1 Mtr	
35	2 core1mm sq Power Cable	1 Mtr	
36	Micro phone cables1mm sq	1 Mtr	
37	Conduit PVC pipe	1 Mtr	
38	4U Rack	01	
39	6U Rack	01	

40	SMPS 12 Volt DC 10 amps	01	
41	SMPS 24 Volt DC 10 amps	01	
42	Installation Charges (4 Channel DVR / NVR/NVR with max 4 cameras)	01	
43	Installation Charges (8 Channel DVR / NVR/NVR with max 8 cameras)	01	
44	Installation Charges (16 Channel DVR / NVR/NVR with max 16 cameras)	01	
45	Installation Charges (32 Channel NVR with max 32 cameras)	01	
46	Shifting Charges (4 Channel DVR / NVR/NVR with max 4 cameras)	01	
47	Shifting Charges (8 Channel DVR / NVR/NVR with max 8 cameras)	01	
48	Shifting Charges (16 Channel DVR / NVR/NVR with max 16 cameras)	01	
49	Shifting Charges (32 Channel DVR / NVR /NVR with max 32 cameras)	01	
50	Video footage extraction	01	
51	Comprehensive AMC of 1 system (4 Channel DVR / NVR/NVR with max. 4 cameras)	01	
52	Comprehensive AMC of 1 system (8 Channel DVR / NVR/NVR with max. 8 cameras)	01	
53	Comprehensive AMC of 1 system (16 Channel DVR / NVR/NVR with max. 16 cameras)	01	
54	Comprehensive AMC of 1 system (32 Channel DVR / NVR/NVR with max. 32 cameras)	01	
GRAND TOTAL (FOR DECIDING L1 BIDDER)			
<u>Buy Back</u> (For Buy Back H1 Rate fixing)			
55	Buyback old DVR / NVR 4 channel	01	
56	Buyback old DVR / NVR 8 channel	01	
57	Buyback old DVR / NVR 16 channel	01	
58	Buyback old DVR / NVR 32 channel	01	
59	Buyback old Analog Camera	01	
60	Buyback old HD Camera	01	
61	Buyback old IP Camera	01	
62	Buyback old monitor	01	
63	Buyback old UJ Rack	01	
64	Buyback old single camera power supply	01	
65	Buyback old multiple camera power supply	01	

Note:

- a) The system software should be free of cost along with the system price and in future if any upgradation is required for running of the system, then it should be upgraded free of cost.

- b) **The lowest quoted rates from sl. no. 1 to 54 for each individual items by any of L1, L2, L3 bidders shall be taken as Bank's approved L1 rates. All L1, L2, L3 bidders have to accept such L1 rates.**
- c) Price quoted shall be for total package cost which shall include the items as per the BOQ including the AMC charges to derive L1 rates.
- d) The above rates shall remain valid for a period of 03 years, extendable up to 02 more years on satisfactory services as per discretion of the Bank.
- e) The quantity of items in total package cost is indicative in nature for deciding L1. The Bank has its discretion to install individual items in piecemeal as per Bank's requirement.
- f) The rates quoted shall be inclusive of installation, labour, transportation, octroi, entry tax, toll tax or any local tax/ levy etc. However, the GST, as applicable shall be paid by the Bank.
- g) This rate list shall form the basis for additional requirements of the items, if any in future.
- h) Abnormally High Rates (AHR)/ Abnormally Low Rates (ALR) quoted, if any, for any particular item as compared to prevailing market rates, shall not be accepted.
- i) The price bids submitted along with technical bid shall not be considered and out rightly rejected without assigning any reason.
- j) **The Highest quoted rates for Buy Back from sl. no. 55 to 65 for each individual items by any of L1, L2, L3 bidders shall be taken as Bank's approved H1 rates. All L1, L2, L3 bidders have to accept such H1 rates for buy back.**

**COMPANY PROFILE: DETAILS OF MANUFACTURERS/ FIRMS/
COMPANIES/ DEALERS/ VENDORS**

SL	SUBJECT	DETAILS
1	Name of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	
2	Year of Establishment	
3	Address of Corporate Head Office	
4	Name(s) and Addresses of: Sub Offices / Dealers/Distributors Located in Lucknow/Bareilly/Gorakhpur/ Kanpur/Varanasi	
5	Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s). : _____ (c) Fax No(s) : _____ (d) e-mail ID : _____
6	Constitution of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	Partnership/Proprietorship/Pvt Ltd Company/ Public Ltd. Co.
7	Names of Partner's/ Associate's/Proprietor's Authorized signatory(s)	
8	Biodata of Partners/Associates With Address &Tele/Mob/email IDs (Details to be given in separate enclosure)	Enclosed: Yes/No
9	Details &Qualification of trained Engineers/technicians (attach separate sheet if required)	(a) No of Engineers : _____ (b) Average Qualification: _____ (c) No of Technicians: _____ (d) Average Qualification: _____
10	Details of workshops in all districts of UP under SBI Lucknow Circle with complete address and contact details	
11	Various latest registration nos./ certificates (latest attested copies to be enclosed)	GSTIN NO. EPF Regn NO. ESI Regn NO.

12	Bank Details (latest Solvency Certificate worth Rs 10 Lakh to be enclosed)	A/c No. : Name of Bank (Preferably SBI): Branch Address: Telephone No. with STD Code: Mob No.: Fax No.: Email ID:			
13	Details of relatives employed in SBI, if any	Name of Employee: Relation: Name of Branch/ Office: Address: Telephone/Mob No.:			
14	Copy of PAN Card	Enclosed: Yes/No			
15	Annual Turnover of last THREE (03) years. (Please enclose copies of Balance Sheet and Turnover Certificate along with Auditor's Note)	(Rs in Lakh)	As at close of business as on:		
			31.03.2020	31.03.2021	31.03.2022
		Turnover/ Sales			
		Other Income			
		Profit before Tax			
		Profit after Tax			
	Capital & Reserves				
16	Copies of ITR for last three years (As per Para 14)				
17	List of Clients	(As per attached format- Appendix-14)			
18	Work Experience (Proof of work order as well as completion certificate to be attached)	(As per attached format- Appendix-15)			
19	List of documents enclosed (self-certified copies)	1..... 2..... 3..... 4..... 5..... 6..... And so on			

Authorised Signatory

For and on behalf of

M/s _____

Seal

Date:

LIST OF CLIENTS

S.No	Client's Address	Name,	Contact Person name and contact number, Email ID	Year of work	Whether still doing AMC of CCTV SYSTEM

Authorised Signatory
For and on behalf of
M/s _____
Seal
Date:

WORK EXPERIENCE

S.No	Client's Name, Address, Email ID & Contact No.	Copy of work orders along with approved rates	Order Value	Date of Completion	Product Brand	Remarks

Authorised Signatory
For and on behalf of
M/s _____
Seal
Date:

**SERVICE LEVEL CONTRACT FOR INSTALLATION OF NEW CCTV
SYSTEM AND COMPREHENSIVE ANNUAL MAINTENANCE OF CCTV
HARDWARE, SOFTWARE & OTHER RELATED SERVICES**

MADE THIS _____ the DAY OF _____ 20____ BY
AND BETWEEN STATE BANK OF INDIA, a body corporate constituted under the SBI Act
1955 and having its Administrative Office/ Regional Business Office at
(hereinafter referred to as 'The Bank' which expression shall include its successor and
assigns)

AND

M/s _____ having its registered Office at
_____ (hereinafter referred to
as VENDOR which expression shall include its successors and assigns)

WHEREAS the Bank has installed CCTV DVR/NVR, Cameras and its accessories
(Hereinafter referred as EQUIPMENT), and requires fresh installation, testing,
commissioning and maintenance of security equipments as defined in the scope of work for
its operations and VENDOR agrees to provide required services as defined herein.

Now it is agreed as follows:

During Comprehensive Annual Maintenance Contract, VENDOR shall agree to maintain
the EQUIPMENT installed at branches /offices (as per list at **Appendix - 20**), in good
working order and for this purpose shall provide the following repair and maintenance
services:

Duration of the Contract:

The Contract duration will be of **three years** i.e from _____ to _____,
but subject to evaluation of performance on yearly basis.

**The rates of supply/installation & Comprehensive AMC charges of CCTV and its
accessories will be as per Appendix - 17 of this contract.**

Mandatory Visits: Vendor will have to provide 04 mandatory visits, at each branch/ office,
in a year (Once in each quarter)

TERMS AND CONDITIONS OF CONTRACT (TCC):

1. Definitions: In this Contract, the following terms shall be interpreted as indicated:

1.1 "The Bank" means State Bank of India.

- 1.2 "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;
- 1.3 "Vendor" is the empanelled firm/company, which has finally been selected after participating in the e-bidding process conducted by the Bank.
- 1.4 "The Contract Price" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
- 1.5 "The Equipment" means all the security hardware / software and / or services which the Vendor is required to supply to the Bank under the Contract;
- 1.6 "The Services" means those services ancillary to the supply of the Products, such as transportation and insurance, installation, commissioning, customization, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract;
- 1.7 "TCC" means the Terms and Conditions of Contract contained in this section;
- 1.8 "The Project" means supply, installation, testing and commissioning of Security hardware / software & services. It also includes maintenance of the equipment.
- 1.9 "The Project Site" means various branches / offices/BPR outfits of the State Bank of India in the state of Uttar Pradesh located in the geographical area of Lucknow Circle where the equipment is to be supplied, installed and commissioned/maintained.
- 1.10 AO/RBO means Administrative Office/ Regional Business Office of State Bank of India under Lucknow Circle.

2. Country of Origin / Eligibility of Goods & Services

- 2.1 All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.
- 2.2 VENDOR WARRANTS THAT THE EQUIPMENT supplied shall be brand new, free from all defects in fault and material, and manufacture and shall be of the highest grade and quality and consistent with the established and generally accepted standards for material of the type shall be in full conformity with the specifications, drawings and samples, if any, and shall operate properly. VENDOR shall be fully responsible for its efficient operation.
- 2.3 Vendor further confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used. He also undertake to produce certificate from the Original Equipment Manufacturers (if required) in support of the above statement at the time of delivery / installation.
- 2.4 In case of default and the Bank finds that the above conditions are not complied with, than the vendor will take back the equipment supplied and return the money paid by Bank, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.
- 2.5 In case of default and vendor is unable to comply with above at the time of delivery or during installation, for the Security Hardware / Software already billed, he will take back the security equipment without demur, if already supplied and return the money if any paid to him by the Bank in this regard.
- 2.6 In event of any information/ data/ particulars proven to be incorrect the Bank will have the right to disqualify vendor from the empaneled list and in event of any details submitted turned out to be false during the tenure of AMC, the Bank is at its discretion to forfeit the Security Deposit or Performance Guarantee Money or both and terminate the AMC agreement.

2.7 VENDOR further certifies that the sale of the software system to the Bank and use thereof do not infringe any provisions of the various laws related to patents, trademarks, copy rights or other intellectual property rights. The software will be free uploaded along with the security equipment cost and will be upgraded free of cost in future, if required for the smooth functioning of security equipment.

3. Use of Contract Documents and Information

3.1 The Vendor shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Vendor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

3.2 The Vendor shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.

3.3 Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so required by the Bank.

3.4 The Supplier will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

4. Patent Rights/Intellectual Property Rights:

4.1 THE VENDOR shall warrant that the repair and maintenance service/products offered for sale do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. THE VENDOR shall indemnify SBI from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach or infringement of patent/ copy right /license/trade secret or other property right of any other person or other entity for the hardware/peripherals/equipment sourced either from third parties or from themselves.

4.2 In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights arising from the use of the Products or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, if it is made, without delay. The Vendor shall indemnify the Bank against all third party claims.

5. Inspection and Quality Control Tests

5.1 The Bank reserves the right to carry out pre-shipment factory / godown inspection **at the location of vendor** by a team of Bank officials or demand a demonstration of the solution proposed on a representative model in Vendor's office. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank.

5.2 Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

6. Work Order/ Delivery/ Installation Schedule & Penalty for Delayed Deliveries / Installations

- 6.1 The work order will be placed by the concerned AO/ RBO/ Branch on the basis of requirement of concerned branch/ office under their control.
- 6.2 The discretion for choice of particular model/ make, out of Bank's approved model/ make for installation/ replacement of security equipment at branches/ offices will rest with the Bank. The vendor cannot insist upon a particular model/ make for installation. If a particular model becomes obsolete then the vendor shall have to supply an equivalent/ higher specifications/ model of same make after taking due approval from Circle Security Department LHO Lucknow.
- 6.3 Delivery and installation of security equipment should be within **10 days** from date of placing of work order.
- 6.4 In the event of the equipment not being delivered, installed, tested and commissioned within a period **of 10 days** from date of work order, a penalty of 0.5 percent of the total consideration for each week or part thereof the delay, subject to maximum amount of five (05) percent of the total consideration will be charged to vendor.
- 6.5 This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of security equipment.
- 6.6 In event of further delay in installation or maintenance visit, the Bank reserves the right to cancel the Work Order/AMC and forfeit the EMD/Security Deposit or Performance Guarantee Money or both. In the event of such cancellation, the vendor is not entitled to get any compensation.

7. Delivery/ Installation & Documentation

- 7.1 Delivery/ Installation of the equipment shall be made by the Vendor in accordance with the system approved / ordered. The details of the documents to be furnished by the Vendor are specified hereunder:-
 - (a) 2 copies of Vendor's Invoice/ Bill showing Products description along with serial number and Part number, quantity, unit price and Total amount, bar code should be pasted in the **Installation Certificate (Appendix - 18)**. The Contact Numbers and Email ID should also be mentioned in the Bill.
 - (b) Manufacturer's / Vendor's warranty certificate, User manuals, CDs etc should also be provided to the branch/ office.
- 7.2 The above documents shall be handed over by the vendor to the branch on handing over the security equipment to the branch. Payment will be released after handing of the above mentioned documents.
- 7.3 Delivery, Installation and commissioning of the equipment shall be made by the vendor in accordance with the system approved / ordered.
- 7.4 The vendor should ensure providing power supply for the CCTV system (DVR/NVR & Cameras) through Branch UPS.
- 7.5 For the System & other Software, the following will apply:
 - (a) The Vendor shall provide free licensed software for all software products whether developed by it or acquired from others. There shall not be any default in this regard.
 - (b) In case the Vendor is providing software which is not his proprietary software then the Vendor must submit evidence in the form of agreement he has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.
 - (c) The vendor shall explicitly absolve the Bank of any responsibility / liability for use of system / application software delivered along with the equipment, (i.e. the vendor shall absolve the Bank in all cases of possible litigation / claims arising out of any copyright / license violation) for software(s) published either by third parties, or by themselves.

- 7.6 **Acceptance Procedure:** On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the **Installation Certificate (Appendix - 18)** signed by the Vendor and the representative of the Bank will be issued.
- 7.7 The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

8. Warranty / Uptime / Penalty:

- 8.1 The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.
- 8.2 Warranty for Hardware Components : Onsite warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 12 months from date of installation, commissioning and handing over of the equipment to the Bank. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
- 8.3 All of the terms, warranties and benefits granted by VENDOR herein are comparable to or better than the equivalent terms being offered by VENDOR to any of its present customers. If VENDOR shall, during the terms of this Agreement, enter into arrangements with any of its customers providing greater benefits or more favourable terms, this Agreement shall thereupon be deemed to provide the same to the Bank.
- 8.4 The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
- 8.5 On-site warranty: The warranty would be on-site and in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and workmanship etc. for a period of one year from the date of commissioning and handing over of the equipment to the Bank. The Vendor shall repair or replace worn out or defective parts of the equipment at his own cost including the cost of transport. No charges, fees, accommodation, boarding, etc, shall be paid or provided by SBI to the service engineer or assistants.
- 8.6 Any penalty due during the warranty period will be adjusted against the 10% retention money held by the respective AO/ RBO/ Branch for defect liability period or the security deposit retained by the Bank at LHO.
- 8.7 **Preventive maintenance:** the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, checking picture quality of each camera and necessary repair of the equipment) quarterly of newly installed as well as existing security equipment.
- 8.8 During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
- a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
 - b) The Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working

hours i.e. from **10.30 A.M. to 05.30 P.M.** on all working days/ date and time as convenient to the Bank. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose the VENDOR shall keep sufficient stock of spares for 05 years from date of installation of equipment.

c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / e-mail is made or letter is written) is given as under:

(i) 24 Hrs- in Urban Areas

(ii) 36 Hrs- in Semi Urban Areas.

(iii) 48 Hrs- in other Areas.

d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 48 hours from attending the complaint, The VENDOR shall provide replacement of equipment by similar brand & similar specifications or similar brand with higher specifications to restore operations.

e) The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 99% of the time on a 24x7x365 basis. The Vendor shall also conduct extra visits, whenever required, for attending complaints urgent in nature at no extra cost to the BANK.

f) In the event of the equipment not being repaired or a workable solution not provided during warranty period, a penalty of **0.5 percent** of the total consideration, for each week or part thereof the delay, subject to maximum amount of **five (05) percent** of the total consideration will be charged to vendor. The vendor shall provide temporary equivalent replacement as a workable solution to avoid the above penalty.

g) Checking of CCTV functioning on UPS/ Battery backup by switching off regular power supply.

h) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.

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

j) The Bank shall maintain a Security Register at its site in which, the Bank's operator / supervisor shall record each event of failure and / malfunction of the equipment. The VENDOR's service engineer shall enter the details of the action taken in Security Register. Additionally every time a preventive or corrective maintenance is carried out, the VENDOR'S service engineer shall make, effect in duplicate, a service call report which shall be signed by him and thereafter countersigned by the Bank's official. Maintenance visit will be only counted when in the reported system and all its accessories will be marked as working properly. The original of the service call report shall be handed over to the Bank's official.

l) The obligations expressed under the warranty expressed above 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.

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

n) VENDOR shall provide repair and maintenance service, in response to oral/ telephonic call/ Email/ Notice by post by the Bank as per time line given at para 8.8 c above and also provide a complaint number for tracking the complaint status. VENDOR shall ensure that faults and failures intimated by the Bank as above are set right.

o) VENDOR shall also guarantee that there shall not be more than five failures in any calendar quarter at any site of the peripherals being supplied. In the event of more than five failures in these critical components, VENDOR shall REPLACE the defective equipment with NEW equipment of same make, model or better configuration in same rates, acceptable to SBI, immediately.

p) During the maintenance visit the technician will give training to the staff available on the handling and maintenance of the equipment.

q) The vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.

r) The selected Vendor should carry out all installation/ AMC tasks in close coordination with the Zonal Security Officer (ZSO) and Chief Manager (Ops) posted at AO/ Chief Manager (CS) posted at RBO, depending on the Bank's requirement.

s) During the period of contract due to any reason if there is shortage of spares or the selected model is not available in the market than the company will provide another model, same brand with equivalent configuration or higher on same rates and terms and conditions which should be accepted by the Bank.

8.9 **Transfer of ownership:** Transfer of ownership of the property shall be effective as soon as the equipment is installed, tested and commissioned at the SITE and accepted by SBI. While repairing, any worn or defective parts replaced by the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.

8.10 The VENDOR's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement on showing of identity card issued by the vendor to its technician.

8.11 However, if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.

8.12 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.

- 8.13 On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the security equipment or to the other electronic equipment of the branch or its property, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK to its full present cost.

09. **Future additions of Hardware / Software:** The Bank would have the right to:

- 09.1 Shift supplied systems to an alternative site of its choice.
- 09.2 Disconnect / connect / substitute peripherals or devices or any equipment / software acquired from another vendor.
- 09.3 Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from the vendor, or another vendor, or developed in-house provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the VENDOR cost of performing repair and maintenance service.
- 09.4 The warranty terms would not be considered as violated if any of (a), (b) or (c) above takes place. Should there be a fault in the operations of the system, the vendor, would not unreasonably assume that the causes lie with that components / software not acquired from them.

10. **Maintenance and Support:**

- 10.1 The Vendor shall ensure local presence of adequate number of service engineers at their service support offices located in Lucknow and all Administrative Office locations under Lucknow Circle to provide 24x7 post implementation support.
- 10.2 During the warranty period, the vendor has to **arrange quarterly visits** for inspection of the equipment and provide services.
- 10.3 **Comprehensive Annual Maintenance in respect of the existing CCTV Systems already installed at branches is mandatorily to be done by the vendor. A detailed report after every quarterly visit to be submitted to ZSO regarding the health of the CCTV system.**

11. **Annual Maintenance Contract (AMC):**

- 11.1 **SCOPE OF WORK:** VENDOR shall during the period of agreement / contract:-
- 11.1.1 Maintain CCTV SYSTEM installed in the Branches / Offices under the AO/RBO.....in good working order and for this purpose shall provide the maintenance service.
- 11.1.2 Thorough check up, testing, servicing cleaning, inspection, & maintenance etc. of complete CCTV systems and its accessories like PC, DVR/NVR system, Cameras, UPS, BNC Connectors etc.
- 11.1.3 Check the cameras & their lenses for their serviceability. Check picture quality for each of the camera.
- 11.1.4 Check picture quality of all IR cameras during night recording.
- 11.1.5 Check availability of 90 days recording for all cameras in motion-detection mode.

- 11.1.6 Check whether the CCTV is being kept switched ON 24X7 and appraise the Branch Manager and Security Officer, if found otherwise.
- 11.1.7 Switch off the regular power supply and check the working of CCTV system on UPS/Battery back-up.
- 11.1.8 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.
- 11.1.9 To rectify the equipment and replace worn out or defective parts of system.
- 11.1.10 Retrieval of CCTV footage as and when required / or called by the Bank.
- 11.1.11 Maintain/ update record of CCTV in the Security Information Register.
- 11.1.12 Will have to mandatorily provide 04 quarterly branch visits and on-call/ emergency visits without any charge.
- 11.1.13 There must be a gap of minimum 70 days between two mandatory quarterly visits.

Note: In case the DVR/NVR 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.

11.2 REPAIR AND MAINTENANCE SERVICE:

- 11.2.1 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.
- 11.2.2 All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.
- 11.2.3 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.
- 11.2.4 If the Bank desires to shift the EQUIPMENT to a new site and install it thereat 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 reinstallation, would continue to be binding on VENDOR and the Bank. Shifting charges of the CCTV system shall be same as that of installation charge of new CCTV system plus the other accessories as per approved rates.

11.2.5 The entries in the register under the initials of an authorized representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects and repairs etc.

11.2.6 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:

(a) **PREVENTIVE MAINTENANCE**: Planned maintenance of a system, carried out on a scheduled basis.

(i) 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 within the first thirty days of the commencement of the Annual Maintenance Contract and next as per schedule given in the RFP within the AMC year.

(ii) 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.

(b) **CORRECTIVE MAINTENANCE** : Emergency maintenance of a system, or part thereof, carried out in response to the development of a fault.

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

(ii) 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.

(c) **USER MAINTENANCE**: Provide Basic hands on training/ maintenance tasks/ fault reporting mechanism to be carried out by the

Branch Manager and / or authorized person. 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.

11.3 SPARE PARTS AND TEST EQUIPMENT:

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

11.3.2 VENDOR shall repair / replace the defective EQUIPMENT with STANDBYEQUIPMENT within the timelines given in the table below, and restore operation. VENDOR will be required to pay penalty as per Para 11.5.3 if repair works/ replacement of defective equipment does not take place within the stipulated period as per Para 11.8

11.3.3 In cases where unserviceable parts of the EQUIPMENT need replacement VENDOR shall replace such parts, at no extra cost to the Bank, with brand new parts.

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

11.4 PERFORMANCE EXPECTED: 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:

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

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)

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

11.5 **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 para 11.5.3 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

11.5.1 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.

11.5.2 **However**, this penalty shall 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.

11.5.3 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/NVR/ Display panel 100.00%	<ul style="list-style-type: none"> • 100.00% = NIL • 99.00% to 98.99% =1% of AMC Amount • 98.00% to 98.99%=2 % • 97.00% to 97.99%=3 % • 96.00 to 96.99% =4 % • 95.00 to 95.99% = 6 %
		• 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

11.5.4 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.

11.6 **PERFORMANCE GUARANTEE MONEY FOR AMC**

- 11.6.1 Performance Guarantee Money amounting to **Rs 35,000/- (Rupees thirty five thousand only) per RBO, in the form of STDR duly lien with respective AO** will be submitted by the vendor at the time of signing of contract.
- 11.6.2 The lien on the Performance Guarantee Money will be removed, on request of the vendor, after the expiry of the contract period OR when a new contract is executed & new lien has been created on a new STDR.
- 11.6.3 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.
- 11.6.4 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.

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

- 11.7.1 Payment of AMC Charges will be made directly by the respective Branch /Office/ Regional Business Office (to be decided by respective AO) at quarterly interval in arrears after deducting applicable penalties, if any.

Note: Vendors to get the AMC certificate signed by the respective Branch Manager/ authorized official at the time of visit.

- 11.7.2 AMC charges quoted by the Vendor shall include all charges associated with "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.

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

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

11.7.5 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.

11.7.6 No advance payment will be made.

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

11.8 **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

11.9 **AMC VISIT REPORTS:**

11.9.1 AMC Vendor shall prepare four copies of the visit report (**as per Appendix-19**) and each report will be counter signed by the Branch Manager/ authorized official.

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

11.9.3 Second copy to be retained by the vendor.

11.9.4 Third copy to be sent to the Security Officer at the Administrative/Regional Office.

11.9.5 Fourth copy shall be sent to the respective Circle Security Department.

11.9.6 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.

12 **LIABILITY AND INDEMNITIES:**

12.1 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.

12.2 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.

12.3 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.

12.4 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.

12.5 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.

12.6 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 nonperformance of software

13 COMPLIANCES OF STATUTORY / REGULATORY PROVISIONS:

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 tenure of this agreement.

14 SECURITY:

14.1 All the employees of the Vendor/OEM must always carry/display their identity cards for authentication without which they will not be allowed entry in the Bank.

14.2 VENDOR agrees that he and his 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.

14.3 The vendor will submit the list of his technicians who will visit the branch for service support to the concerned Zonal Security Officer (ZSO) and Chief Manager (Ops) posted at AO/ Chief Manager (Ops) posted at RBO. Whenever there is changes in the names of the technician, the vendor will submit the fresh list to them.

15 **SUBCONTRACTING:**

15.1 The Vendor shall not assign or sub contract, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent.

15.2 The VENDOR will not subcontract or permit anyone other than The VENDOR's qualified personnel to perform any of the work, services or other performance required or The VENDOR under this agreement without the prior written consent of the bank. However, such restriction is not applicable for service/repairs/maintenance is being provided by the authorized representative of original Equipment Manufacturer, subject to proper authorisation by the VENDOR, in his presence.

16. **CONFIDENTIALITY:**

16.1 The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The VENDOR agrees to take appropriate 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. In the event of any loss to the Bank in divulging the information by the employees of the VENDOR, the bank shall be indemnified. The VENDOR agrees to maintain the confidentiality of the Bank's information after the termination of the agreement also.

16.2 The VENDOR / Bank will treat as confidential all data and information about the VENDOR/ Bank / Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.

17. **TRAINING:** The Vendor shall offer in-depth training to the branch staff on the offered solution according to the following:

17.1 The training shall be conducted by the vendor within the branch/office premises. It will be given to the Staff at the time of installation and during AMC visits.

17.2 This will cover the operation and handling/maintenance of the system, taking back up on pen drives/ CDs.

17.3 Hands outs on training and configuration should be provided by the vendor.

17.4 Whenever the Bank advise, the vendor will provide training to Bank staff in handling of security equipment in SBILDs during training programme without any cost to the Bank.

18 **PAYMENT TERMS FOR NEW INSTALLATIONS:**

18.1 Payment shall be made in Indian Rupees as per following terms :-

(a) 90% Amount of the total billing amount on successful installation, commissioning and handing over of the new equipment to the Bank will be made by the concerned AO/ RBO/Branch as per approved rates, T&C within 45 days after submission of the Bill.

(b) 10% Balance Amount of the total billing amount, in the form of an STDR duly Lien with the Branch/ Office will be issued by the Bank to the Vendor till the expiry of defect liability period of one year.

(c) The vendor shall submit their Bill (s) for payment to the concerned AO/ RBO/Branch on successful installation along with Installation Certificate duly signed by the BM/ Designated Official of concerned Branch/ Office.

18.2 Payments will not be released for any part-shipment or short-shipments.

Note: No advance shall be paid at the time of placing the work order.

19. Technical Specifications of Equipment: The **technical specifications** of CCTV DVR/NVR, Cameras and its other accessories should be as per RFP **Appendix - 10** for approved make/model as given in **Appendix - 17**.

20. Prices

20.1 The rates quoted and accepted by the vendor and approved by the Bank are inclusive of overheads and profits etc. completely for the individual items of work including cost for all necessary materials and labour cost of installation, transportation, travelling, training but excluding applicable taxes. The rates are inclusive of insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is complete at site and handed over to SBI at site in all respects according to the true meaning and intent of the contract. The insurance cover for all the employees of vendor who will visit our branches/offices etc. will have to be ensured by the vendor and in case of any eventuality inside branches/offices etc., the Bank will not be held liable for any kind of payment towards their insurance.

20.2 The rates payable to the Vendor as stated in the Contract shall be firm and not subject to change for 03 years from the entry into the Contract and the AMC rates will also be valid for 03 years only. The rates will be as per **approved rate list** as per **Appendix - 17**.

20.3 The vendor will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government (Central/ State) taxes, etc. or the benefit of discounts, if any announced in respect of the cost of the items for which orders have been placed during that period.

20.4 The Bank reserves the right to re-negotiate the prices in the event of drastic change in the domestic/ international market prices of both the hardware and software.

20.5 The rates of the complete system along with its accessories as per the given technical specifications are including cost of complete system installed excluding all types of taxes, levies by Government (Central/State). Installation charges will be inclusive of transport cost, transit insurance, loading - unloading, installation, testing, commissioning etc.

20.6 Bank may constitute a committee for assessing the price of the equipment during the term of contract and if there is drastic reduction in the rate of any equipment or its accessories, the benefit of it to be passed on to the Bank. In same way if the rate of any equipment or its accessories goes up drastically the vendor may approach the Bank for its rate revision. The Bank's decision in this regard will be final and binding.

21 CONTRACT AMENDMENTS: No variation or modification of the terms & conditions of the Contract shall be made, except by written amendment, signed by both the parties.

22 DELAY IN THE VENDOR'S PERFORMANCE

- 22.1 Delivery, installation, commissioning of the Products/Solution and performance of Services shall be made by the Vendor within the timelines prescribed.
- 22.2 If at any time during performance of the Contract, the Vendor encounters conditions impeding timely delivery of the Products and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- 22.3 Except as provided in the above clause, a delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

23 PENALTY CLAUSE:

- 23.1 In case of delay in completion of the project/ new installation, within the time period(s) specified in the Contract, the Bank may without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages, deduct from the Contract Price, as liquidated damages, a sum equivalent to **0.5 percent** per week or part thereof of contract price subject to maximum deduction of **5%** of the delivered price of the delayed Products or unperformed services for each week or part thereof of delay, until actual delivery or performance. Once the maximum deduction is reached, the Bank may consider termination of the Contract.
- 23.2 After the work is completed, if the VENDOR violates the terms of the agreement, the Security Deposit shall be forfeited. In addition to the above the Bank reserves the right to claim the damages suffered or may suffer from such VENDOR/ VENDORS.
- 23.3 If the vendor did not attend the complaint within the time as per the agreement than the said order will be given to the other empanelled vendor. Penalty will be imposed on the vendor for any losses occurring to the Bank due to non-functioning of the equipment.
- 23.4 If the vendor does not provide satisfactory AMC services then he may be de-empanelled and may not be allowed to work in Lucknow Circle for minimum period of 03 years. In that case, the Performance Guarantee Money shall be forfeited and his AMC work will be given to other empanelled vendors.
- 23.5 If the vendor supplies sub-standard material or duplicate material or non-approved security equipment and its accessories, he may be de-empanelled and may not be allowed to work in Lucknow Circle for minimum period of 03 years. In that case, the Security Deposit shall be forfeited and the work will be given to other empanelled vendors.
- 23.6 In case of non-availability of recording capacity of 90 days in CCTC DVR/NVR, a penalty of Rs. 100/- for each day less than 90 days will be imposed on the vendor, if the complaint has already been registered by the branch to the concerned vendor.

24 TERMINATION FOR DEFAULT

24.1 The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part by giving one month notice:

(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.

24.2 In the event the Bank terminates the Contract the vendor will not be allowed to take part in any further tender of security system for next 03 years from the date the Banks terminates the contract.

25 FORCE MAJEURE

25.1 Notwithstanding the provisions of TCC, 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.

25.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

26.3 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.

26 TERMINATION FOR INSOLVENCY

The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

27 TERMINATION FOR CONVENIENCE

The Bank, by written notice sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

28 RESOLUTION OF DISPUTES

28.1 The Bank and the Vendor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

28.2 If, the Bank and the Vendor have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

28.3 The dispute resolution mechanism to be applied shall be as follows:

(a) In case of Dispute or difference arising between the Bank and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1896. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by aforesaid two arbitrators. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Vendor. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to a Sole Arbitrator who shall be appointed by agreement between the parties.

(b) Arbitration proceedings shall be held at State Bank of India, Administrative Office/ Regional Business Office concerned and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(c) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

29 GOVERNING LANGUAGE: The governing language shall be English.

30 APPLICABLE LAW: The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subject to the exclusive jurisdiction of courts at Lucknow/ AO locations.

31 ADDRESS FOR NOTICE

31.1 The following shall be the address of the Bank and Vendor.

a. Bank's address for notice purpose:

The.....
State Bank of India,
Office/ Branch.....

b. Vendor's address for notice purpose:

M/s.....
(To be filled in by the Vendor)

31.2 A notice shall be effective when delivered or on effective date of the notice whichever is later.

32 TAXES AND DUTIES

32.1 The Vendor will be entirely responsible for all applicable taxes of Central / State Government license fees, **road permits**, GST etc. in connection with delivery of products at site including incidental services and commissioning.

- 32.2 Income / Corporate Taxes in India: The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price bid by the Vendor shall include all such taxes in the contract price.
- 32.3 Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- 32.4 The Vendor shall make his own arrangement for the engagement of all labour and shall be responsible for regulating their service and work conditions in conformity with all Acts, Regulations, Rules or Order of Competent Authority under relevant laws in force during the Warranty period. Vendor shall indemnify the Bank from all claims relating to Workers/Staff/Sub-Vendor's Salaries, Wages, Overtime, Leave, Provident Fund, ESI, Medical Facilities, Gratuity, Bonds or any other claim as applicable and stipulated in any Statutory provisions, rules or order of Competent Authority.

33 VENDOR'S OBLIGATIONS

- 33.1 The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- 33.2 The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to be done. The Bank would only provide necessary letters for enabling procurement of the same.
- 33.3 The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.
- 33.4 The Vendor will abide by the job safety measures prevalent in India including the insurance coverage of its staff and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence/ or during performance of any work in the Bank. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- 33.5 The Vendor shall issue Photo-Identify Cards to all its employees who would be deployed for the survey / installation / maintenance or any other job for the system. The Photo-Identify Cards shall be signed by the employee concerned, the authorized signatory of Vendor, Photo copy of such Photo-Identify Cards to be deposited with the Circle Security Department. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanours.
- 33.6 The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

34 RIGHT TO USE DEFECTIVE PRODUCT

If after delivery, acceptance and installation and within the guarantee and 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 GENERAL:

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

35.1 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.

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

36 JURISDICTION:

All dispute arising out of or connected with this contract shall be instituted in the Court of competent jurisdiction situated in (location of respective AO).

37 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.

(VENDOR's authorized representative)

(The Bank by its representative)

Shri _____ Designation _____.

Shri_____ Designation_____

Signature_____

Signature_____

Seal of vendor

State Bank of India, AO _____

Seal of VENDOR affixed in presence of Shri _____

In the presence of

(1) Shri _____ Designation_____ Signature_____

(2) Shri _____ Designation _____ Signature_____

RATE APPROVED BY CIRCLE RATE COMMITTEE (LHO LUCKNOW)

**FOR SUPPLY / INSTALLATION & MAINTENANCE OF CCTV & DVR/NVR/NVR
SYSTEM & SPARE PARTS**

**(APPLICABLE TO THE BRANCHES/OFFICES UNDER AOS/RBOS AND SBILDS/CPCS
ALSO CORPORATE CENTRE ESTABLISHMENTS LOCATED IN THE GEOGRAPHICAL
AREA OF LUCKNOW CIRCLE)**

Item No.	Equipment Description (As per RFP)	MAKE & MODEL (As per RFP)	UNIT RATE (INR) (As approved)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			

Note: The above rates approved, are inclusive of installation, labour, transportation, octroi, entry tax, toll tax or any local tax/ levy etc. However, the GST, as applicable shall be paid by the Bank.

INSTALLATION CERTIFICATE (IN TRIPLICATE): CCTV

(One copy each to BM & ZSO along with the Bill)

It is certified that CCTV Cameras & DVR/NVR System has been installed at _____ Branch / Office on _____ and the system is working satisfactorily. All the items as per Invoice No. _____ Dated _____ (given hereunder) have been properly installed in the Branch/ Office and physically verified by the Branch Manager/ Designated Officer of the Branch/ Office.

S.No	Item Name	Make	Model	Serial No	Quantity

2. Working and mode of the operation of the CCTV system has been explained to the following staff members:

S.No	Name	PF Number	Designation	Signature of official

Signature:

Name of Technician:

Mobile No:

Date:

Certificate by the BM

It is certified that Mr _____ of M/s _____ (Vendor name) has installed _____ System (as stated above) in our Branch. The system has been installed properly and has been working satisfactorily. Necessary entry has been made in the Security Register.

Date:

Place:

Stamp of Branch

Signature of BM (SS No)

Name of BM:

PF Number:

Mob No.:

ANNUAL MAINTENANCE (SERVICE) CERTIFICATE (IN TRIPLICATE): CCTV
(One copy each to BM & ZSO along with the Bill)

Name of the Branch:
Landline Phone No with STD Code.:

Name of branch Manager:
Date of Visit:

It is certified that CCTV installed at the Branch, has been inspected by me. The following equipment/ items installed in the Branch, have been serviced and found to be in working condition / out of order.

Sl.	Equipment Details	Nos.	Make & Model & Serial No.	Function Report	
1	DVR/NVR/NVR				
2	No of Channels				
3	Cameras				
	IP Dome				
	IP Bullet				
	IR Dome				
	IR Bullet				
	Any Other Type				
	Hard Disk				Capacity
4	No. of Days of Recording				
5	Monitor			Size	
6	Put on Motion Detection	Yes/ No			
7	Picture Quality Day	Excellent/ Good/ Satisfactory/ Poor			
8	Picture Quality Night	Excellent/ Good/ Satisfactory/ Poor			
9	Power Backup	Branch UPS/ Separate UPS			
10	Arrangements				
11	Status of System and final				
12	Comments by the technician				

2. It is also certified that following officers/staff of the Branch have been explained the functioning of CCTV system:

Sl.	Name	PF Number	Designation	Signature of staff

Signature:
Name of Technician:
Mobile No:
Date:

Certificate by the BM

It is certified that Mr _____ of M/s _____ (Vendor name) has serviced the CCTV System of our Branch in our presence. The system installed in the Branch is found to be in proper working condition / out of order.

Date:
Place:

Stamp of Branch

Signature of BM (SS No)
Name of BM:
PF Number:
Mob No.:

LIST OF BRANCHES/OFFICES UNDER AO/RBO.....
(To be provided to Vendor by AO/RBO)

Sl	Name of Branch/ Office	Code	Name of BM	BM Contact No.	Branch Email ID

Note: The number of branches/offices under AO/RBO as mentioned above, may increase or decrease at any time, as per Bank’s requirement.

(Signature of Authorised Bank Official)

Date:

Place:

Office Seal