

Union Bank of India
Regional Office Bhopal (Central),
Union Bank Bhawan,
1513/1/1, Arera Hills, Bhopal- 462011

REQUEST FOR PROPOSAL (RFP)

EMPANELMENT OF VENDORS/ FIRMS/ SUPPLIERS FOR
SUPPLY INSTALLATION & COMPREHENSIVE MAINTENANCE OF

- (a) EMBEDDED STAND-ALONE DVR BASED CCTV SYSTEM
- (b) FIRE DETECTION AND ALARM SYSTEM
- (c) ELECTRONIC ALARM SYSTEM
- (d) FIRE EXTINGUISHER

IN THE OFFICES/ BRANCHES/ CASH VANS/ ATMS/ OTHER PREMISES
OF UNION BANK OF INDIA UNDER BHOPAL (CENTRAL) REGION (M.P)

NOTE: This document contains 76 pages including this cover page.

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Request for Proposal (RFP) for Empanelment
of Vendors for Security & Fire Safety
Equipments - Bhopal (Central) Region

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REQUEST FOR PROPOSAL FOR

Union Bank of India, Regional Office, Bhopal (Central), Arera Hills, Bhopal invites sealed offers under Two Bids Systems (Technical and Price Bid) for Empanelment of Vendors/ Firms/ Supplier dealing in supply and Comprehensive Maintenance of Fire Detection and Alarm System & Electronic/ Burglar Alarm System {Both with Auto Dialer (In Built or External Unit)}, CCTV system and Fire Extinguishers. The supply and maintenance requirement would be in the Administrative Offices/ Branches / E-Lobbies / ATMs/ other premises of the bank under Regional Office, Bhopal (Central) Region in the state of Madhya Pradesh on as and when required basis.

The complete details and RFP Forms can be downloaded from bank website: www.unionbankofindia.bank.in or Government of India website <http://www.eprocure.gov.in> or collected from Regional Office, Union Bank of India, Bhopal (Central) at above address during office hours.

Date of Commencement of issue of RFP	:	28.07.2026
Pre-bid Meeting	:	04.08.2026 at 03:30 PM
Last date for submission of RFP	:	18.08.2026 Upto 03:00 PM
Opening of Technical bid	:	18.08.2026 at 03:30 PM
Tender Cost	:	₹. 5000/- (Rupees Five Thousand Only) for CCTV, Fire and Security Alarm and ₹. 2,000/- (Rupees Two Thousand only) for Fire Extinguishers
EMD	:	As per Para 4 of RFP

Note- "In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time.

2. Only One person per tender/ firm will be allowed to participate in Pre bid meeting/ Submission of Tender/ Opening of tenders or any work related to tender.

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Request for Proposal (RFP)

The scope of work and other details for empanelment of Vendors/ Firms/ Suppliers (*Hereinafter referred as Vendors*) for Supply, Installation & Maintenance of namely Fire Detection & Alarm System and Electronic / Burglar Alarm System {Both with auto dialer (Inbuilt or External Unit)}, CCTV System and Fire Extinguishers (*Hereinafter referred as Security and Fire Safety Equipments*) in the Branches/ Extension Counters/ Offices/ ATMs/ E-Lobbies under Regional Office of Bhopal (Central), (*Hereinafter referred as Unit of Bank*) in the State of Madhya Pradesh are as follows.

1. SCOPE OF RFP AND WORK:

- 1.1 Empanelment of vendors using two-bid (Technical and Price bid) system.
- 1.2 Empanelment of Vendors, based on technical evaluation of the firm and equipment; for a period of three years as per evaluation criteria prescribed by bank in this RFP.
- 1.3 Rate Contract for supply & installation of New Security and Fire Safety Equipments and across any Unit of the Bank spread across the area under this Region, as & when required/ needed basis.
- 1.4 Annual Maintenance Contract through quarterly preventive maintenance visits and attending to complaints (Any number of times) of existing as well as new installations, / (Any make/ Model) of Security and Fire Safety Equipments in any unit of the bank under Regional Office, Bhopal (Central) Region in the State of Madhya Pradesh.
- 1.5 RC & AMC would be awarded initially for one year only, which may be renewed based on satisfactory performance, at the sole discretion of the bank. Such renewals, if granted, would be for maximum two years, i.e. till validity of empanelment.
- 1.6 The requirement for procurement and AMC of security equipments is of all the districts under Bhopal Central region and not of the particular center where the Regional Office is located. Branches under **Bhopal (Central) Region** are spread in Bhopal, Sagar, Shajapur, Vidisha and Rajgarh districts. The number of branches, ATMs and composition of districts of this Region may change in future looking into the administrative requirement of the bank.
- 1.7 Vendors desirous of being empanelled with this Region of Union Bank of India for the supply, installation and maintenance of Security and Fire Safety Equipments (existing as well as new) must submit their offers as per schedule mentioned above at Page 5 of this Tender document.

2. GENERAL TERMS AND CONDITIONS:

- 2.1 The empanelment will be done using two-bid (Technical and Price bid) system.
- 2.2 Our office shall first empanel the vendors by evaluation of technical bid as per prequalification criteria mentioned in this RFP document. The vendors, who qualifies all the pre-qualification criteria as per this Tender Document shall be empanelled.
- 2.3 After empanelment sealed price bids for all Security and Fire Safety Equipments will only be opened from qualified empanelled vendors and decision on quantum of orders to be allotted to vendors will be undertaken as per terms and conditions of this RFP.
- 2.4 The rates will be frozen for a period of three years from the effective date of commencement of contract. Rates fixed at the time of contract will be non-negotiable and no revision will be permitted.
- 2.5 However if need arises and the competent authority desires than rates may be called for a particular new equipment from all empanelled vendor during validity of the contract.
- 2.6 The empanelment will be for the period of three years, but the Contract for supply and

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installation of new equipments and maintenance for new as well as existing equipments (Irrespective of make and model) will be for a period of One year.

2.7 However after satisfactorily completing the contract, if both parties are willing to continue the contract on the existing terms and conditions, the contract will be further extended for one year. However, extension of contract period will not exceed the maximum of 3 years from the date of original contract.

3. TENDER DOCUMENT COST

3.1 Cost of tender document is ₹. 5000/- (*Rupees Five Thousand Only*) for CCTV, Fire and Security Alarm and ₹. 2,000/- (*Rupees Two Thousand only*) for Fire Extinguishers, which is non-refundable; and must be paid through Demand Draft/ Pay Order drawn on Union Bank of India and payable at Bhopal. The DD/ Pay order must be submitted along with the technical Bid.

3.2 Those who are registered with National Small Industries Corporation (NSIC/MSME) or the concerned Ministry or Department notified time to time by the Govt. of India / CVC for exemption from Tender Cost, Bank will honor the same on production of duly attested certificate of registration in this regard.

4. EARNEST MONEY DEPOSIT

4.1 Refundable Earnest Money Deposit of ₹. 1,00,000.00 (*Rupees One Lakhs only*) for CCTV, Fire and Security Alarm and ₹. 25,000/- (*Rupees Twenty Five Thousand only*) for Fire Extinguishers in the form of a demand draft/ pay order issued by a scheduled commercial bank favoring Union bank of India, payable at Bhopal must be submitted along with the **TECHNICAL BID**. No interest will be payable on the Earnest Money Deposit. Tender not accompanied with EMD will be rejected.

4.2. Those vendors who are registered with National Small Industries Corporation (NSIC)/MSME or the concerned Ministry or Department notified time to time by the Govt. of India / CVC for exemption from EMD, Bank will honor the same on production of duly attested certificate of registration in this regard.

4.3 The Earnest Money Deposit will be forfeited, if the vendor:

- Withdraw its bid during bid validity period.
- Refuses to honor commercial bid. Bank reserves the right to place order onto vendor based on price quoted by them.
- Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
- Refuses to submit bank guarantee on finalization of rate contract.

The Earnest Money Deposit will be returned:

- To successful bidder after they submit suitable Performance Bank guarantee.
- To unsuccessful bidder, immediately after award of work/ acceptance by successful bidder.

5. PERFORMANCE BANK GUARANTEE

5.1 Before entering into an agreement, the shortlisted vendors should submit a Bank Guarantee of ₹. 2,50,000 (*Rupees Two Lac Fifty Thousand Only*) for CCTV, Fire and Security Alarm and ₹. 25,000 (*Rupees Twenty Five Thousand Only*) for Fire Extinguishers (as per work order awarded for). This PBG should be valid for a period of 3 years + 60 days beyond the completion of all contractual obligations. PBG must be issued by a Nationalized Bank/ Scheduled bank other than Union bank of India and favoring Union Bank of India, payable at Bhopal. The bank guarantee should be

furnished on stamp paper value as per Stamp Act. The Performance Bank Guarantee should be furnished within 14 days of the notification of the award of Contract. All liabilities arising from this Tender Process will be made good from the Bank Guarantee. Format of Bank Guarantee is placed at Annexure I.

All liabilities arising from this Tender will be made good from the Bank Guarantee.

5.2 In case any Regional office of the bank sub divides into two Regions the firms may enter into contract with new Regional office of the bank after submission of separate bank guarantees in the existing terms and conditions. In such case if one Vendor does not submit bank guarantee for a balance period within the time given by bank their share of contract will be justifiably divided among other vendors.

5.3 Vendor should submit renewed bank guarantee for a period of subsequent balance years else contract with that vendor may not be continued and their contract will be justifiably divided among other vendors.

6. PRE BID MEETING

6.1 Pre bid meeting will be conducted at **Union Bank of India Regional office Bhopal (Central)**, Arera Hills, Bhopal at **03:00 PM on 04.08.2026**. Any clarification in respect of this RFP will be addressed during the meet.

7. MINIMUM ELIGIBILITY CRITERIA FOR SHORT-LISTING OF VENDORS

7.1 For empanelment/ contract or short listing of Vendors the following criteria shall be applied. For this purpose Vendors shall submit proof of documents along with the Tender and Vendors not submitting proof documents and/or not conforming to any of these parameters will not qualify for Empanelment or short listing:

Ser	Criteria Description	Proof Documents Required
1	Registered Firms/ Company should be a reputed Original Equipment Manufacturer (OEM) or Authorized channel partner or authorized dealer or authorized distributor of the company.	(i) Attested copies of certificate of incorporation/ registration of firm/ company to be submitted. (ii) For authorized channel partner/ dealer/ distributor ink signed copy of authorization letter from the OEM must be submitted in original. The certificate so furnished should clearly mention the period for which such authorization is valid and firm name, address and contact details from where after sales services shall be provided to the bank.
2	The prospective vendor should be active in the concerned field with not less than five years of experience in dealing with the products offered.	Attested copies or original Work orders/ other supporting documents from PSB/ PSU shall be accepted as proof.
3	<u>Good Product Quality and Robustness:</u> - The vendor must produce substantive proof for meeting BIS standards for the products for which the standard exist and should conform to those standards.	Copies of the relevant certificates issued by certifying agencies as under (i) CCTV - BIS / UL / CE / FCC (ii) Fire Alarm System - BIS / UL / FM / LPCB / VdS (iii) Electronic Alarm System - BIS / UL / CE / FCC
4	<u>Good after sales service:</u> Good after sales service network within Madhya Pradesh.	Self attested copy of Registration Certificate of own office and service center under applicable Shop and

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	a) Firms must have at least one Office/Service Center in Bhopal/Region. b) The Office/Service Center must have Landline Telephone connection and Email facility within which the branch/office is located and Office should be manned during the office hours. c) Firms should have their own employees (Engineers/Technicians), Infrastructure & network to support. The office should be functional for not less than three years as on the date and manned during working hours.	Establishment Act under Madhya Pradesh state to be attached (The list of Technical manpower names must be submitted along with the tender)
5	Vendor should have sufficient team of Engineers and Technicians on its roll and sufficient workshop space and technical equipments for testing, repairing and maintenance of equipments.	Provide attendance sheet copy / list of technician / engineers and technical testing / repairing equipments held with the vendor.
6	Vendor should have Income Tax PAN and should have filed valid IT returns for last three years.	Copy of valid PAN Card and Acknowledgement copy / IT Return for preceding last three years.
7	Vendor/ firms should have a registration for GST and should have been allotted with registration number as per GST regulations.	Attested copy of valid Registration Certificate for GSTIN is to be submitted.
8	The vendor should have audited Balance Sheet and Profit & Loss Account Statement for the past three financial years. The average turnover of the vendor in the last three years should not be less than Rs.1.0 crore for bidding in tenders.	Audited balance Sheet and Profit & Loss account statement for the past three financial years.
9	Firms should have Registration under Shops & Establishments Act in the State of Madhya Pradesh. (Attested copy of Registration certificate to be submitted).	Attested copy of Registration Certificate to be submitted.
10	The vendor should have minimum five years experience of work of similar nature in Public/ Private Sector Banks & Public Sector undertakings. The vendor shall quote only equipments/ systems of reputed make installed by them in PSU/ Public & Private banks and being used & maintained by them for last 5 years.	Work orders and completion certificate from Banks substantiating providing services since last five years.
11	The vendor/ firm should have installed and overseen the Annual Maintenance of the proposed / offered security / fire equipments of at least two Public or Private sector Bank/ Public sector Undertaking (other than Union bank of India Bhopal Central Region) situated in Madhya Pradesh state during the last 03	(i) Copy of empanelment & work order from the organization. (ii) Provide reference site details (Format attached at Annex-IX) for seeking feedback from the particular organization.

	years.	
12	There should be at least one running rate contract and AMC for proposed / offered security / fire equipments with any of the Public or Private sector Bank/ Public sector Undertaking (other than Union bank of India Bhopal Central Region) situated in Madhya Pradesh state.	Copy of empanelment and work order with validity of contract is to be provided.
13	Vendor shall provide satisfactory service report from organization where service is being currently provided / or provided during last three years. Further, during confirmation, if adverse feedback or no feedback is received from PSU/ Public & Private sector banks reference sites provided by vendor, the bid will be rejected.	Vendor should submit satisfactory service report from the existing organization where they are presently empanelled & running contract.
14	Firms shall not be owned or controlled by any director or officer /employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956.	A certificate denying the ownership of Agency/ Firm/ Manufacturer/ Dealer by any director or officer/ employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm to be submitted along with the tender.
15	Firm should not have been blacklisted by any of the Govt. Authority or PSUs/PSBs, If at any later stage it comes to the notice of Bank that the firm is blacklisted by any of the Govt. Authority or PSUs/PSBs, the contract with the firm will be terminated and the Bank Guarantee of the same will be invoked.	Firms should submit an undertaking (on their letter head) that they have not been blacklisted by any of the Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal.
16	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.	
17	If the vendor is authorized supplier of the proposed make (as per the RFP document) of equipments, Preference will be given to the vendors having back-to-back agreement with each of the equipment Manufacturer, to give direct support for maintenance, spares and upgrades for a minimum period of 6 years (including warranty period).	
18	Preference will be given to the vendor/s having Manufacturer's Authorization Form (MAF) in original with clear validity date. The copy of the same is to be attached with the documents.	
19	All products/ equipment, the vendor proposed to supply in the Bank must be UL (Underwriters Laboratories Inc) / CE (Conformité Européenne ("European Conformity") / BIS (Bureau of Indian Standard) certified. For BIS certified products, the Central Mark License (CML) number allotted by Bureau of Indian Standards for each product should be furnished. A proof of the same is required to be provided by the vendor	
20	Preference will be given to the Manufacturer of the equipment having sound well documented Quality Framework. Applicant 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.	

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21	Product Literature: Technical Specifications/ Brochure of the product offered to be attached.
22	Vendor should provide reference site details as per annexure IV. Bank will obtain confidential feedback report from mentioned reference sites through email/ letter. It should be ensured that complete and correct contact numbers and email id of at least 4 clients be mandatorily submitted. In case unsatisfactory/poor feedback of the vendor is received, the bid shall be summarily rejected. Confidential feedback from minimum 4 reference site will be sought and will be considered for evaluation. Feedback received will be averaged and will be considered for evaluation.
23	The applicant should be able to supply and install the products for which engagement is sought by them. No subletting of the work is permissible.
24	The bid of firm/company is liable to be rejected if any matter of dissatisfactory services/De-empanelment of the firm is being carried out by any of other offices of Union Bank of India.
25	Vendors issued with poor/unsatisfactory performance letters from Union bank of India in past 3 years or having proof of supplying unbranded/less products or cheating during installation will not be entertained for empanelment process.
26	AMC / Contract of any firm should not be terminated due to non performance and unsatisfactory services in any Region/ Bank. Firms should submit an undertaking (on their letter head) in this regard, duly signed by authorized signatory with company seal.

8. BIDDING PROCESS (TWO STAGE)

The bidding process for the present tender, a two-stage bidding process will be followed. The offer will be in two parts, **Technical Bid and Price Bid**. Price Bids for each Region, applied for, is to be submitted in separate envelopes. The response to the present tender by bidders should be submitted in two stages:

- Technical Bid Offer (TBO)**- Containing the General Terms and Conditions including Compliance to Technical Specifications as mentioned in this RFP.
- Price Bid Offer (PBO)** - Containing the Price Bid Offer, as per RFP, for each region/ Region applied for.

The tenders should be dropped in the tender Box in Union Bank of India, Regional Office Bhopal (Central), First Floor, Union Bank Bhavan, Arera Hills, Bhopal within stipulated date and time.

9. SUBMISSION OF BIDS

9.1 The tender bid shall be submitted in two parts, i.e. Technical Bid Offer (TBO) and Price bid Offer (PBO). Price Bid is to be submitted in separate envelopes All the bids in separate sealed envelopes shall be submitted in a large sealed envelope.

(i) The sealed envelope of TBO shall be super scribed "Technical Bid Offer- Empanelment for Supply & Maintenance of Fire Detection & Alarm system (With Auto Dialer) / Electronic/ Burglar Alarm System (With Auto Dialer)/ CCTV system/ Fire Extinguishers (whichever is applicable)

(ii) The sealed envelope for PBO shall be superscribed "Price Bid Offer- Supply & Maintenance of Fire Detection & Alarm system (With Auto Dialer) / Electronic/ Burglar Alarm System (With Auto Dialer)/ CCTV system/ Fire Extinguishers (whichever is applicable)

(iii) All the sealed envelopes shall be placed in another sealed envelope superscribed "Tender for Empanelment and Supply & Maintenance of Fire Detection & Alarm system (With Auto Dialer) / Electronic/ Burglar Alarm System (With Auto Dialer)/ CCTV system/ Fire Extinguishers (whichever is applicable).

(iv) The tender bid should be dropped in the tender box on or before the last date of submission of tender at the below mentioned address:

The Regional Security Officer,
Regional Office Bhopal (Central), 1513/1/1, First Floor,
Arera Hills, Union Bank of India, Bhopal (Madhya Pradesh) 462011.

9.2 The following points are to be ensured while submission of bids:

- (i) The bids shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney accompanying the Bid.
- (ii) The bid shall contain no erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be authorized by the person or persons signing the bid.
- (iii) All pages of the bid including un-amended printed literature shall be initiated by the person or persons signing the Bid.
- (iv) Tender document should be submitted in original, duly signed and stamped at each page in physical form by hand or through courier. Fax/ Telegam/ Telex or in any other form of electronic communication will not be acceptable. Bank will not be responsible for any delay due to courier services.
- (v) In case of variation of amount in Figures & in words, amount quoted in words will be considered final.
- (vi) Relevant documents / certificates submitted as proof in support of various information and other claims made by the vendor should be attested photocopies.
- (vii) The TBO/ PBO should be submitted in an organized, numbers and structured manner (Spiral binding will be appreciated). No brochures/ leaflets etc. should be submitted in loose form.
- (viii) Bids received after the deadline as prescribed by the bank will be rejected and/or returned unopened to the Bidder, if bidder desired so.
- (ix) Tenders which are not in sealed covers will not be accepted.
- (x) TBO shall contain the Bidders information in the format as given in this document.
- (xi) The bidder should quote the price for each item required by Bank in the PBO.

9.3 Technical Bid Offer (TBO):

- (i) The Technical offer (TBO) should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- (ii) Any software(s)/ component which is left out and which may be required with the system must be indicated separately and specifically without the cost.
- (iii) The under mentioned must compulsorily form part of Technical Bid. Bids without any or all of these may be rejected. The Technical Bid Offer should comprise of the following:
 - a) DD/ Pay order in favour of Union Bank of India payable at Bhopal for Rs 2000/- (Non refundable) each for the system/ equipment being applied for.
 - b) Annexure II to X duly filled and supported by valid proof documents.

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c) Earnest Money Deposit as per Para 4, in the form of a Demand Draft / Pay order issued by a scheduled commercial bank favoring Union bank of India payable at Bhopal.

d) All the Annexure should be submitted duly signed with Name and designation of the authorized person with seal of the company.

9.4 Bank reserves the right to reject an offer under any of the following circumstances:

- (i). DD / Pay order of Document/ RFP cost Rs 2000/- is not submitted.
- (ii). Bid security (EMD) DD/Pay order as per Para 4 is not submitted.
- (iii). Offer is incomplete and/ or not accompanied by all stipulated documents.
- (iv). Offer is not in conformity with the terms and conditions stipulated in this document.
- (v). Specifications stipulated in RFP are not met with. However, deviations resulting in higher/superior configuration will be accepted.
- (vi). Commercial Offer is submitted with Technical Offer.
- (vii). Technical Offer format differs from actual Technical Offer format.
- (viii). Violates any terms and conditions in the RFP document.
- (ix). If found that the information provided in the offer is bogus.
- (x). Acceptance of Terms and Conditions as per Annexure-I is not submitted.
- (xi). Bids signed by representatives who don't have written power of attorney to participate in the tender shall be rejected.

9.5 **PRICE BID OFFER:**

- (i). Price bids offers as per bank format are to be submitted.
- (ii). Bank's evaluation of the price bids will take into account the status of compliance of terms and conditions.
- (iii). The bidder should quote the price for each item required by bank.
- (iv). The Price Bid should also contain price for all components which may be needed in installation/ servicing/ repair of the equipment even if the same is not provided in the format.
- (v). Cost of such components should be quoted in price bid. If no part is quoted in the bid separately bank shall presume that such parts will be free of cost.
- (vi). Any component which is left out and which may be required with the equipment / systems must be indicated separately and specifically along with the cost.
- (vii). There should not be any kind of hidden charges for supply/ installation and servicing of the equipment.
- (viii). **The Price Bid should contain all relevant rates and charges** (Including Service charges & installation Charges) and the rates should be quoted in Indian Rupees only. The only component which is to be excluded is GST. GST will be paid extra as per Govt norms. (GST will be paid at the applicable rate against tax invoice mentioning the HSN / SAC Code of the item / services).
- (ix). Buy back feature of old system/ equipment in set or individual Hardware is to be incorporated.

10. OPENING OF BIDS

- (i) Technical Bid offers will be opened at **Regional office, Bhopal (Central), Bhopal** at 3.30 P.M. on 18.08.2026.
- (ii) The Technical Bid Offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present.
- (iii) In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time.

11. NO ERASURES OR ALTERATIONS AFTER SUBMISSION OF BIDS AMENDMENT TO BIDDING DOCUMENTS.

11.1 No submissions for erasures or alteration will be entertained. However, if a bidder submits two bids the lowest quoted bid accompanied by document fee and EMD will be considered and the EMD of both bids will be released after finalization of Rate contract.

12. PRELIMINARY EXAMINATION

12.1 The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer shall be treated as non-responsive.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the vender/ firm does not accept the correction of the errors, its bid will be rejected. If there is discrepancy between words and figures, the amount in the words will prevail.

The bid determined as not substantially responsive will be rejected by the Bank and may not be made responsive by the bidder by correction of the non-conformity.

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

13. EVALUATION PROCESS: Offers (Tenders) will be evaluated in the following Stages:

The tender committee will open the bids in the presence of bidders or their authorized representatives on the date & time defined in this RFP. Initially only technical bids of bidders will be opened and evaluated. The sealed price bids of only technically qualified vendors will be opened after completion of technical evaluation for empanelment process to decide the L1 bidder/s. The technical bids & price bids will be evaluated in following stages:

a) STAGE 1: -

- (i). Technical bids will be opened on date and time stipulated in this tender document. The bidders / their authorized representatives (Carrying authority letter) may be present at the time of opening of TBOs. No separate intimation shall be given in this regard.
- (ii). Technical bids from bidders not accompanied with Demand Draft/ / Pay Order / Cash receipt for cost of RFP and Demand Draft for EMD shall be summarily rejected except for vendors claiming exemption on cost of RFP & EMD who are registered with National Small

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Industries Corporation (NSIC)/ MSME or any other Government Department provided proof document for registration is submitted.

(iii). The registration with NSIC / MSME of vendors claiming exemption shall be verified with NSIC / MSME based on the proof documents and if found ineligible for such exemption, the bid of such vendors shall be summarily rejected.

b) STAGE II: -

(i) Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criterion purely based on relevant proof of documents provided, bidder's profile, work experience and other terms and conditions. Documents submitted along with the Tender shall be considered as the final & conclusive proof.

(ii) Offers not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents shall not qualify this stage.

c) STAGE III: -

(i) Veracity of documents/ facts of Bidders qualifying Stage-II will be further verified through site visits to the offices/ services centre/ tie-up arrangement of the bidders.

(ii) Feedback from reference sites as indicated in the tender document by the bidders shall be obtained in writing and evaluated.

(iii) Bidders with unsatisfactory feedback from reference sites or documents/ facts not found in order on verification as per stipulated criteria applicable shall not qualify this stage.

d) STAGE IV: -

(i) A products demonstration shall be seen by the evaluation committee to check their specifications, standards and quality. The products of bidders not conforming to required standards and specification will not qualify. Product demonstration is to be arranged by the vendor at Regional Office, Bhopal (Central) or any other convenient site / suitable to the bank within Madhya Pradesh.

(ii) Bidders qualifying this stage shall be eligible for empanelment on approval by the competent authority for a period of three years. Empanelment of vendor should in no way be assumed as work order.

e) STAGE- V:-

(i). Price bids of only empanelled bidders shall be opened in presence of the empanelled bidders or their authorized representatives at the given date, time and place.

(ii). Price bids of bidders shall be evaluated and L1 price bid (s) shall be decided from the qualifying price bids.

(iii). A written offer may be given to L2 and / or L3 bidders to match **Normalised L1** price and a written confirmation for matching **Normalised L1** price may be obtained.

(iv). Approval to allocate work to be qualified bidder(s) (L1, L2, L3 etc.) shall be obtained from the competent authority of the bank.

14. Determination of L1 Bidder and Awarding of Contract:

The vendor/ firms satisfying commercial and other requirements laid down in the document will be empanelled and will be notified by e-mail / post and the authorized representatives of vendor/ firms may be present at the time of opening of the Price Bid Offer.

Pricer Bids to include **TOTAL & COMPLETE** cost of Supply, Installation, Commissioning Training of one unit 16 channel NVR based CCTV system, Burglary alarm system, Fire alarm system with Auto dialer with Specified equipments viz. NVR, Monitor, Mouse, IP Cameras, Wiring/Cabling, specified Software, etc., including any other Charges & Taxes. AMC charges for all systems of 01 branch for 03 years will be added for calculation of L1 rates.

The Bank reserves the right to distribute the work among the shortlisted firms keeping in view their relative strengths and operational convenience. Therefore, the lowest tendering firm shall not have sole claim over the complete order. However in case of distribution of work to others, who are willing to accept the L1 rates, the L1 rate vendor will get at least 50% of the work contract and the remaining work orders may be distributed to the L2 And / Or L3 rate vendors, provided they accept the L1 rates. Bank reserves the right to split the order.

Vendors of L4 rate and beyond shall not be considered for any contract arising out of this tender process. If any of the shortlisted Vendors is unable to fulfill the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other shortlisted Vendors after giving 15-days notice to the defaulting Vendor.

In case there are more than one L1 vendors, then the work orders shall be split equally among them and in such case no option shall be granted to L2 and L3 vendors to match the L1 rate. Bank reserves all the rights to consider or not consider L2/ L3 vendors to match L1 rates.

Note:

- (i) AMC charges per annum for each equipment namely, FAS, SAS, CCTV should not be quoted too low leading to deficiency in services.
- (ii) Rates of all accessories should be quoted by vendor as mentioned in the RFP and it should be according to prevailing market rates.
- (iii) The rates may further be negotiated with the L-1 vendor.
- (iv) AMC of the existing equipments may be awarded to the manufactures/ authorized dealer if they are in the empanelled list.
- (v) Failure or refusal to offer the services/goods by the successful bidder at the price committed shall result in forfeit of the EMD/bank guarantee amount, which may be noted.
- (vi) The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final short-list.

15. PRODUCT DEMONSTRATION:

- (i) Firms/ Vendor shall be required to give full demonstration of Systems/ Equipments at their own cost at Regional Office, Bhopal (Central), or any other convenient site suitable to the bank.
- (ii) The product demonstrated should be the same (In terms of Brand / make / manufacturer / Technical specifications as quoted in the Techno-commercial bid) for which bid has been submitted. The firm/ vendor, if awarded contract, is bound to supply only the system of specific brand/ make / Manufacturer which is demonstrated during the entire period of contract.
- (iii) After the demonstration if the procurement committee requests for another demonstration in another / same premises to ensure the quality of the product, the firm / vendor shall provide the same without any additional charges.

16. TERMS OF IMPLEMENTATION:

- (i) New installations must strictly conform to specifications approved by bank. The technical specifications of the Fire and Security Equipments are placed at Para 41.
- (ii) The vendor shall deliver the equipment / systems within 06 days from the date of

receipt of Purchase Order either by Courier / Email at the sites as per details of delivery locations to be provided with PO.

(iii). The vendor shall install these equipment as per Bank's requirement and make them operational at the respective locations within 3 days after delivery; else the terms of Liquidated Damages (LD) will be applicable.

(iv). The vendor shall provide service support as and when required during the warranty period/ AMC period and thereafter, whenever by the Bank.

(v). On Installation of new equipment and during AMC Servicing visits, vendor / representative shall explain the operation of equipment and clear doubts of employees of the bank.

(vi). Any defect during AMC/Warranty period is to be attended within 3 working days from the lodging of Complaint and is to be rectified within a maximum period of 7 days from the date of lodging of complaint.

17. PRICE FREEZING

The prices finalized shall remain valid for a period of 36 months from the date of finalization of bids. However, AMC rates will be valid for 6 years from the date of installation of the equipment. The bank reserved the right to call rates for new equipments/ accessories from the empanelled vendors during the duration of the contract.

18. ASSIGNMENT OF OBLIGATION TO THIRD PARTY

The vendor shall not assign, in whole or in part, its obligations to perform under the contract to any other entity, except with the bank's prior written consent.

19. ORDER CANCELLATION

(i). If the vendor fails to deliver and/ or install the equipment within 07 Bank's working days or the extended date communicated by the Bank, it will be a breach of contract.

(ii). The Bank reserves its right to cancel the order in the event of delay in delivery/ installation / commissioning of equipment.

(iii). Bank will have the right to cancel the Rate contract issuing one month notice without giving any reason for such cancellation.

20. LIFE CYCLE OF EQUIPMENTS/ SYSTEMS AND AVAILABILITY OF SPARES

(i). The vendors should ensure that the equipments/ systems offered are having minimum 06 years life under normal operational conditions. The spares for the product offered are available for at least six years from the day of installation of equipment. No obsolete equipment should be supplied to the bank.

(ii). A written undertaking in this regard, shall be obtained from the original equipment manufacturer (OEM) of the system and submitted along with the TBO.

21. PATENTS RIGHTS

21.1 The Vendors shall, at their own expense, defend and indemnify the bank against all third party claims of infringement of intellectual property right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products, or any part thereof in India or abroad.

21.2 The vendor/ supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for the same, including all expenses and court and legal fees.

21.3 The Bank will give notice to the vendor/ supplier of any such claim without delay, provide reasonable assistance to the vendor/ supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

21.4 The vendor/ supplier shall grant/ provide bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software and other software items) if any, provided by the supplier, including-all inventions, designs and / or termination of rate contract for default.

22. MINIMUM MAINTENANCE STANDARD REQUIRED

22.1 The vendor should ensure that the equipment reported faulty on any working day is set right within 72 hours of reporting the complaint and in no case, later than three working days of the bank. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide replacement of the same till the hardware is returned duly repaired without any additional charges.

22.2 During Warranty and also during AMC period (if under AMC with the same vendor), the vendor should provide support for various issues relating to Hardware and Software, if required, taking backup before formatting the DVR, configuring Cameras etc, however DVD/CD/ Pen Drive will be provided by the bank.

22.3 The vendor should respond within 24 hrs to request made by the branch to provide necessary data to bank/police/court on request.

22.4 Whenever the existing system needs to be removed and taken to workshop / service center for repairs / maintenance. The vendor's engineers / technicians need to install a standby system/ equipment equivalent or higher technical specification to the existing system presently installed.

22.5 The original system / equipment removed from bank and taken to workshop for repair/ maintenance are to be fitted back in their respective locations within 30 days after repair. Thereafter, all new systems under warranty period needs to be replaced with new system / equipment approved in this tender except in case of Force Majeure. No transportation charges would be admissible for transporting the defective system to service center/ workshop and back. The downtime of any system/ equipment should not exceed three working days from the date of reporting of malfunction/ defect.

22.6 All complaints/ service requests by branches/ offices reported/ conveyed through telephone/ Email/ Whatsapp message to the vendor shall be registered at complaint cell and shall be acted upon within the stipulated time.

22.7 System installed by earlier vendors, if any, of different make & model are also required to be maintained. Also, stickers indicating contact details of technician/ Office for registering complaint is to be pasted on respective equipment by the empanelled vendor (L1).

23. DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the vendor in accordance with the time schedule specified by the bank. Any delay in performing the obligation by the vendor will result in imposition of liquidated damages and/or termination of rate contract for default.



24. **LIQUIDATED DAMAGES FOR DELAY IN INSTALLATION**

- a) Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the total cost of system/ packaged order cost per site per week will be charged for every week's delay in delivery subject to maximum 10% in each case.
- b) The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the vendor or invoking PBG in part of full. Part of week will be treated as a week for this purpose.

25. **PENALTY FOR LACK OF SERVICE SUPPORT**

25.1 Bank expects proper service support during warranty and post warranty period. The machine should be set right within 72 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute is provided by the vendor, a penalty of Rs. 200.00 per day may be charged, from the 4th day of complaint to the maximum of Rs. 3000.00 per case. Such penalty may be recovered from the amount payable to the vendor or quarterly AMC charges to be paid by the Bank. If such case reported three times in a year, Bank may terminate the contract and replace the faulty system and make good the proportionate loss from bank guarantee.

25.2 Vendor should respond within 24 hrs to request made by the branch to provide necessary data to police/ court. If the vendor fails to respond, a penalty of Rs. 150.00 per day may be charged, from the 3rd day of complaint to the maximum of Rs. 3000.00 per case. Such penalty may be recovered from the amount payable to the vendor or quarterly AMC charges to be paid by the Bank. If such case reported three times in a year, Bank may terminate the contract.

26. **TERMINATION FOR DEFAULT**

26.1 The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part, if the Vendor fails to perform any obligation(s) under the Contract.

26.2 In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar services.

27. **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.

28. **LIABILITY**

Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/ electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/ lapse or due to below standard equipments used by vendor. Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipments under the agreement/ purchase order.

29. **VALIDITY OF RATE CONTRACT:**

The Rate Contract arrives through this tender process for supply and installation of new equipments will be valid for the period of three year. The rate contract will also be renewed yearly basis along with Annual maintenance Contract on satisfactory performance. If AMC is terminated due to non-performance and unsatisfactory services, Rate Contract shall also be considered terminated.

All newly installed system/ equipment / accessories should be marked with permanent marker viz. the date, month and year of installation.

30. WARRANTY

- a) The offer must include comprehensive on-site warranty of **Minimum two year for new systems / equipments from the date of installation** and commissioning of the equipments however there should not be any additional cost for the warranty period.
- b) No AMC charge will be admissible in warranty period however quarterly service visit is mandatory during warranty period else AMC charge of that quarter or 2% cost of equipment whichever is higher will be deducted from vendor by any means.
- c) The offer must include comprehensive on-site warranty for batteries of at least 1 year from the date of installation and commissioning of the equipments however there should not be any additional cost for the warranty period.
- d) Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of equipment, accessories etc. covered by the offer.
- e) Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.
- f) If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with brand new equipment of equivalent capacity or higher capacity, during the currency of warranty period. In such cases no labour charges will be admissible and book value of old Equipment will be deducted from the cost of new equipment. Such equipments will be treated as fresh installation and warranty AMC clause will be applicable as brand new equipment.
- g) If the Manufacturer/ Authorized dealer doesn't replace the system as said in sub section above within a complaint period of 4 week, bank will have the right to replace the faulty equipment with any other empanelled vendor and make good the book value of the faulty system from the supplier of the faulty equipment by any means.
- h) Warranty should not become void if Bank buys any other supplemental hardware which is not discussed in this document from a third party and installs it with these equipments. However, the warranty will not apply to such hardware items installed. The vendor is expected to ensure same maintenance standards clause.

31. ANNUAL MAINTENANCE CONTRACT (AMC)

The AMC shall be undertaken as per following terms and conditions:-

- (i). The Comprehensive AMC covers all equipments and its sub parts/ spares of CCTV system including Monitor, Hard Disk, DVR, Cameras, Cables etc; Fire Detection and Alarm System including all smoke/heat/flame Sensors, Battery, Control Panel, Auto Dialer and associated cabling and Electronic Alarm System including Panel, Battery, PIR, Magnetic Sensors etc (irrespective of make and model). **Virtually the vendor has to keep all the systems and its sub parts in functional mode without charging anything extra to the Bank other than the comprehensive AMC charges quoted.** However in case of force majeure i.e Natural Calamity, Lightning, Electrical Short circuit & defect/breakage due to mishandling will be paid after certification by the Branch. The selected vendor has to do the maintenance of existing equipment installed in the branches of any other brand at per quoted rates. AMC rates fixed at the time of contract will be non-negotiable and no upward revision will be permitted other than the taxes decided by Govt. from time to time.

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- (ii). Annual on-site maintenance charges, for the post warranty period, must be quoted on a yearly basis, in the Commercial Offer. The vendor will have to maintain the equipment supplied for at least six years including warranty period at the same rate quoted in Commercial Offer.
- (iii) Same AMC charges will be paid for existing systems. No AMC charges will be paid during warranty period.
- (iv) It is made clear that in case of any defect arising in system during AMC period, the defect is to be rectified by the vendor within the stipulated time.
- (v) Vendor will use all available resources and technical capability to repair the system/ equipment with minimum cost as to ensure that the system complete its lifetime of 06 years stipulated by bank.
- (vi) All new major equipment/ parts / spares require replacement will be non comprehensive in nature in case of systems older than 06 years and bank will approve the cost as per approved rates in contract. The minor spares / accessories, repairing cost, transportation cost and labour charges should be borne by the vendor during AMC period for all existing and new systems post warranty period.
- (vii) The list of major spares required and approved cost should be included in rate contract.
- (viii) In case of defect/ loss arising due to Fire, short circuit or any natural mishappening, the vendor will provided necessary assistance to branch for lodging of claim with insurance company.
- (ix) The vendor is expected to ensure same maintenance standards as mentioned in maintenance standards above.
- (x) During AMC period the technicians should visit the branches quarterly during the year with a minimum gap of 75 days between each visit during bank working hours in addition to the emergency fault repair calls. The fault repair calls will not be treated as quarterly visits and such visits will be free of cost during AMC.
- (xi) AMC Payment will be done by respective branch after every quarterly visit. If the firm fails to attend quarterly visit it will be treated as a lapse in service by the vendor and AMC charge for that quarter will be forfeited. AMC charges of such lapsed quarters cannot be claimed afterwards.
- (xii) AMC visit card should be placed near individual equipment showing detail of visit and contact no of technician undertaken the AMC.
- (xiii) AMC of the existing installed CCTV systems, Fire Detection & Alarm systems and Electronic Alarm Systems, if Bank requires may be awarded to the manufacturer / authorized dealer in the empanelled list.
- (xiv) The empanelled firm/ dealer will be required to carry out AMC of existing CCTV, Fire Detection & Alarm & Electronic Alarm system on requirement and on being called upon to do so.
- (xv) The empanelled vendors should also be required to:-
- Take over the work from any vendor who has provided unsatisfactory services to the Bank within a contract period as per discretion of the Bank.
 - Accept the AMC of any existing equipment as per the requirement of the Bank.
 - Accept extension of the contract period beyond three years for a specified period not exceeding one year for circumstances unforeseen.

(xvi) During AMC visit the representative should explain the working of systems to the employees and update / hand over the list of the Telephone No's fed in the Auto dialer of Fire/ Electronic / Burglar alarm system free of cost which is a mandatory obligation.

(xvii) During AMC visit the representative should give a technical report of system which clearly reveals the present status/condition of the system and a copy of quarterly visit report confirming that the equipment is working properly should be sent to Regional Security officer with the signature and banks stamp within 15 days of the succeeding month of the quarter.

32. FORCE MAJEURE

32.1 Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

32.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

33. UNDERTAKING BY VENDOR

The successful bidder must give an undertaking that all components used in the systems/ equipments supplied are new and original and not refurbished/ second hand / old. This must be submitted along with the Invoices else payment will not be released.

34. QUALITY REVIEW OF THE WORK / PERFORMANCE

The bank may undertake independent review of quality of work and supply of equipment by the contracted bidders. Also, the adherence to terms and conditions of RFP may be reviewed. If the quality of work and equipment (Supply/ Installation/ Maintenance) are found to be inferior to the prescribed specifications mentioned in the RFP, it will be termed as a breach of contract.

In case of deviation by the firm/s, bank reserves right to correct the deficiencies/ deviations by any means including invoking the Performance Bank Guarantee and the bank may allot the work to other empanelled vendor/ supplier.

35. GOVERNING LAW AND DISPUTES

35.1 The provisions of this tender shall always be subject to government notifications, any rules/ guidelines that may be in force from time to time.

35.2 All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably at Regional Office, Bhopal (Central).

35.3 If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re- enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. However there is a provision of appeal if either party is not satisfied with the arbitration award.

35.4 During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot

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possibly be continued until the decision of the arbitrator is obtained.

35.5 The venue of the arbitration shall be Bhopal {for Bhopal (Central) region}.

36. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology optimum for the banks usage.

37. SIGNING OF CONTRACT

37.1 If Union Bank of India decides, then the successful bidder(s) shall be required to enter into a contract with Bank within 10 days of the award of tender or within such extended period as may be specified by Union Bank of India, Regional Office, Bhopal (Central). In the absence of any formal contract, the contract letter duly accepted, work orders there upon, this RFP document and any other related document will be treated as contract.

37.2 Bank shall have the option of terminating the contract during the contract period by giving one-month notice.

38. PAYMENT TERMS

(i). No advance payment of any nature, for procurement, supply, installation or AMC charges shall be made by the bank.

(ii). All payment either for purchase or AMC shall be made by respective branches/ offices installed with systems, effecting TDS, if applicable.

(iii). Payment for the purchase of system/ equipment shall be released only after completion of satisfactory supply & installation, user training and on submission of required undertaking & certificates along with Tax invoice to the branches/ office.

(iv). Bank may also retain 10% of retention money for equipments till completion of warranty period and will be cleared after satisfactory service of the system for the period.

(v). Payment for AMC charges after warranty period of / One / two years shall be made by respective branches/ offices on quarterly basis on completion of quarterly service visit and on submission of tax invoice accompanied with service report for the quarter.

(vi). If the vendor / supplier fails to attend quarterly visit it will be treated as a lapse in service by the vendor/supplier and AMC charges for that quarter will be forfeited. AMC charges of such lapsed quarters cannot be claimed afterwards.

(vii) Tax invoice / bill for AMC not accompanied by servicing report or system being out of order due to lack of prompt service to rectify defect, if, any, shall not be paid by the bank till the time the defect is rectified. On rectification of defects, such payments shall be released after implementing the penalty clause.

39. TECHNICAL SPECIFICATION OF SECURITY EQUIPMENTS

39.1 Technical requirements of CCTV System, Fire Detection and Alarm System, Electronic Alarm Systems and Fire Extinguishers are elaborated in the succeeding paragraphs. Below mentioned specifications furnished are broad guidelines for the system. Wherever the specifications are not furnished or specific, the specification shall be as per their respective IS standards / ISO standards or as per best engineering practice and they shall not be diluted.

39.2 The design standards, materials or components used manufacturing process shall all conform to the respective BIS Code and any other standards mentioned elsewhere in this tender as applicable.

The vendor shall be solely responsible for the entire design/ specification, safety aspects of the entire equipment and related works as detailed in the tender notwithstanding the specifications furnished hereunder.

39.3 MINIMUM TECHNICAL SPECIFICATIONS/STANDARDS OF CCTV SYSTEM (NVR)

1. Network Video Recorder (NVR):

System Parameter	Technical Specification
Main Processor	Quad-core embedded processor
Operating System	Embedded LINUX
IP video input	4 / 8 / 16 / 32 channel
Compression	H.265+/H.265/H.264+/H.264
Recording resolution	12 MP/8 MP/6 MP/5 MP/4 MP/ 3 MP/1080P/D1
Incoming Bandwidth	min 256 Mbps
Outgoing Bandwidth	min 256 Mbps
Decoding Capability	16ch @ 1080P (25FPS)
Synchronous playback	1/2/9/16/32 Channel
On-Screen Display	Camera title, time, video loss, camera lock, motion detection recording
Search mode	Date/Time/Alarm/Motion detection
Backup mode	USB Device/Network/Internal SATA/ eSATA device.
Internal Storage (Branch Site)	Surveillance grade HDDs of 64 TB storage capacity (8 x 8 TB HDD, 8 SATA min)
Internal Storage (ATM Site)	Surveillance grade HDDs of 32 TB Storage capacity (4 x 8 TB HDD, 4 SATA min)
Network protocol	TCP/IP, DHCP, DNS, DDNS, NTP, RTSP, SMTP, SNMP, NFS, iSCSI, UPnP™, HTTP, HTTPS, OnVIF
Network interface	One RJ-45 10/100 Mbps self-adaptive Ethernet
USB interface	3 ports (2 X USB 3.0, 1X USB 2.0)
Certification	BIS / UL / CE / FCC.

2. 2MP IP based IR Dome/Bullet Camera:

Parameter	Technical Specification
Image Sensor	1/2.8" Progressive scan CMOS
Resolution	1920 X 1080
Min. Illumination	Colour: 0.005 Lux @ (F1.6, AGC ON), 0 Lux With IR
Wide Dynamic	120 dB True WDR
Day & Night	IR Cut Filter with auto switch
Lens Type	Varifocal lens, 2.8 to 12mm motorized @ F1.4
Stream Profile	Triple Stream ○ First Stream -25 FPS (1920*1080) ○ Second Stream -25 FPS (640*480) ○ Third Stream -1 FPS (352*240)
Storage	Built-in memory card slot, up to 256 GB
Audio Recording	Facility to record audio mandatory
Audio In	Inbuilt / External mic
IR Range	Up to 40 m
Weatherproof	IP67
Ingress Protection	IK10 (Dome - outer Glass dome based)
Certification	BIS / UL / CE / FCC

3. PoE + Switch (8/16/24 Channel):

Interface	8/16/24 X 10/100 Mbps PoE ports, Uplink Port 2 X 10/100/1000
Port Standards & Functions	Port 1 to 4 compliant with 802.3at & Port 5 to 16 compliant with 802.3af

4. OTHER COMPONENTS OF CCTV

<u>Monitor</u>	
Type	LED supporting full HD (1080p).
Size	32-inch screen or more for branches/Offices/Campus 19 - inch screen or more for offsite ATMs
Speaker	Built in Speaker (4w * 2)
Resolution (Min)	Minimum 1920 x 1080 Pixels - full HD
Operating Temperature	-10 degree to +55 degree
Certification	FCC/UL/CE
<u>Cables/ Wirings/Conduits/Racks</u>	
Data cable	CAT-6E
Power cable	2 Core/36 power cable (ISI marked)
Conduit/Strip	Conduit pipes /Strips (ISI marked)
6 U Rack - (Wall Mount)	Power Strip: 6 Socket power supply: 1 No.; Equipment Mounting Tray: 1 No.; Mounting screws & studs: 1 pack; Transparent front door with Lock and 2 Fans. Provision for cable routing at the bottom of Rack.
2 U Rack - (Wall Mount)	Power Strip: 6 Socket power supply: 1 No.; Mounting screws & studs: 1 pack; Transparent front door with Lock and Fans. Provision for cable routing at the bottom of Rack.

Note:

- Only NVR based CCTV system with technical specification mentioned above to be installed in branches/offices/offsite ATMs.
- The NVR based CCTV systems for branches/offices should be of minimum 16 Channel and of 04 channel for Bank's own Off-Site ATMs even if the number of cameras required is less so that it can cater for future requirement of additional cameras with HDD capacity of storing minimum 180 days recording without a break at all times within the system.
- All cameras except pin-hole/hidden camera should have night vision capability, i.e. they should be Infrared (IR) cameras.
- Bullets cameras should be installed to cover external areas of a branch/ATM site like branch/ATM frontage, parking etc. Dome cameras should be installed to cover internal sensitive areas of a branch/ATM site.

39.4 FIRE ALARM SYSTEMS

1	4 Zone/2 Zone Master Control Panel and repeater control panel as per latest IS specifications (IS 2189-2008) with and without separate GSM/PSTN Auto Dialer (as per requirement) (with facility to dial at least 5 telephone no's each and voice message of at least 20 seconds), Hooter (the sound of alarm should be clearly audible up to 500 meters), zone indicator and Rechargeable battery backup.
2	Test report by the Regional Electronic Test Development Centers or BIS certification is mandatory for Burglary fire alarm System. The panel and detectors should have approvals /listing of BIS/UI/LPCB/FM/VDS.
3	On activation it should initiate Audio alarm (The sound characteristic of the alarm should be continuous and similar throughout the protected premises) as well as visual signal on sector/zonal panel of the control panel.
4	Alarm Activation by Flame detectors, Ionization Smoke Detector (ISD), Optical Smoke Detector (OSD), Heat Detector and other compatible sensors with provision of Response Indicator (RI), Manual Call Point with break glass arrangement (MCP) etc. All the smoke detectors shall conform to latest IS specifications and shall be compatible with conventional fire alarm system/panel.
5	All the wiring should be done using Fire Proof Armored wiring/cables.
6	Panel should be compatible with all type of standard conventional detectors.
7	The control panel should have Test facility, ON - OFF indicators, acknowledge button, where required cancel/reset/isolation button, related fuses.
8	It should have a manual OFF switch for manual operation in case of continuous fault alarm.
9	Sounder should be silenced by Acknowledge /Silence button.
10	All LED can be checked at once with Lamp test button.
11	Panel should have LED/LCD display for status of the system
12.	The system should have provision to Reset the complete system from Control Panel.
13.	The Panel should be easy to operate. Auto dialer should be easy to operate for updating the contact numbers.
14.	Panel should have the feature of Master reset of settings and should be password protected.
15	Panel should have feature of continuous uninterrupted power supply in case of External Power supply failure. The battery backup with built battery charger for not less than 10-12 hours normal working.
16.	The system should be provided inbuilt with SMPS with spike/Transient reduction circuit, to avoid any False alarming in case of transient/abrupt Voltage fluctuations.
17.	System should have double knocking feature so that system can activate alarm only when system get alert twice in period of 3-5 secs to avoid false alarming.
18.	In built GSM/PSTN Auto dialer as per requirement with facility to dial at least 5 telephone/Mobile Nos. each and voice message of at least 20 secs.
19.	System Should have provision to record minimum 50 event log to keep track of all events and Authority levels. The logs should be accessed from system panel only and no additional hardware should be required for accessing the log.
12.	The panel should have test certificate with details like model no., Serial No., Zones, etc.
13.	All the wiring shall be by means of 2 core 1.5 sq. mm copper conductor FRLS Armoured and shielded copper cable.

39.5 Technical Specifications Of Electronic/ Burglar Alarm System for Branch and ATM

i. BURGLAR ALARM SYSTEM

1	System should have provision of arming/disarming through sensor based/ remote operation in addition to manual operation. System with provision of automatic/programmed arming/ disarming at specified date and time will also be considered.
2	The control panel shall provide the ability to Auto Arm and Disarm different Areas at pre-programmed time on selected days. In addition to Auto Arming/Disarming the panel should have provision for Manual Arming/Disarming. The control shall provide the ability to program the time delays required for different functions according to the site requirements. Manual arming/disarming should be user friendly and should not be key based operation.
3	Should have day mode with provision for 8 or more panic switches.
4	Should have night mode with provision for Passive infrared sensor, Vibration (motion) detectors, magnetic sensors and other sensors used for anti-burglary measures.
5	Should have programmable time delay of alarm activation in day mode and night mode. Provision of different time delays for day mode and night mode.
6	2 Hooter (the sound of alarm should be clearly audible up to 500 meters (with at least 110 dB volume) and one in-built hooter.
7	Burglar Alarm should be tamper proof. There should be provision of alarm activation in case if tempering or wire disconnection for Panic switches or Sensors or Hooters or any other connected accessory of the system.
8.	Test report by the Regional Electronic Test Development Centers or BIS certification is mandatory wherever applicable.
9.	Control Panel should be compatible with all types of standard sensors and panic switches available in the market.
10.	The system should be user friendly and should be easy to operate.
11.	Burglar alarm system should be compatible to be integrated with GSM and PSTN Auto dialer.
12.	Programming menu should be user password protected for safety.
13.	Panel should have in built battery for battery backup in case of mains power failure along with battery charger with over charging and deep discharging protection.
14.	The system should work on quad linear technology and Cross zoning/double knocking feature to avoid false alarm activation.
15.	The System should be pet immune with immunity against Rats/Lizards/cats.
16.	System with provision to connect wireless sensors shall be preferred over conventional system.
17.	The system should have programmable silence feature to silence the Hooter/Siren after given time.
18.	The system should have inbuilt SMPS circuit to prevent false alarming against any voltage Fluctuations and Voltage transients.
19.	System Should have provision to record minimum 100 event log to keep track of all events and Authority levels. The logs should be accessed from system panel only and no additional hardware should be required for accessing the log.
20.	The Burglar Alarm panel should have the capability to connect to software based alarm receiver interface. The alarm system should be capable of being integrated with third party monitoring software/CMS system.

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21.	Option to add wireless module having provision for Cordless Switch to activate the alarm system
22.	In the event of any zone getting faulty or switch getting isolated, it should give indication on the LCD display and the system to remain functional.
23.	Auto Reset feature after activation - 05 minutes (Day & Night Mode)
24.	At least 4 zone should be present to cater for day mode and night modes separately.
25.	System should have provision of force arming in night mode in which faulty zone can be bye-passed and system should activate with remaining working zones. In such case the display should indicate details of faulty zone.
26.	System should have provision for factory reset settings using passcode.

40 Technical Requirement- Portable Fire Fighting Extinguisher

Ser	Description
i)	Water (Gas Cartridge & Store Pressure Type) type fire extinguishers of 9 Litre capacity confirming to IS:15683:2018 or Latest BIS Specification with ISI mark.
ii)	ABC & DCP Powder (Multi-purpose Powder) Stored Pressure Squeeze type fire extinguishers of 4 Kg & 6 Kg capacity as per IS:15683:2018 or Latest BIS Specification with ISI mark.
iii)	Carbon dioxide (CO ₂) 3 Kg and 4.5 Kg valve fire extinguisher made of seamless tube high pressure steel cylinder should have certificate from CCE and the serial no should be embossed on the cylinder as per IS:15683:2018 or Latest BIS Specification with ISI mark.
iv)	ABC MAP 5 Kgs Modular Fire Extinguisher as per Any National or International Standard.

41. Minimum Service Standard Required

41.1 Marking and Colour: In addition, fire extinguisher shall be clearly and in eligibly marked by means as stated in IS:15683:2018 or Latest BIS specification with the following:-

Ser	Marking
i)	Name or Trade mark of manufacturer
ii)	BIS License number (CM/L-xxxxxxx)
iii)	Type of media of fire extinguisher
iv)	Base material and its percentage for Powder
v)	Model number
vi)	Rating and classification of fire extinguisher
vii)	Acceptable to use at temperature from to ° C
viii)	Empty mass in kg.
ix)	Nominal full mass in kg/ Gross mass with tolerance or Min & Max gross mass in Kg.
x)	Year of manufacture
xi)	Sequential serial number
xii)	Following statement as applicable
	(a) For rechargeable extinguishers: 'Recharge immediately after any use'
	(b) For disposable extinguishers: 'Discard immediately after any use'
xiii)	Operating, recharging, inspection and maintenance instruction in the form of an etched or embossed metal name plates or band or an acceptable pressure sensitive nameplates or by silk screening of paint. Operating instructions also to be shown by pictorial view.
xiv)	Name of clean agent to be marked on the label of fire extinguisher.
xv)	In case of extinguishers covered by Gas Cylinder Rules, stamp of approval should be embossed on the neck of cylinder.
xvi)	The CO ₂ cylinder should have certificate from CCE and the serial no should be embossed on the cylinder.

41.2 Servicing And Maintenance of Fire Extinguishers

(i) Servicing / refilling of Fire Extinguishers should be done adhering to IS 2190:2010 or Latest IS specifications.

- (ii) In Annual Maintenance, vendor will do Maintenance / servicing of Fire extinguishers installed in the branches on Half Yearly basis. The first half yearly maintenance should commence wef 01 Jan and should be completed by 30 Apr. Similarly, second half yearly maintenance should commenced wef 01 Jul and should be completed by 31 Oct of that year. There should be at least 5 months difference between two successive visits of the branch.
- (iii) The payment of servicing/ refilling of Fire extinguishers will be done by the branch as and when the same is carried out. Vendors should be willing to take the Annual Maintenance of existing fire extinguisher in branches irrespective of make.
- (iv) **Carbon-Dioxide Extinguishers Maintenance Tasks to be done adhering to IS 2190 : 2010 or latest IS standards.**
- See that the extinguisher is in the allotted place and kept as per the plan.
 - Weigh the extinguisher. Compare the weight with the weight of a fully charged extinguisher, which is marked on the body. If the loss is more than 10 percent, send the extinguisher for recharging.
 - Clean and polish externally. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of the fire extinguisher.
 - Examine the extinguisher body for any corrosion or mechanical damage.
 - Examine that the safety clip is in position.
 - Clean the exterior of the cylinder with a dry and then a wet cloth. Clean and polish externally.
 - Make sure that the extinguisher is in proper condition and is not accidentally discharged.
 - Examine hose and horn assembly. In case of trolley mounted extinguishers, examine the wheel carriage for free movement. Change the defective ones.
- (v) **Dry Chemical Powder (DCP) Maintenance Tasks to be done adhering to IS 2190 : 2010 or latest IS standards.**
- See that the extinguisher is in the allotted place and kept as per the plan.
 - See the labels indicating fire extinguishers use or classification or both shall be placed on the front of the fire extinguisher.
 - Withdraw the gas cartridge. Weigh the cartridge. If the loss of weight is more than 10 percent of the fully-charged contents, it should be replaced with a new cartridge.
 - See that the sealing disc is intact.
 - Check the piercing mechanism in the cap and check that the washer in the cap is soft and intact.
 - Empty the dry powder in a dry container and examine for caking and granulation. If granulation has taken place, change the powder. Otherwise retain the same powder for reuse.
 - Examine the extinguisher body internally for any damage or corrosion and replace corroded or damaged extinguishers.
 - Check the trigger nozzle for clogging and clean.
 - Check rubber hose for cracks.
 - Remove the inner shell and clean portholes.
 - Make sure that the extinguisher is in proper condition and is not accidentally discharged.
- (vi) **ABC Multi-purpose Powder type Extinguishers**
- See that the extinguisher is in the allotted place and kept as per the plan.
 - See the labels indicating fire extinguishers use or classification or both shall be placed on the front of the fire extinguisher.

- c) The extinguisher should be opened in a dry room and for a minimum possible time to avoid effect of atmospheric moisture on powder. See that the sealing disc is intact.
- d) Examine and verify that the pressure gauge indicator or any other pressure indicating device fitted in is indicating the internal pressure correctly. If the extinguisher shows a loss of pressure of more than 10 %, fill the pressure with nitrogen gas.
- e) Examine the extinguisher body externally. Replace corroded or damaged extinguishers.
- f) Check the operating mechanisms for free movement and clean, rectify or replace, if necessary.
- g) Replace safety clip/wire seal or equivalent as originally fitted.
- h) Make sure that the extinguisher is in proper condition and is not accidentally discharged.

41.3 REFILLING SCHEDULE AND PERFORMANCE TEST:

The following extinguishers should be operated for performance test and refilled once in three years as a matter of routine:

Ser	Type of Extinguisher	Refilling Interval Years
1.	Water Type (Gas Cartridges)	3
2.	Water Type (Stored Pressure)	2
3.	Dry Powder (Gas Cartridges)	3
4.	ABC Powder (Stored Pressure)	3
5.	Carbon Dioxide (Co2) Type	5

Before hydro testing & refilling, extinguishers will be operated by the Branch/ Office staff as part of training in handling these extinguishers. Besides, apart from routine refilling, if any extinguisher is used either on a real fire or for training purpose, it should be refilled immediately.

41.4 HYDRAULIC PRESSURE TESTING SCHEDULE AS PER IS

Every extinguisher installed in the premises should be hydraulically pressure tested as per the following schedule as per IS:2190:2010 or should be as per latest BIS standard.

Ser	Type of Extinguisher	Time Interval (Years)	Test Pressure (Kg/cm2)	Pressure Maintained for (in Min)
i)	Water Type (Gas Cartridge/ Stored Pressure)	3	35	2.5
ii)	ABC/ Dry Powder Type (Gas Cartridge)	3	35	2.5
iii)	ABC/ Dry Powder Type (Stored Pressure Cartridge)	3	35	2.5
iv)	Carbon Dioxide (CO2) type	5/ Whenever sent for recharging	250	2.5

All the extinguishers will be refilled / hydraulically tested once in three years. Refilling and maintenance tasks may be carried out inside the branch/ office premises, but as an accident prevention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/ customers. In case of Carbon dioxide extinguishers, if there is a loss of more than 10% mass, these should be sent for re-charging and shall be pressure tested every time the cylinders are sent for recharging. There should not be any leakage or visible distortion during the pressure test. Extinguishers, which fail this requirement, should be replaced. In case of stored

pressure type ABC powder extinguishers, the stipulations and directions given by the manufacturers should be adhered to for refilling and pressure testing.

41.5 LIFE OF FIRE EXTINGUISHERS

- Life of fire extinguishers as stipulated by the Bureau of Indian Standard IS:2190:2010 is given below:

Type of Extinguisher	Life Time in Year
Water Type- Gas cartridge and Stored Pressure	10
Powder Type- DCP & ABC	10
Carbon Dioxide	15

- Life of extinguishers shall be considered from the date of manufacture of extinguishers. In case of failure in hydraulic pressure testing, extinguishers shall be rejected immediately before the life time given above. For new installations, only new extinguishers should be supplied to the branches. If at later stage it is found that old extinguishers have been supplied than penalty will be imposed.
- The vendor is expected to ensure same maintenance standards as mentioned in maintenance schedule and instructions in IS and OEM manual. During AMC period the technicians should visit the branches half yearly during bank working hours in addition to the emergency fault repair calls.
- Payment will be done by the branch after satisfactory servicing/ refilling of the fire extinguishers. If the firm fails to attend half yearly visit in any branch it will be treated as a lapse in service by the vendor and AMC charge for that half year will be withheld till successful service of the fire equipment in that branch. If the vendor purposefully avoids branches due to any reason from the half year visits then Rs. 1000/- penalty per branch will be imposed on the vendor. Such penalty may be recovered from the amount payable to the vendor or AMC charges to be paid by the bank. If such case are reported twice during the contract period, Bank may terminate the contract can recover the Penalty money from bank guarantee.
- During AMC visit the representative should explain the operation of Fire extinguishers to the employees free of cost which is a mandatory obligation.
- During AMC visit the representative should give a technical report of Fire extinguisher as given below which clearly reveals the present status/ condition of the equipment Illegible and blank reports will be rejected.
- Each Fire extinguisher shall have a tag or label securely attached that indicates the month and year of recharging and AMC visit which identifies the person performing the service.
- Buy back rate of old Fire extinguishers is to be incorporated in the list.
- On completion of maintenance in a branch, data in the following format is to be submitted to Regional office. The payment will be released by the branch only after receipt of the Format at Regional office (To be submitted on the Letter pad of the vendor).

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Sequential Serial No. of Extinguisher by the manufacturer (To be numbered by the vendor if no identification number is provided by manufacturer)	Type of Fire extinguisher	Date of completion of life of Fire extinguisher as per BIS standards	Whether the fire extinguisher is in allotted space.	Last Servicing date (Mandatory half yearly)	Last Hydraulic Pressure Test date (Mandatory once in Three years)	AMC Technicians Remarks, if any

I certify that maintenance task has been completed adhering to IS 2190:2010 standards.

Signature of Technician

Certified that Technician has serviced the Fire
Extinguishers.

Signature of Branch Head with Seal

42. CLARIFICATION

For further clarifications, if any, you may contact Regional Security Officer, Union Bank of India, Regional Office, Bhopal (Central) at following address.

The Regional Security Officer,
Regional Office Bhopal (Central), 1513/1/1, First Floor,
Arera Hills, Union Bank of India, Bhopal (Madhya Pradesh) 462011.
(m) 7389925519, E mail ID: rso.bhopalcentral@unionbankofindia.bank.in

Registered Companies/ Partnership/ Proprietors Firms having at least one of their own offices in the state of Madhya Pradesh and are interested in our proposal for Supply & Maintenance of Fire Detection & Alarm system (with Auto Dialer), Electronic alarm, CCTV system and Fire Extinguishers in the Branches/ Offices/ E- Lobbies / ATMs conforming to the aforesaid terms and conditions may send their bids to our Regional Office, Bhopal (Central) latest by the last date & time as per this RFP for submission.

..... sd.....

Deputy General Manager
Regional Head

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CHECK LIST OF DOCUMENTS TO BE SUBMITTED
To be attached with Technical Bid

S NO	PARTICULARS	TICK IF ENCLOSED
1	Certificate of Registration of Company / Partnership deed.	
2	MSE / NSI / KIV certificates and documents, if applicable	
3	Earnest Money Deposit DD / Pay Order	
4	Cost of Tender document / Tender fee	
5	Shop & Establishment Certificate of Local Office	
6	Certificates of registration with Income Tax, GST, EPF, ESI and VAT / TIN authorities, etc.	
8	Details & nos. of Company owned Registered Offices/Service Centres in Madhya Pradesh &/or Chhattisgarh states with Names of employees, Address, Tel./Cel. Nos., etc.	
9	Audited Balance Sheet & Profit & Loss A/c. Statement for last three years	
10	Details of five years dealing in the products offered	
11	Self attested copies of Work Orders/AMC/Client Certificate, relevant TDS Certificate, and satisfactory Completion Certificate with value of work from Public sector Bank /Public Sector Unit situated in Madhya Pradesh &/or Chhattisgarh states state for last three years.	
12	Details of Work ON-HAND Performance Certificate, Work Order/Client Certificate, etc. from Banks	
13	Details of Pre-Qualification Works.	
14	ISO/BIS/CE/UL/ERTL certificate.	
15	Customer Reference/Certificate from minimum two Public Sector Banks/Public Sector Unit on Installation, Quality of After-Sales/AMC Services, etc. with Name, Address, Tel./Cell. Nos. etc.	
16	Undertaking certificates on company's letter head as per annexures.	
17	Undertaking regarding blacklisting and ownership (regarding Union bank employee/relation)	
18	Undertaking from OEMs for availability of products, its spares and accessories for next six years	
19	Documentation: Product Brochures, Leaflets, Manuals, warranty conditions etc.	
20	Document in support of any other information	
21	Reference Site details (data related to minimum 4 clients)	

NOTE: In ABSENCE of any of the information/enclosures OR any FAKE, WRONG, FICTICIOUS, FALLACIOUS, etc. reporting, the tender is likely to be rejected.

The Vendor shall produce/provide original of any document, required by the Bank for verification.

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FORMAT OF PERFORMANCE BANK GUARANTEE
(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs.500/-).
3. This Performance Bank Guarantee should be furnished within 14 days of the notification of the award of the Contract.

To

Union Bank of India,

_____,
_____,
_____.

Dear Sir,

In consideration of Union Bank of India, _____ placing an order for implementation of & on _____ having registered office at _____ (hereinafter called the firm) as per the work order entered into by the firm vide work order no. _____ dated _____ (hereinafter called the said contract), We _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch _____ at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply, Installation, Maintenance of _____ at _____.

If the said firm fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until _____, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the firm and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the firm and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

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You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the firm or any other forbearance act or omission on your part or any indulgence by you to the firm or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the firm hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the firm, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e., _____ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

- I) Our liability under this bank guarantee shall not exceed Rs. _____/- (Rupees _____ Only)
- II) This bank guarantee shall be valid up to _____.
- III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____ before 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

(Letter to the bank on the Firm's letterhead)

To,

Deputy General Manager,
Regional Office Bhopal (Central)
Union Bank of India,
Union Bank Bhawan,
1513/1/1, Arera Hills, Bhopal- 462011

Dear Sir,

Sub: RFP for supply, installation & Comprehensive Maintenance of Embedded standalone DVR/ NVR based CCTV system Enclosed with Metallic Cabinet, Electronic Alarm System (with Auto Dialer System) and Fire Detection and Alarm System (with Auto Dialer) in the Branches/ ATMs/ Offices/ Extension Counters under Bhopal (Central) Region.

With reference to your tender notice published in News papers on _____ and the RFP published in your website with effect from _____, having examined and understood the instructions, terms and conditions forming part of RFP, we hereby enclose our offer for appointment of firm for supply, installation & Comprehensive AMC of CCTV System, Electronic Alarm System (with Auto Dialer System) and Fire Detection and Alarm System (with Auto Dialer) in the Branches/ Extension Counters/ Offices/ ATMs/ Cash Vans, as detailed in your referred RFP.

We confirm that the CCTV system, Electronic Alarm System (with Auto Dialer System) and Fire Detection and Alarm System (with Auto Dialer) along with the paraphernalia to be delivered to the Bank will be brand new including all components & that software is licensed and legally obtained.

We further confirm that the offer is in conformity with the terms & conditions as mentioned in the RFP.

We also confirm that the offer shall remain valid for 180 days from the last date for submission of the offer.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

We enclose herewith a Demand Draft/Pay Order for _____ (Rupees _____ only) favouring Union Bank of India and payable at Bhopal towards Earnest Money Deposit, details of the same are as under:

- Demand Draft/Pay Order No. :
- Date of Demand Draft/Pay Order :
- Name of issuing Bank :

Yours faithfully,

Authorised Signatory
(Name & Designation, Date & Seal of the Firm)

**Request for Proposal (RFP) for Empanelment
of Vendors for Security & Fire Safety
Equipments - Bhopal (Central) Region**

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Annexure-II

(Letter to the bank on the Firm's letterhead)

To,

Deputy General Manager,
Regional Office Bhopal (Central)
Union Bank of India,
Union Bank Bhawan,
1513/1/1, Arera Hills, Bhopal- 462011

Dear Sir,

Sub: RFP for supply, installation & Comprehensive Maintenance of Portable Fire Extinguishers in the Branches/Extension Counters/Offices/ATMs/Cash Vans under Bhopal Central Region.

With reference to your tender notice published in News papers on _____ and the RFP published in your website with effect from _____, having examined and understood the instructions, terms and conditions forming part of RFP, we hereby enclose our offer for appointment of firm for supply, installation & Comprehensive AMC of Fire Extinguishers in the Branches/Extension Counters/Offices/ ATMs/ Cash Vans as detailed in your referred RFP.

We confirm that the Fire Extinguishers along with the paraphernalia to be delivered to the Bank will be brand new including all components & that software is licensed and legally obtained.

We further confirm that the offer is in conformity with the terms & conditions as mentioned in the RFP.

We also confirm that the offer shall remain valid for 180 days from the last date for submission of the offer.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

We enclose herewith a Demand Draft/Pay Order for _____ (Rupees _____ only) favouring Union Bank of India and payable at Rewa, towards Earnest Money Deposit, details of the same are as under:

- Demand Draft/Pay Order No. :
- Date of Demand Draft/Pay Order :
- Name of issuing Bank :

Yours faithfully,

Authorised Signatory
(Name & Designation, Date & Seal of the Firm)

FIRM'S PROFILE

1. Name of the Organization with Complete Address :
2. Bhopal Office Address with Contact Details, Landline No & Email id:
(Attach attested Copy of Registration Certificate or Rent Receipt)
3. Year of Establishment :
4. Status of the firm :
(Whether Pvt.Ltd.Company / Public Ltd. Company / Partnership Firm / Proprietorship Firm)
5. Name of the Chairman/Managing Director/CEO/Country Head (as the case may be) :
6. Whether registered with Shops & Establishments Act. If so, mention Registration number & date
(Enclose attested Registration Certificate copy).
7. a) Name and address of Bankers :

i)

ii)
8. Whether registered for GST? If so, mention Number & Date. Also furnish copies of Sale Tax Clearance Certificate.
9. Whether an assessee of Income Tax? If so, mentioned Permanent Account Number. Also furnish copy of Income Tax Return filed for the Assessment Year 2016-17.
10. Is the Company/Firm a manufacturer or Dealer/Distributor of _____ ?
(Mention the Product being considered)
11. If the company / firm is a Dealer / Distributor?
(Attach License Copy as Authrised Dealer/Distributor)
 - a) Give the Name of Manufacturer(s) and their Country.
 - b) In case the Manufacture's Offices are located in India, give their address in India & telephone numbers.
 - c) Enclose certified true copies of the current dealership certificate given by the Manufacturers.
12. Warranty Period, if any :
13. Give details of the After-Sale service(AMC & Repair) facility provided by your company/firm and/or the Manufacturers in Madhya Pradesh.(Attach copy of AMC Contract Order & List of Technical Manpower in Madhya Pradesh).

Name of the Organisation with Address	Year of Contract for AMC	No. of Years AMC Service Provided

14. What are your fields of Activities ? Mention the fields on preference basis in the order of Annual Turnover.(Attach copies of Audited Balance Sheet for the years 2017-18, 2018-19 & 2019-20 as proof)

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- i)
- ii)
- iii)

Net Profit of the Company/Firm in 2023-24, 2024-25 & 2025-26:

(Attach copies of Audited Profit & Loss account for the years 2023-24, 2024-25 & 2025-26 as proof)

2023-24 :
2024-25 :
2025-26 :

15. Since when and how long your company/firm has been dealing in supply, installation & maintenance of CCTV system/Fire Detection and Alarm System/ Electronic Alarm System/ Fire Extinguishers (Strike Out Which is Not Applicable)?

16. If you are registered in the Panel of other Govt. Organisation/PSU/Public Sector Banks in Madhya Pradesh for supply, installation & maintenance of CCTV system/ Fire Detection and Alarm System/ Electronic Alarm System in last 3 Years. If Yes, then Furnish their Names, Category & Date of Registration:

Name of the Organisation with Address	Product Offered	Year of Installation	No. of Pieces Installed/ Supplied	Value of Order

(i) Attach Copies of Purchase/Work Orders/Project Completion Certificates for 2017-18, 2018-19 & 2019-20

(ii) Attach Performance Certificate from Two PSU/PSB other than Union Bank of India.

(iii) Please don't include names of the Bank's outside Madhya Pradesh and also don't mention about the Products not asked for)

(A separate sheet may be attached if the above space is inadequate)

LETTER OF UNDERTAKING ON COMPANY LETTER HEAD

To

The Regional Head,
Regional Office- Bhopal (Central)
Union Bank of India, 1st Floor, Arera Hills
Bhopal - 462011

DECLARATION

1. I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.
2. I / We agree that the decision of Union Bank of India in selection of Vendors will be final and binding to me / us.
3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.
4. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
5. I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.
6. We hereby undertake and agree to abide by all the terms and conditions stipulated by the bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).
7. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.
8. That I/We name of Director/ all Partners are not convicted or facing any criminal proceedings in Court/competent authority under Law of the land.
9. I/We hereby certify that we are not Black listed/Debarred from any other Firm.
10. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
11. We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you.

Place :
Date :

SIGNATURE
NAME & DESIGNATION
SEAL OF ORGANISATION

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(Letter to the bank on the Supplier's letterhead)

To

The Regional Head,
Regional Office- Bhopal (Central)
Union Bank of India, 1st Floor, Arera Hills
Bhopal - 462011

Technical Specification of Product for which Firm is bidding

1. **CCTV SYSTEM {DVR, NVR & CAMERAS (HD & IP) }**

Ser	Description	Details					Remarks (Any other equipme nt)
		DVR (Branch & ATM)	NVR	HD Cameras (Dome / Bullet)	IP Cameras	HDD	
1	Manufacturer Name						
2	Make/ Model/ Brand Name offered (Mention all if more than one brand/ model is offered)						
3	Certification available (FCC/UL/FRTL/ETDC)						
4	Approx number of same product installed in state / are under said Regions						
5	Whether product confirms to all specifications as mentioned in the tender documents?						
6	Warranty offered for New System (Minimum Two Year)	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	

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2. FIRE DETECTION AND ALARM SYSTEM

Ser	Description	Details					Remarks (Any other equipment)
		Control Panel	PIR Sensor	Panic Switch	Vibration Sensor	Battery & Hooter	
1	Manufacturer Name						
2	Make/ Model/ Brand Name offered (Mention all if more than one brand/ model is offered)						
3	Certification available (BIS/FCC/UI/FRTL)						
4	Approx number of same product installed in state / are under said regions						
5	Whether product confirms to all specifications as mentioned in the tender documents?						
6	Warranty offered for New System (Minimum Two Year)	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	

3. SECURITY ALARM SYSTEM

Ser	Description	Details					Remarks (Any other equipment)
		Control Panel	Smoke Sensor	Heat Sensor	Flash Sensor	MCP, Battery & Hooter	
1	Manufacturer Name						
2	Make/ Model/ Brand Name offered (Mention all if more than one brand/ model is offered)						
3	Certification available (BIS/FCC/UI/FRTL)						
4	Approx number of same product installed in state / are under said regions						
5	Whether product confirms to all specifications as mentioned in the tender documents?						
6	Warranty offered for New System (Minimum Two Year)	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	

4. AUTO DIALER

Ser	Description	Details				Remarks (Any other equipment)
		GSM	Landline	External Unit	Inbuilt Unit	
1	Manufacturer Name					
2	Make/ Model/ Brand Name offered (Mention all if more than one brand/ model is offered)					
3	Certification available (BIS/FCC/UI/FRTL)					
4	Approx number of same product installed in state / are under said regions					
5	Whether product confirms to all specifications as mentioned in the tender documents?					
6	Warranty offered for New System (Minimum Two Year)	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	

5. FIRE EXTINGUISHER

Ser	Description	Details				Remarks (Any other equipment)
		9 Ltr Water CO2	ABC	DCP	Modular ABC	
1	Manufacturer Name					
2	Make/ Model/ Brand Name offered (Mention all if more than one brand/ model is offered)					
3	Certification available (BIS)					
4	Approx number of same product installed in state / are under said regions					
5	Whether product confirms to all specifications as mentioned in the tender documents?					
6	Warranty offered for New System (Minimum Two Year)	24 MONTHS	24 MONTHS	24 MONTHS	24 MONTHS	

Note-

1. It is MANDATORY to enclose copies of relevant certificates.
2. Vendors are free to offer one or more brand/ model of all above equipment. However product literature and demonstration will be required for all such brands/ models applied for.
3. Brand/ model applied for new and approved by bank ONLY will be allowed to be installed. No changes will be permitted later-on.
4. However in case of non availability of a particular approved model for longer time in market, the vendor may offer alternate equipment having higher or equivalent specification to bank. The equipment will be installed only after taking written approval from bank.

Date: Company Seal: Signature: Name: Designation:

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Annexure- VI

(Letter to the bank on the Vendor / Firm letterhead)

DECLARATION FOR COMPLIANCE

All Terms and Conditions including scope of work except Technical Specifications

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Authorized Signatories:

(Name, Designation and Seal of company/ firm)

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Annexure- VII

(Letter to the bank on the Vendor / Firm letter head)

UNDERTAKING FOR NOT BEING BLACKLISTED

Dear Sir,

We _____ (bidder name), hereby undertake
that-

As on date of submission of tender, we are not blacklisted by the Central Government / any of the
State Governments / PSUs in India or any Financial Institution in India.

We also undertake that, we are not involved in any legal case that may affect the solvency /
existence of our firm or in any other way that may affect capability to provide / continue the
services to bank.

Authorized Signatories:

(Name, Designation and Seal of company/ firm)

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(Letter to the bank on the Vendor / Firm letter head)

LIST OF DEVIATIONS - TECHNICAL SPECIFICATION

It is certified that the _____ systems/services offered by us conforms to the specifications stipulated by you with the following deviations (if any):

List of deviations with reasons.

<u>S.No.</u>	<u>Product</u>	<u>Deviations</u>	<u>Reason for Deviations</u>

Note:-

- (i) If left blank it will be constructed that there is no deviation from the specifications given above.
- (ii) Deviations will be accepted only if the offered specification is higher/ superior than requirement.

Authorized Signatories:

(Name, Designation and Seal of company/ firm)

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(Letter to the bank on the Vendor / Firm letter head)

Reference Site Details

(1) Name of the Public Sector Bank / Public Sector Undertaking	
Full Address of the PSB / PSU Central / Zonal / Regional Office where empanelled	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security / Fire equipments supplied in last 3 years (Ref. No., date of order and quantity)	
(2) Name of the Public Sector Bank / Public Sector Undertaking	
Full Address of the PSB / PSU Central / Zonal / Regional Office where empanelled	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security / Fire equipments supplied in last 3 years (Ref. No., date of order and quantity)	
(3) Name of the Public Sector Bank / Public Sector Undertaking	
Full Address of the PSB / PSU Central / Zonal / Regional Office where empanelled	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security / Fire equipments supplied in last 3 years (Ref. No., date of order and quantity)	

SEAL OF COMPANY AUTHORISED SIGNATORY

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FORMAT FOR PRICE BID

(Letter to the bank on the Vendor / Firm letter head)

To

The Regional Head,
Regional Office- Bhopal (Central)
Union Bank of India, 1st Floor, Arera Hills
Bhopal - 462011
Dear Sir,

Reg : Price Bid for Supply, Installation & Maintenance Of Fire & Security Equipments
Union Bank of India -Bhopal (Central) Region

With reference to the tenders invited by you on behalf of the Regional Head, Union Bank of India, Regional Office, Bhopal (Central) for supply & maintenance of security & fire equipment equipments, we submit our Price Bid Document herewith in the attached rate sheets as under.

1. Rate sheets for Supply, Installation, Testing and Commissioning (SITC), Comprehensive Annual Maintenance Contract (CAMC), cost of spares and other charges of CCTV System (DVR Based) & CCTV System (NVR Based).
2. Rate sheets for Supply, Installation, Testing and Commissioning (SITC), Comprehensive Annual Maintenance Contract (CAMC), cost of spares and other charges of Fire Detection and Alarm System.
3. Rate sheets for Supply, Installation, Testing and Commissioning (SITC), Comprehensive Annual Maintenance Contract (CAMC), cost of spares and other charges of Electronic/ Burglar Alarm System.
4. Rate sheets for Supply and Installation, Annual Maintenance Contract (Half Yearly Visit), Refilling, Hydraulic Pressure Testing, cost of spares and other charges of Fire extinguishers.

I / We confirm that the rate mentioned in annexure for new installations are of the same make / brand / model of the equipment / systems (CCTV System , Fire Detection and Alarm System, Electronic Alarm System and fire extinguishers as applicable) given in the Technical Bid and we will be demonstrating the same during product demonstration.

I / We confirm that the CAMC / (HyMC) rates mentioned in annexure are applicable to the CCTV System, Fire Detection and Alarm System, Electronic Alarm System and Fire extinguishers presently installed at the Branches, Offices and ATMs of Union Bank of India irrespective of make / brand / model and vintage of the equipment / systems.

I / We understand that the prices finalized and CAMC Charges shall remain valid for a period of 36 months from the date of finalization of bids. We also understand that the rates fixed at the time of contract will be non-negotiable and no revision will be permitted.

I / We understand that the Bank intends to purchase various packages of CCTV Systems, Fire Detection and Alarm System and Electronic Alarm System depending upon the site and other requirements of Bank. Some of the general type and variants of packages proposed to be procured

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are enumerated in the succeeding paragraphs. Bank reserves the right to change the components of the package as per the requirement. In such cases, the new package cost will be arrived by any of the following methods by the Bank, which shall be binding on the empanelled vendors:-

(a) Totaling the approved component cost to make a package as per the site requirement.

OR

(b) By adding or reducing the required components to the approved packages of security equipments. For such modified packages, the package cost will be arrived by adding or reducing the approved rates of such components added to or reduced from the approved package cost.

Yours faithfully,
Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

PART A - TOTAL COST FOR SITC OF PACKAGES OF CCTV SYSTEMS (NVR BASED)

Cost of NVR Based CCTV Systems for Supply, Installation, Commissioning and testing at site

Ser	Description	Deno	CCTV PACKAGES						
			A	B	C	D	E	F	G
			8-Channel NVR with 4 Cameras	8-Channel NVR with 8 Cameras	16-Channel NVR with 10 Cameras	16-Channel NVR with 12 Cameras	16-Channel NVR with 14 Cameras	16-Channel NVR with 16 Cameras	32-Channel NVR with 32 Cameras
1	8-Channel NVR with 4 SATA Ports	No.	1	1	-	-	-	-	-
2	16-Channel NVR with 8 SATA Ports	No.	-	-	1	1	1	1	-
3	32-Channel NVR with 8 SATA Ports	No.	-	-	-	-	-	-	1
4	Surveillance HDD - 8 TB	No.	1	2	3	4	5	6	8
5	2 MP IR IP Based Dome Camera with built-in micro SD Card Slot	No.	3	6	8	10	11	12	24
6	2 MP IR IP Based Bullet Camera with built-in micro SD Card Slot	No.	1	2	2	2	3	4	8
7	Micro SDXC Memory Card - 256 GB	No.	1	4	4	4	4	4	8
8	PoE Switch (with 8 PoE Ports and 2 Uplink Ports)	No.	1	2	2	2	2	3	5
9	21" Full HD LED Monitor	No.	1	1	1	1	-	-	-
10	26" Full HD LED Monitor	No.	-	-	-	-	1	1	1
11	HDMI Cable	Mtr	10	10	10	10	10	10	10
12	6U x 600 cm Rack (Wall mount) with cooling fan, power strip of 6 socket power supply and magnetic switch	No.	1	1	1	1	1	1	1
13	Wireless Mouse with extender	No.	1	1	1	1	1	1	1
14	CAT 6E cable in PVC conduit	Mtr	As requir ed	As requir ed	As requir ed	As requir ed	As requir ed	As requir ed	As requir ed
15	Power cable in PVC conduit	Mtr	As requir ed	As requir ed	As requir ed	As requir ed	As requir ed	As requir ed	As requir ed
16	Aluminum alloy Junction box	No.	2	2	3	3	3	3	3

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[I]	Total Package cost for SITC of CCTV Systems above [Table-I]	
(a)	COST OF PACKAGE "A" =	₹
(b)	COST OF PACKAGE "B" =	₹
(c)	COST OF PACKAGE "C" =	₹
(d)	COST OF PACKAGE "D" =	₹
(e)	COST OF PACKAGE "E" =	₹
(f)	COST OF PACKAGE "F" =	₹
(g)	COST OF PACKAGE "G" =	₹
A14	TOTAL [I] = (a) + (b) + (c) + (d) + (e) + (f) + (g)	₹

Final Price of CCTV system for calculation – Total cost of All packages

X1= A14

Warranty Period offered for the new NVR based CCTV systems (Comprehensive on-site warranty)	Minimum 24 Months
--	-------------------

Authorised Signatories

(Name, Designation and Seal of the Company / Firm)

COST OF INDIVIDUAL COMPONENTS OF CCTV (DVR AND NVR BASED)

Cost for Supply, Installation, Testing and Commissioning (SITC) of individual components of CCTV System is as under (excluding GST).

Ser	Description	Unit	Make / Brand	Model No.	Rate
1	4-Channel HD DVR with 2 SATA Ports	1 No.			₹
2	8-Channel HD DVR with 8 SATA Ports	1 No.			₹
3	8-Channel HD DVR with 4 SATA Ports	1 No.			₹
4	16-Channel HD DVR with 8 SATA Ports	1 No.			₹
5	32-Channel HD DVR with 8 SATA Ports	1 No.			₹
6	8-Channel NVR with 4 SATA Ports	1 No.			₹
7	16-Channel NVR with 4 SATA Ports	1 No.			₹
8	32-Channel NVR with 8 SATA Ports	1 No.			₹
9	Surveillance HDD - 1 TB	1 No.			₹
10	Surveillance HDD - 2 TB	1 No.			₹
11	Surveillance HDD - 4 TB	1 No.			₹
12	Surveillance HDD - 6 TB	1 No.			₹
13	Surveillance HDD - 8 TB	1 No.			₹
14	2 MP Fixed HD IR Dome Camera	1 No.			₹
15	2 MP Fixed HD IR Bullet Camera	1 No.			₹
16	2 MP Varifocal HD IR Dome Camera	1 No.			₹
17	2 MP Varifocal HD IR Bullet Camera	1 No.			₹
18	Hidden / Pin Hole Camera	1 No.			₹
19	2 MP IP based HD IR Dome Camera, Fixed Lens	1 No.			₹
20	2 MP IP based HD IR Dome Camera, Varifocal Lens	1 No.			₹
21	2 MP IP based HD IR Bullet Camera, Fixed Lens	1 No.			₹
22	2 MP IP based HD IR Bullet Camera, Varifocal Lens	1 No.			₹
23	2 MP IP based HD IR Dome Camera, Fixed Lens with 128 GB SD Card	1 No.			₹
24	2 MP IP based HD IR Dome Camera, Varifocal Lens with 128	1 No.			₹

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Ser	Description	Unit	Make / Brand	Model No.	Rate
	GB SD Card				
25	2 MP IP based HD IR Bullet Camera, Fixed Lens with 128 GB SD Card	1 No.			₹
26	2 MP IP based HD IR Bullet Camera, Varifocal Lens with 128 GB SD Card	1 No.			₹
27	19" Full HD LED Monitor	1 No.			₹
28	21" Full HD LED Monitor	1 No.			₹
29	26" Full HD LED Monitor	1 No.			₹
30	32" Full HD Diagonal LED Monitor	1 No.			₹
31	43" Full HD Diagonal LED Monitor	1 No.			₹
32	SMPS Unit for 4 Cameras	1 No.			₹
33	SMPS Unit for 8 Cameras	1 No.			₹
34	SMPS Unit for 16 Cameras	1 No.			₹
35	2U Network Rack	1 No.			₹
36	4U Network Rack	1 No.			₹
37	6U Network Rack	1 No.			₹
38	4/5 Port PoE switch	1 No.			₹
39	8 Port PoE switch	1 No.			₹
40	16 Port PoE switch	1 No.			₹
41	24 Port PoE switch	1 No.			₹
42	RG-59 coaxial video cable in PVC conduit	1 Mtr			₹
43	2 Core 1.5 sqmm power cable in PVC conduit	1 Mtr			₹
44	CAT-6E cable in PVC conduit	1 Mtr			₹
45	HDMI Cable - 5 Mtrs	1 No.			₹
46	Wireless Mouse	1 No.			₹
47	Wired Mouse	1 No.			₹
48	Wall mount for LED Monitor	1 No.			₹
49	PVC Junction Box with IP66 rating for cameras (Size - 4" x 4" Square)	1 No.			₹
50	Power Supply	1 No.			₹
51	VDA Cable - 5 Mtrs	1 No.			₹
52	BNC Connector	1 No.			₹
53	DC Pin	1 No.			₹
54	Any other parts / components		Separate list to		₹

Ser	Description	Unit	Make / Brand	Model No.	Rate
			be attached		
	SHIFTING AND OTHER CHARGES				
55	Shifting charges for entire CCTV system within same premises	NA	NA	NA	₹
56	Shifting charges for entire CCTV system to alternate premises including transportation	NA	NA	NA	₹
57	Buy Back of Old DVR 4 Channel	1 No.	NA	NA	₹
58	Buy Back of Old DVR 8 Channel	1 No.	NA	NA	₹
59	Buy Back of Old DVR 8 Channel	1 No.	NA	NA	₹
60	Buy back of old 2 TB Hard disk	1 No.	NA	NA	₹
61	Buy back of old 4 TB Hard disk	1 No.	NA	NA	₹
62	Buy back of old 6 TB Hard disk	1 No.	NA	NA	₹
63	Buy back of old 8 TB Hard disk	1 No.	NA	NA	₹
64	Buy back of old monitor irrespective of make, working condition, model and size	1 No.	NA	NA	₹
65	Buy back of old dome camera irrespective of make, working condition, model, specs and vintage	1 No.	NA	NA	₹
66	Buy back of old Bullet camera irrespective of make, working condition, model, specs and vintage	1 No.	NA	NA	₹

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PART B - RATE SHEET -COST OF FIRE DETECTION AND ALARM SYSTEM

Package cost for Supply, Installation, Testing and Commissioning (SITC) of Fire Detection and Alarm System with components as under:

Ser	Description	PACKAGE-A FAS Without Auto-dialer	PACKAGE-B FAS With PSTN Auto-dialer	PACKAGE-C FAS With GSM Auto-dialer
1.	4 Zone microprocessor based Fire Alarm Control Panel	1 No.	1 No.	1 No.
2.	PSTN Auto-dialer	-	1 No.	-
3.	GSM Auto-dialer	-	-	1 No.
4.	Rechargeable SMF Batteries (14 Ah) for 10 hrs. power backup	1 Set	1 Set	1 Set
5.	Smoke detectors	12 Nos.	12 Nos.	12Nos.
6.	Flame Detector	1 No.	1 No.	1 No.
7.	Heat detectors	1 No.	1 No.	1 No.
8.	Response Indicators	4 Nos.	4 Nos.	4 Nos.
9.	Manual Call Points (MCP)	3 Nos.	3 Nos.	3 Nos.
10.	External hooters	2 Nos.	2 Nos.	2 Nos.
11.	Cabling -1.5 sq.mm copper armored cable in ISI marked conduit pipes	As required	As required	As required

[I]	Total Package cost for SITC of Fire alarm Systems above [Table-I]	
(a)	COST OF PACKAGE "A" =	₹
(b)	COST OF PACKAGE "B" =	₹
(c)	COST OF PACKAGE "C" =	₹
C 22	TOTAL [I] = (a) + (b) + (c)	₹

Final price of Fire alarm system for calculation (F1) = Package cost (C 22)

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COST OF INDIVIDUAL COMPONENTS OF FIRE DETECTION AND ALARM SYSTEM.

Cost for Supply, Installation, Testing and Commissioning (SITC) of individual components of Fire Detection and Alarm System is as under (excluding GST)

Ser	Description	Unit	Make / Brand	Model No.	Rate
1	2 Zone microprocessor-based FAS control panel with inbuilt PSTN auto-dialer	1 No.			₹
2	4 Zone microprocessor-based FAS control panel with inbuilt PSTN auto-dialer	1 No.			₹
3	2 Zone microprocessor-based FAS control panel with inbuilt GSM auto-dialer	1 No.			₹
4	4 Zone microprocessor-based FAS control panel with inbuilt GSM auto-dialer	1 No.			₹
5	PSTN auto-dialer (External)	1 No.			₹
6	GSM auto-dialer (External)	1 No.			₹
7	SMF Battery, 7 AH, 12 Volt	1 No.			₹
8	SMF Battery, 14 AH, 12 Volt	1 No.			₹
9	Flame detectors (UV/IR Type)	1 No.			₹
10	Smoke detectors (ISD)	1 No.			₹
11	Smoke detectors(OSD)	1 No.			₹
12	Heat detectors	1 No.			₹
13	Response indicators	1 No.			₹
14	Manual Call Points	1 No.			₹
15	External hooters	1 No.			₹
16	LPG Leak detectors	1 No.			₹
17	Cabling -1.5 sq.mm copper armored cable with ISI marking	1 Mtr			₹
18	PCB Card / Mother Board	1 No.			₹
19	Transformer	1 No.			₹
20	Any other parts / components		Separate list to be attached		₹
<u>SHIFTING AND OTHER CHARGES</u>					
21	Shifting charges for entire Fire Alarm System to alternate premises including transportation	1 No.			₹

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PART C - RATE SHEET - COST OF ELECTRONIC/ BURGLAR ALARM SYSTEM

Package cost for Supply, Installation, Testing and Commissioning (SITC) of Electronic Alarm System with components as under:

Ser	Description	PACKAGE-A EAS Without Auto-dialer	PACKAGE-B EAS With PSTN Auto-dialer	PACKAGE-C EAS With GSM Auto-dialer	PACKAGE-D EAS With GSM Auto-dialer
1	4 Zone microprocessor-based Electronic Alarm Control panel	1 No.	1 No.	1 No.	1 No.
2	PSTN Auto-dialer	-	1 No.	-	-
3	GSM Auto-dialer	-	-	1 No.	1 No.
4	Rechargeable SMF Batteries (7 Ah) for minimum 10 hrs. power backup	1 Set	1 Set	1 Set	1 Set
5	Magnetic Contact Sensors	4 Pairs.	4 Pairs.	4 Pairs.	4 Pairs.
6	Panic Switches	10 Nos.	10 Nos.	10 Nos.	10 Nos.
7	Passive Infra-Red (PIR) Sensors (with Quad PIR + Microwave Technology)	4 Nos.	4 Nos.	4 Nos.	2 No.
8	Vibration Sensors	4 Nos.	4 Nos.	4 Nos.	1 No.
9	External hooters	3 Nos.	3 Nos.	3 Nos.	2 Nos.
10	Smoke detectors	1 No.	1 No.	1 No.	1 No.
11	4 Core Multi strand .75 sq. mm wire laid in ISI marked conduit pipes	As required	As required	As required	As required

[I]	Total Package cost for SITC of Burglar alarm system above [Table-I]	
(a)	COST OF PACKAGE "A" =	₹
(b)	COST OF PACKAGE "B" =	₹
(c)	COST OF PACKAGE "C" =	₹
(d)	COST OF PACKAGE "D" =	₹
B 13	TOTAL [I] = (a) + (b) + (c) + (d)	₹

Final price of Burglar alarm system for calculation (S1) = Package cost (B13)

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COST OF INDIVIDUAL COMPONENTS OF ELECTRONIC/ BURGLAR ALARM SYSTEM (EAS)

Cost for Supply, Installation, Testing and Commissioning (SITC) of individual components of Electronic Alarm System is as under (excluding GST)

Ser	Description	Unit	Make / Brand	Model No.	Rate
1	2 Zone microprocessor-based EAS control panel with inbuilt PSTN auto-dialer	1 No.			₹
2	4 Zone microprocessor-based EAS control panel with inbuilt PSTN auto-dialer	1 No.			₹
3	2 Zone microprocessor-based EAS control panel without auto-dialer	1 No.			₹
4	4 Zone microprocessor-based EAS control panel without auto-dialer	1 No.			₹
5	PSTN based auto-dialer (External)	1 No.			₹
6	GSM based auto-dialer (External)	1 No.			₹
7	SMF Battery, 7 AH	1 No.			₹
8	SMF Battery, 14 AH	1 No.			₹
9	Magnetic Contact Sensors	1 No.			₹
10	Panic Switches (Hand Operated)	1 No.			₹
11	Panic Switches (Pedal)				₹
12	Passive Infra-Red (PIR) Sensors	1 No.			₹
13	Vibration (Motion) Sensors	1 No.			₹
14	Heat detector	1 No.			₹
15	External hooters	1 No.			₹
16	4 Core Multi strand .75 sq. mm wire in ISI conduit pipes	1 Mtr			₹
17	4 Core Multi strand .75 sq. mm wire in ISI casing capping	1 Mtr			₹
18	Light sensors	1 No.			₹
19	Pressure switches	1 No.			₹
20	Rolling shutter contact sensors	1 No.			₹
21	Wireless (cordless) switches	1 No.			₹
22	PCB Card	1 No.			₹
23	Key Pad	1 No.			₹
24	Any other parts / components		Separate list to be attached		
	<u>SHIFTING AND OTHER CHARGES</u>				
25	Shifting charges for entire Electronic / Burglar Alarm System to alternate premises including transportation	1 No.			₹

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Annexure-P (IV)

Annual Maintenance Charges :-

Ser	Items	Rate quoted
D1.	AMC charges of 4/8/16 channel CCTV system irrespective of make, age, specifications/number of cameras installed etc.	4 Chnl
		8 Chnl
		16/32 Chnl
	Sub Total	
D2.	AMC charges of Burglar alarm system irrespective of make, specifications, age etc	
D3.	AMC charges of Fire alarm system including Auto dialer irrespective of make, specifications, age etc	
D4.	AMC of all three equipments (CCTV system, Burglar alarm system & Fire alarm system) irrespective of make, quality, specifications of the system. $D4 = D1 + D2 + D3$	
D5.	Visiting charges per branch (in case the number of visits exceeds 8 free visits (including AMC visit) to any particular branch)	

Part E:-

Composite final Price for finalizing L1 bidders:-

1.	Final price of CCTV system (X1)	
2.	Final price of Burglar alarm system (S1)	
3.	Final Price for Fire alarm system (F1)	
4.	Three years AMC of all three Security equipments (D4x3)	
	Final Price (X1+S1+F1+D4x3)	

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RATE SHEET - COST FOR SUPPLY AND INSTALLATION OF FIRE EXTINGUISHERS

S. No.	Description of Item	Qty	Amount
1.	CO ₂ Portable 2 kg Fire Extinguisher with floor stand	1 No.	₹
2.	CO ₂ Portable 2 kg Fire Extinguisher with floor stand	1 No.	₹
3.	CO ₂ Portable 3 kg Fire Extinguisher with floor stand	1 No.	₹
4.	CO ₂ Portable 3 kg Fire Extinguisher with suspension wall bracket	1 No.	₹
5.	CO ₂ Portable 4.5 kg Fire Extinguisher with floor stand	1 No.	₹
6.	CO ₂ Portable 4.5 kg Fire Extinguisher with suspension wall bracket	1 No.	₹
7.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 90 Based) with floor stand	1 No.	₹
8.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 90 Based) with suspension wall bracket	1 No.	₹
9.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 50 Based) with floor stand	1 No.	₹
10.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 50 Based) with suspension wall bracket	1 No.	₹
11.	Automatic Modular Fire Extinguisher (ABC Type - MAP 90 Based) 5 KG with ceiling mount bracket of minimum 2 feet length	1 No.	₹
12.	Automatic Modular Fire Extinguisher (ABC Type - MAP 90 Based) 5 KG with suspension wall bracket of minimum 2 feet length	1 No.	₹
13.	Automatic Modular Fire Extinguisher (ABC Type - MAP 50 Based) 5 KG with ceiling mount bracket of minimum 2 feet length	1 No.	₹
14.	Automatic Modular Fire Extinguisher (ABC Type - MAP 50 Based) 5 KG with suspension wall bracket of minimum 2 feet length	1 No.	₹
A	TOTAL (A)		₹

(Amount in words: Rupees _____)

Note:

- Quote all rates exclusive of GST.
- Rate quoted should be for supply and installation of portable fire extinguishers with initial charge and in ready to use condition.

RATE SHEET - AMC OF FIRE EXTINGUISHERS

Se r	Type of Extinguisher	Yearly Comprehensive AMC Charges per Extinguisher (B)	Refilling Charges per Extinguisher (C)	Hydraulic Pressure Testing (HPT) charges per Extinguisher (D)
1.	CO ₂ Portable Fire Extinguisher (6 Kg and below)	₹	₹	₹
2.	ABC/DCP Powder Portable Fire Extinguisher (6 Kg and below)	₹	₹	₹
3.	Automatic Modular Fire Extinguisher (6 Kg and below)	₹	₹	₹
B	Total AMC Charges for above 3 Types of Extinguishers	₹		
C	Total Refilling Charges for above 3 Types of Extinguishers		₹	
D	Total HPT Charges for above 3 Types of Extinguishers			₹

Total Amount for deciding L1	= (AMC Charges) + (Refilling Charges) + (HPT Charges) + (Package Cost for Supply and Installation of Fire Extinguishers) = (A) + (B) + (C) + (D) = ₹.
------------------------------	---

(Amount in words: _____)

Note:

- Quote all rates exclusive of GST.
- Pressure testing is a part of AMC and to be undertaken whenever fall due, pressure testing charges as per rate contract will be paid extra.
- Refilling of extinguishing agent and gas or cartridge is a part of AMC and to be undertaken whenever fall due, refilling charges as per rate contract will be paid extra.
- If any concession in terms of %age or amount, is mentioned, the Price bid shall be rejected.

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Date:

RATE SHEET - COST OF SPARES, BUY BACK OF FIRE EXTINGUISHERS

COST OF SPARES - FIRE EXTINGUISHERS

SL. No	Item/ Description	Unit	Rate (Rs)
1	Floor stand for Fire Extinguishers	1 No.	₹
2	Suspension wall bracket for Fire Extinguishers	1 No.	₹
3	Celling mounting Bracket (minimum 2 feet long) for Modular Fire Extinguishers	1 No.	₹
4	Suspension wall bracket (minimum 2 feet long) for Modular Fire Extinguishers	1 No.	₹
5	Fire Extinguisher Zebra Cross Sign Boards	1 No.	₹

RATE SHEET FOR BUY BACK - FIRE EXTINGUISHERS

Sr. No.	Description	Sr. No.	Qty	Rate
1	Buy Back value of existing portable fire extinguishers (Any type, capacity, model, brand and vintage) in "as is" condition.		1 No.	₹
2	Labor charges for shifting premises for ONE Fire Extinguisher (Any type, capacity, model, brand and vintage)		1 No.	₹

Note:

- Quote all rates exclusive of GST
- Vendor has to mandatory quote minimum buy back rate; bids without buy back rates will be summarily rejected.
- Minimum Buy Back value for a portable fire extinguisher is ₹ 150/-
- This buy back clause will be included whenever new supply order is placed for supply of fire extinguishers to branches. i.e. Vendor has to take scrap extinguishers from the branches as per the buyback amount quoted against supply of new Fire Extinguishers to branches.

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Note:-

1. Commercial document is consisted of various price components including price of package of CCTV system, Fire alarm system, Burglar alarm system and AMC charges. In order to award contract for all equipments to lowest quoting bidder, calculation comprising of part A (Package cost of CCTV system), Part B (Package cost of Burglar alarm system-), Part C (Package cost of Fire alarm system- and Part D (3 years Cost of AMC charges for all 3 equipments) will be considered for evaluation i.e. Part E. Lowest quoting bidder in Part E will be considered composite L1 bidder and will be considered for award of contract after Price normalization as mentioned below. Detailed calculation chart is mentioned below. In case of any query, the same may be clarified in Pre bid meeting.
2. In case the composite L1 bidder has quoted lowest rates in all three equipment category, the rates shall be frozen and contract shall be offered accordingly to L1. However the L2 & L3 vendor shall also be offered to match L1 rates and terms and conditions as finalized by the bank. If accepted by L2 & L3 the work shall be distributed in a ratio of 50:30:20 between L1, L2 and L3 vendor. In case L2 or /and L3 vendor is/are not willing/ unable to match L1 rates, the offer shall be given successively to L4 & L5 vendors in the same order.
3. In case the L1 vendor has lowest in composite rates, but L2 or L3 vendor has quoted lowest rates for any one or more equipment category or for the AMC, the lowest rate so quoted by L2 or L3 vendor (whichever is lower) shall be considered and the L1 bidder will have to accept the same. In other words, in order to obviate the malpractices, the L1 bidder has to be the vendor whose rates are lowest not only in terms of composite rates but also the lowest in each equipment category and the AMC. The L1 vendor shall be asked to submit the revised offer to ensure the lowest rates for all three equipments and AMC charges, as quoted by L2 or L3 vendor. Thus, the contract rate shall be finalized as lowest in all three equipments + AMC. In case L1, L2 or L3 vendor quotes meager price for any equipment, which is beyond acceptable limits. In that case final decision will be taken by the tender committee of the bank.
4. In case the higher disparity in rates for a equipment/composite rate due to earnestly quoted rates by any vendor, if the disparity in rates is beyond 20 %, the tender committee can decide to discard the erroneous quoted rates.
5. If L1 vendor is not willing to accept lowest rates as per para 3 of commercial bid, the offer shall be given to L2, L3, L4 vendors successively and THREE early bidders as per order of their composite lowest rate (i.e. L2, L3, L4 and so on) will be awarded work in the ratio of 50:30:20.
6. If bank is not able to get lowest rates as per procedure mentioned above, bank at its discretion may adopt reverse auction process for getting lowest rates.