

Request for Proposal (RFP)

For Empanelment of vendors for award of Annual Maintenance Contract (AMC) & Annual Rate Contract (ARC) for Supply, Installation & Maintenance of CCTV System, Security Alarm System with Integrated GSM Auto Dialer, Fire Alarm System with Integrated GSM Auto dialer in the Administrative Offices/Branches/ ATMs of Union Bank of India, Regional Office, Greater Kolkata

Ref: RGK/SEC/TENDER/SE/ 190/2026-2027 date: 16/05/2026

REQUEST FOR PROPOSAL

Union Bank of India, Regional Office Greater Kolkata, invites sealed offers under two bid systems for empanelment of vendors dealing in Supply, Installation and Maintenance of CCTV system, Security Alarm System with integrated GSM Auto dialer, Fire Alarm System with integrated GSM Auto Dialer. The Maintenance and/or supply requirement would be in the Administrative Offices/ Branches / ATMs of the Bank under Regional Office Greater Kolkata (widely dispersed in North 24 Parganas and South 24 Parganas districts of West Bengal state, on as and when required basis.

The complete details and RFP Forms can be downloaded from website: www.unionbankofindia.co.in AND/OR www.eprocure.gov.in OR collected from Union Bank India, Regional office, Greater Kolkata, during office hours.

Date of commencement of issue of RFP	:	28/05/2026 at 11:30 A.M.
Pre-Bid meet	:	08/06/2026 at 11:30 A.M.
Last date for submission of RFP	:	18/06/2026 till 12:01P.M.
Opening of Technical bid	:	22/06/2026 at 15:30 P.M.
Cost of tender document	:	Rs 500.00 in form of DD
Earnest Money Deposit	:	Rs 50,000.00 in form of DD

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

The Bank reserve the right to reject any or all the tenders received without assigning any reason whatsoever. If Union Bank of India conducts Pan India contract, Regional Office Greater Kolkata will have the right to cancel this Contract and Empanelment at any point of time. In such case notice of one month will be served to the firm for termination of the contract and empanelment and no other claims will be entertained.

1. Scope of Work

- a) Empanelment of vendors based on technical evaluation of the firm and/or equipment; for a period of three years.
- b) Annual Rate Contract (component wise) for supply & installation of NEW CCTV Systems NVR across any branch/office/ATM of the Bank spread across West Bengal under Greater Kolkata Region on as & when required basis.
- c) Annual Rate Contract (component wise) for supply & installation of NEW Security Alarm Systems with integrated GSM Auto Dialer & Fire Alarm Systems with Integrated GSM Auto dialer, across any branch/office/ATM of the Bank spread across the geographical spread under Greater Kolkata Region (West Bengal) on as & when required basis.
- d) Annual Maintenance Contract through quarterly preventive maintenance visits and attending to complaints of all CCTV system, Security Alarm Systems (Including existing integrated alarm system) & Fire Alarm Systems, With or Without GSM Auto dialers, existing as well as new installations, (any make/model) across all branches/offices/ATMs of the Bank spread across the geographical spread across North and South 24 Parganas districts of West Bengal under Greater Kolkata Region on As & when required basis.

- e) AMC & ARC 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 more years, i.e. till validity of empanelment.
- f) The empanelment will be utilized for branches under Greater Kolkata Region (West Bengal) only.

Note: Tender proposal must be submitted in an organized, numbered and structured manner (spiral binding will be appreciated). Certified/ Attested photocopies of relevant documents/ certificates / Chalans / receipts must be submitted along with technical bids as a proof in support of claims made. The tender documents should be submitted in original, duly signed by authorized signatory only and stamped at each page. Fax/ telegram/telex will not be acceptable.

2. General:

- a) Vendors desirous of being empaneled with Union Bank of India, Greater Kolkata region for the maintenance/supply & installation of CCTV system, Security Alarm System with Integrated GSM Auto Dialer and Fire Alarm System with Integrated GSM Auto dialer), must submit their offers as per schedule mentioned above.
- b) Offers must be submitted in TWO-BID System – Technical Bid & Price Bid.
- c) Cost of tender document is Rs. 500.00/- (Rupees five hundred Only), which is non-refundable; and must be paid through Demand Draft drawn in favour of “Union Bank of India” and payable at “Kolkata”. This DD MUST be submitted along with the Technical Bid.
- d) Technical Bid & Price Bid must be submitted in two separate sealed envelopes, suitably super scribed. Both these envelopes must be placed in a common envelope, which must be super scribed “**Offer for empanelment of vendors for CCTV System, Security Alarm System with Integrated GSM Auto Dialer, Fire Alarm System with Integrated GSM Auto dialer**”.
- e) Tender document should be submitted in original hardcopy, duly signed by Authorized Signatory and stamped at each page. FAX/Telegram/Telex or any other form of electronic communication will not be acceptable.
- g) Tender must be deposited in the tender box kept at the above address.
- h) Bids received after the deadline as prescribed by the Bank will be rejected and/or returned unopened to the Bidder, if bidder desires so.

3. Earnest money Deposit (EMD):

- i) Refundable Earnest Money Deposit of Rs.50,000 (Rs. Fifty Thousand only) in the form of a demand draft issued by a scheduled commercial Bank favoring Union Bank of India, payable at Kolkata must be submitted along with the TECHNICAL BID.
- ii) The Earnest Money Deposit will be forfeited, if the vendor: -
 - o Withdraws its bid during bid validity period.
 - o Refuses to honor commercial bid. Bank reserves the right to place order onto vendor based on prices quoted by them.
 - o Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
 - o Refuses to submit bank guarantee on finalization of rate contract.
- iii) The Earnest Money Deposit will be returned:
 - o To Successful bidders after they submit a Performance Bank Guarantee Rs.50,000 (Rupees Fifty thousand only).
 - o To unsuccessful bidder, immediately after award of work/acceptance by successful bidder.

4. Performance Bank Guarantee (PBG):

Before award of contract, the selected vendors should submit a Bank Guarantee of Rs. 50,000 (Rupees Fifty thousand only) for Greater Kolkata Region (format enclosed at Annexure VIII, to Greater Kolkata Regional Office). These PBG should be valid for a period of 40 Months and must be issued by a commercial bank as per attached format. All liabilities arising from this Tender Process will be made good from the Bank Guarantee.

5. Evaluation/ Selection Process:

Stage I–Technical bids from bidders not accompanied with DD for cost of RFP and DD for EMD will be summarily rejected. Vendors registered with National Small Industries Corporation (NSIC) or the concerned ministry or department notified time to time by Govt of India/CVC and claiming exemption on cost of RFP and EMD must provide proof document for registration. Bank will verify with NSIC/ministry/department based on the proof documents and if found ineligible for such exemption, the bids of such vendors will be summarily rejected.

Stage II - Bidders qualifying Stage-I will be evaluated against the stipulated minimum eligibility criterion purely based on proof of documents submitted. Documents submitted along with the Tender will be considered as the final & conclusive proof. Offers not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents will not qualify this stage.

Stage-III - Veracity of documents/facts of Bidders qualifying Stage-II will be further verified through site visits to the offices/service center/tie-up arrangements of the bidders. The Office/support branch will be inspected and verified on ground by the committee for analyzing service infrastructure and technical support. Feedback from reference sites as indicated in the tender document will be obtained in writing and evaluated. Bidders with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criteria's applicable will not qualify this stage.

Stage-IV - A product demo will be called for the equipment's as per technical specifications to verify the technical specification of the product offered and bidders are required to provide same product during installation and change in product in future will not be permitted. Change in product in certain unforeseen circumstances will be permitted on approval of tender committee that too of higher specifications.

Bidders qualifying this stage will become eligible for empanelment and vendor will be empaneled for three years.

Stage-V - Price bids of only empaneled bidders will be opened in presence of the empaneled bidders or their authorized representatives at the date, time and place to be informed separately through E-mail / telephonically. Price bids of bidders will be evaluated and L1 price bid(s) will be decided from the qualifying price bids.

A written offer will be given to L2 and / or L3 bidders to match L1 price and a written confirmation for matching L 1 price will be obtained. 50% of work order will be given to L1 bidder and remaining work will be equally divided among L2 (25%) and L3 (25%), if they agree to work on L1 rate. In case of 2 bidders having equal rate qualify as L1 then the work order will be distributed equally and no other L2 or L3 will be considered. Bank reserve the right to distribute the work amongst the qualifying bidder based on administrative convenience of the Bank.

Methodology of arriving at L-1 rate is clarified here below.

The cost to bank, (less GST) for a notional package (component cost for particular CCTV system) as under would be used to decide the status of bidders. The package so devised is solely for the purpose of arriving at a common platform for the sake of comparison. **The calculation of individual cost of component with CAT 6E cable in PVC conduit 200 mtrs and package cost should not vary more than 15% (the rate of package and calculation of the individual cost with wiring 200 mtrs should not vary more than 15 %). If the variation found more than the defined percentage then the bank reserves the right to cancel the price bid.**

- For 4 Channel NVR CCTV system price comparison, {component cost for 4 channel complete CCTV system with complete wiring average 200 mtrs) + AMC charge per year+ Spare parts (-minus buy back price old system) will be considered}.
- For 8 Channel NVR CCTV system price comparison, {component cost for 8 channel complete CCTV system (wiring 200 mtrs average) + AMC charge per year+ Spare parts (-minus buy back price old system) will be considered}.
- For 16 Channel NVR CCTV system price comparison, {component cost for 16 channel complete CCTV system (wiring 200 mtrs average) + AMC charge per year+ Spare parts (-minus buy back price old system) will be considered}.
- For 32 Channel NVR CCTV system price comparison, {component cost for 32 channel complete CCTV system (wiring 200 mtrs average) + AMC charge per year+ Spare parts (-minus buy back price old system) will be considered}.
- For Electronic Security Alarm System price comparison, {Cost of Package + AMC charge per year+ spare part (-minus buy back price old system) will be considered}.
- For Fire Alarm System price comparison, {Cost of Package + AMC charge per year + spare parts (-minus buy back price) will be considered}.

Note: - In case of use of less cameras and other spare parts installed in any branch for CCTV System, Fire Alarm & Detection System, Electronic Alarm System, the pro-rata amount of the same will be deducted from package rate as per given in accessories rates. L-1 Vendor will be selected based on the above formula.

TWO BID SYSTEM OFFERS

The offer will be in two parts, Technical Bid and Price Bid. Both parts should be submitted in separate sealed covers duly superscripted " **TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CCTV, FAS AND SAS**" and "**FINANCIAL BIDS FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CCTV, FAS AND SAS**" respectively and both sealed envelopes should be placed in another sealed envelope superscripted "**OFFER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CCTV, SAS AND FAS**".

6. Technical Bid:

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

Bid security (EMD) is not submitted or certificate for exemption.

- a) Incomplete Offer and/or all documents not attached.
- b) Offer is not in conformity with the terms and conditions stipulated in this document.
- c) Specifications stipulated in RFP are not met with. However, deviations resulting in higher / superior configuration will be accepted.
- d) If Commercial Offer and Technical Offer not submitted separately.
- e) Commercial Offer format differs from actual Commercial Offer format.
- f) Or violates any terms and conditions in the RFP document.
- g) Or If found that the information provided in the offer is false
- h) The Technical Bid should be complete in all respects and contain all information asked for in this document. It should not contain any price information. Bid documents to be prepared in such a way that it is comprehensive without any ambiguity. All essential information, which a bidder is required to respond, should be clearly spelt out in the bid document. The Technical Bid should contain all the documents as per eligibility criteria.

7. Price Bid:

- a) The Price Bid should be submitted strictly in the format as Annexure -VII. Any deviation in the format would render the price bid invalid.
- b) The bidder should refrain from quoting low rates, if the rates found below the OEM rates, the bank reserve the right to cancel the L1 bidder and bar the vendor from future participations.**
- c) The price bid 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
- d) All rows and parameters must be filled up.
- e) No erasures / overwriting without authentication of the same would be accepted.
- f) Please note that the AMC will be onsite (AMC), so, the bidder should refrain from quoting low rates. The quoted rates should be such wherein the work can be done comfortably, refer to Para 8. (terms of AMC). The bank reserves the right to cancel such L1 offers wherein the rates cannot be justified and bar the vendor from future participations.**

8. Terms of AMC:

- a) AMC will be onsite in nature (AMC), hence, abstain from quoting low rates.**
- b) Auto dialer, wherever installed with the security / fire alarm system; whether in-built or external; will be treated as integral part of the system and No separate AMC charges would be payable for the Auto dialer.
- c) AMC will be applicable to all existing and future installations. During the first quarterly visit, if the system is found defunct, a detailed report must be submitted and the repair/replacement would be done at Bank's cost, if required/justified. It would be the sole responsibility of the AMC vendor to ensure that the system always remains functional.** Payment for non-functional system will not be done.
- d) "AMC" charges will not be payable during the warranty period of any system.
- e) During AMC period the technicians should visit the branches once a quarter 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.
- f) 100 % Branches/locations should mandatorily be visited once in every quarter. If vendor fails to visit 100 % Branches in any quarter, a sum of Rs 500/-per system per quarter will be imposed as a penalty, which the vendor will have to pay to the bank. In case of default in payment of such penalty, the amount would be recovered from the PBG or through any other means.

- g) In addition to the above mandatory preventive maintenance visits, complaints, if any must be attended immediately and, in any case, not later than 02 working days. No separate charges would be payable for any no. of such visits.
- h) In case any component is irreparable at site, and the system/component needs to be carried to factory/workshop, then a standby system must be provided, so that the system remains functional at the branch/office in the interim.
- i) 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 specification, during the currency of warranty period and/or AMC period.
- j) If the AMC vendor doesn't replace the system within a complaint period of 2(Two) weeks, Bank will have the right to replace the faulty equipment with any other vendor and may deduct the book value of the faulty system from the vendor by any means.
- k) Quarterly visit report confirming that the equipment is working properly should be sent to Regional Office, Greater Kolkata and concerned Branch Manager separately. The quarterly status data as per format provided by the bank should be submitted on quarterly basis without fail.
- l) AMC Payment will be done by respective Regional Office after each 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. Repeated lapse in service may lead to cancellation of empanelment. No AMC payment will be made for non-functional security equipment.
- m) During AMC visit the representative should brief the operation of the system to the employees and hand over the list of Telephone Nos fed in the Auto dialer to the Branch Manager free of cost which is a mandatory obligation.
- n) AMC includes the training of staff at branch level and technician visiting the branches are required to impart training to the staff members. Firm/vendor providing AMC services may also be called for training demonstration at offices/Branch/Training center without paying any additional charges.
- o) For complaint registration and resolve, a single point contact system (Email/Mob no) will be followed. Approach of higher Escalation of complaint will be considered as un-satisfactory service. Single point contact system must be informed to all branches and offices initially and updated as and when required.

9. Terms of ARC/Supply & Installation:

- a) New installations must strictly conform to specifications mentioned here below.
- b) Installation must be completed at any location, within a week from receiving the purchase order / Work order.
- c) During shifting / renovation of branches/offices, vendor shall be required to co-ordinate with furnishing contractor/electrical contractor/project architect and carryout wiring/cabing so that all cables are concealed, and task completed in the neatest possible manner.
- d) The approved rates would be all-inclusive (except GST), installed cost. No separate charges would be payable for transportation, conveyance, delivery, installation etc.
- e) Systems would be under warranty as specified in price bid, during which period; it shall be the responsibility of Vendor to ensure satisfactory functioning. NO AMC charges would be payable during warranty period.

10. Payment terms:

- a) No advance amount will be paid to vendor.
- b) AMC payments would be released by respective Regional Offices on quarterly basis at the end of quarter after completion of quarterly service tasks. No payment will be given to non-functional system.
- c) Payment for new installations will be released by respective branches after satisfactory installation and demonstration.
- d) Payments will be made by respective branches on bank account through online/NEFT/RTGS mode only after scrutinizing the bill and supporting documents for its correctness.

11. Minimum Eligibility Criteria for Empanelment for Firm/Vendor:

- (a) The Firm / vendor should be Original Equipment Manufacturer (OEM) or Authorized channel partner or Authorized dealer or Authorized distributor of the company. For authorized channel partner / dealer a 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.
- b) The prospective firm / vendor must be active in the concerned field with not less than five years of experience in dealing with the products offered. (Proof Documents to be submitted).
- c) Good Product Quality and Robustness: The firm / vendor must produce substantive proof for meeting BIS standards for the products for which the standard exists and should conform to those standards.
- d) Good after sales service: The Firm should have at least one of its own office and service Centre with sufficient team of Engineers and Technicians functioning in the state and an office manned in working days in Kolkata. The firm / vendor should have sufficient workshop space and technical equipment's for testing, repairing and maintenance of security related equipment.
- e) The vendor should have an Income Tax/PAN and should have filed valid IT returns for last three years. (Proof documents - Copy of valid PAN Card and IT Return Acknowledgement copy for last three years (latest)).
- f) The vendor should have a Registration for GST and should have been allotted with Registration number (Proof document Valid Registration Certificate with GSTIN).
- g) 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 1crore (Rupees One Crore) for bidding in tenders (Proof documents -Audited Balance Sheet and P&L Statement for each of the last three financial years (latest)).
- h) The Vendors should have valid Test report from the Regional Electronic Test Development centers and respective BIS certification for the equipment's offered by them (as applicable). (Attested copies or original Proof if any must be submitted)
- i) Firms should have Registration under Shops & Establishments Act in the state and for their local offices. (Attested copy of Registration Certificate to be submitted) Firm / Vendor must have at least 02 full time engineers/technicians on their permanent payroll, within the state (Fact will be established by declaration, names and phone nos.)
- j) The vendor/bidder should have minimum five years' experience without breaks till the present date, of carrying out the work of similar nature (i.e. for both CCTV & Alarm) in Public Sector Banks. Vendor having experience of only CCTV or Only Alarm System will not be considered for empanelment (Proof documents- Work orders and completion certificate from PSB substantiating providing services since last five years). Firm/Vendor must be currently working (AMC or supply) for at least Two Public Sector Banks excluding Union Bank of India, will be considered. (Fact to be established by letter/PO from client).
- k) The proposed/offered security equipment should be of an established brand and should be in the market for last five years. Bidding Vendor and/or principal vendor (Manufacturer) Firm/Vendor must not have been blacklisted / removed from empanelment by any PSU/PSB in the last 10 years. Also, Firm/Vendor

must not have refused to carryout allotted work after having qualified in a tender process, in the past five years (Fact to be established by declaration).

l) 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. (Fact to be established by declaration).

m) **If the performance of the existing vendor is not satisfactory during any term of the empanelment period, the vendor will not be considered.**

In the event that only two or less vendors qualify in the technical evaluation, Bank reserves the right to dilute the minimum qualifying criteria in terms of age, turnover & profit of firm, provided, if otherwise satisfied that the firm is providing satisfactory service at other PSBs.

12. Governing Law & Disputes:

The provisions of this tender shall always be subject to Government Notifications, any rules/ guidelines that may be in force from time to time. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this tender document or breach thereof shall be settled amicably. 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. 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 possibly be continued until the decision of the arbitrator is obtained.

13. Opening of Offers:

Technical Bid offers will be opened at Regional Office, Greater Kolkata as per above given time and date. The bidder / their authorized representatives may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the suppliers for deputing their representatives. The Technical Bid Offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present. 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. After finalization of empaneled vendors, intimation will be sent to selected vendors and date & time of opening price bids will also be communicated. Vendors/their authorized representatives may attend “price bid” opening if they so desire.

14. 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 notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever (also refer to Para 7, sub-para “b” and “f” . The bank will have right to opt for any new technology optimum for the Banks usage. Bidders should be abstaining from quoting rates lower than the prevailing market rates just to get the contract and make it difficult to work further. The bank reserves the right to reject such bids and bar the bidder from future participation.

15. Force Majeure:

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 delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. 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.

16. 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 equipment used by vendor. Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment's under the agreement / purchase order.

17. SIGNING OF CONTRACT

17.1 If Union Bank of India decides, then the successful bidder(s) shall be required to enter a contract with the bank within 7 days of the award of the tender or within such extended period as may be specified by Union Bank of India, Regional Office, Greater Kolkata on the basis of the tender document, the tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the form of contract.

17.2 In the absence of any formal contract, the copy of PO, the RFP document and other related documents will be treated as contract.

18. Penalty Clause for non-Compliance of AMC:

If the vendor fails to provide the AMC service for either of the quarter, a penalty of Rs.500/- per branch per quarter in addition to deduction of concerned quarter charges will be imposed on the service provider.

If at any point of time, vendor is found to be supplying inferior material not confirming the prescribed technical specifications and unsatisfactory services in terms of the provisions of the tender, Bank shall initiate steps for blacklisting of firm with information to all PSU Banks / RBI / IBA.

The vendor shall provide service support as and when required during the warranty period and thereafter, if required by the Bank, failing which a penalty of Rs 500/- per branch per occasion will be imposed on the vendor. The same will be deducted from bill payable or will be made good by invoking Performance bank guarantee/EMD held with the bank.

19. Exit clause: This Contract can be terminated by either Party at one month's notice in writing. However, if the First Party terminates this Contract due to the Firm's violating any of the terms of this RFP / Agreement or due to non-performance of the terms of this RFP/Agreement or due to any negligence on the part of the firm's employee, the First Party shall not be required to give any notice and the Agreement shall stand terminated on the date following the day on which the Firm receives, from the First Party, the intimation about such violation or non-performance or negligence.

-Sd-
Regional Head
Union Bank of India
Regional Office,
Greater Kolkata

For any queries please feel free to contact,
Regional Security Officer (8347770004)/ SM Operation (8100383718)
Regional Office Greater Kolkata

Sr. No	Eligibility Criteria	Acceptable Proof documents
a.	The vendor should be Original Equipment Manufacturer (OEM) or Authorized channel partner / dealer/ distributor. The certificate so furnished should be 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. Please refer:	Ink signed copy of authorization letter/Certificate from the OEM must be submitted in original with address.
b.	The prospective vendor should be active in the concerned field with not less than five years of experience in dealing with the products offered in PSBs in West Bengal.	(i) Attested copies or original work orders (ii) Attested copies of certificate of incorporation
c.	Good Product Quality and Robustness: the vendor must produce substantive proof for meeting BIS standards for the products for which the standard exit and should conform to those standards.	Attested copy of proof to be submitted.
d.	Good after sales services: the firm should have at least one of its own office and service center with landline telephone having enough team of Engineers and Technicians functioning in Greater Kolkata. The vendor should have enough workshop space and technical equipment for testing, repairing and maintenance of equipment.	Self-Attested copies of rent receipt/Electricity Bill/Landline Telephone Bill or any other proof to prove that it has own office/service center.
e.	The vendor should have an income tax/PAN and should have filled valid IT returns for last three years. The average annual financial turnover during the last three years, ending 31st March 2026, should be 25 Lakhs.	(i) Copy of valid PAN Card (II) Income tax return acknowledgement copy for last three years (iii) Audited Balance Sheet and Profit & Loss Account Statement for the past three financial years
f.	The Vendor should have valid test report from the Regional Electronic Test Development centers and respective BIS certification for the equipment offered by them (if applicable) As per Department for Promotion of Industry and Internal Trade (DPIIT) Order No. P-45021/2/2017-B.E.-II dated 15.06.2017, as amended by Orders dated 28.05.2018, 29.05.2019, 04.06.2020 and 16.09.2020 (ii) Ministry of Electronics and Information Technology (MeitY) Electronic Products Notification No. W-43/4/2019-IPHW-MeitY dated 07.09.2020	Attested copies or original proof if any must be submitted. (As per latest Gazette notification make in India's Own STQC-Certified CCTV system is required to be offered). Please refer the notification and product offered should be as per the government guidelines.
g.	Firms should have registered under shops and establishments act in West Bengal and wherever required for carrying out work.	Attested copy of Registration Certificate to be submitted
h.	The vendor should have minimum five years' experience of work of similar nature in Public Sector Banks.	work orders and completion certificate from Banks substantiating providing services since last five years

i.	The proposed/ offered security equipment should be of an established brand and should be in the market for last five years.	Attested copy of certificate to be submitted.
j.	The Vendors/Firms/Suppliers should have earned profit consecutively during the last three years.	Copies of audited Profit & Loss Statement of past three financial years.
k.	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
l.	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.	An undertaking (on their letter head) that they have not been blacklisted by any Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal.
m.	Brand and model of security equipment	Submit brand name and model of all the security equipment with brochures/leaflets.

Technical System Specification

e) NETWORK VIDEO RECORDER (NVR)

CCTV EMBEDDED-STANDALONE NETWORK VIDEO RECORDER (NVR):(4/8/16/32 CHANNEL): SPECIFICATIONS

1	Main processor	Quad-core embedded processor
2	Operating system	Embedded LINUX
3	IP video input	4 / 8 / 16 / 32 channel
4	Compression	H.265+/H.265/H.264+/H.264
5	Recording resolution	12 MP/8 MP/6 MP/5 MP/4 MP/3 MP/1080P/D1
6	Incoming Bandwidth	Min 256 Mbps
7	Outgoing Bandwidth	Min 256 Mbps
8	Decoding Capability	16 Ch@1080P (25FPS)
9	Synchronous playback	1/2/9/16/32 Channel
10	On-Screen Display	Camera title, time, video loss, camera lock, motion detection recording
11	Search mode	Date/Time/Alarm/Motion detection
12	Backup mode	USB Device/Network/Internal SATA/e-SATA device
13	Internal Storage (Branch Site)	Surveillance grade HDDs for 64 TB Storage capacity (8 x 8 T. HDD, 8 SATA min)
14	Internal Storage (ATM Site)	Surveillance grade HDDs for 32 TB storage capacity (4 x 8 T. HDD, 4 SATA min)
15	Network protocol	TCP/IP, DHCP, DNS, DDNS, NTP, RTSP, SMTP, SNMP, NFS, iSCSI, UPnP™, HTTP, HTTPS, On VIF
16	Network interface	One RJ-45 10/100 Mbps self-adaptive Ethernet
17	USB interface	3 ports (2 X USB 3.0, 1X USB 2.0)
18	Certification	BIS / UL / CE / FCC
2 MP IP BASED IR DOME/BULLET/Pin hole CAMERA:		
1	Image Sensor	1/2.8" Progressive scan CMOS
2	Resolution	1920 X 1080
3	Min. Illumination	Colour: 0.005 Lux @ (F1.6, AGC ON), 0 Lux With IR
4	Wide Dynamic	120dB True WDR
5	Day & Night	IR Cut Filter with auto switch
6	Lens Type	Varifocal lens, 2.8 to 12mm motorized @ F1.4
7	Stream Profile	Triple Stream
8	First Stream	25 FPS (1920*1080)
9	Second Stream	25 FPS (640*480)
10	Third Stream	1 FPS (352*240)
11	Storage	Built-in memory card slot, up to 256 GB
12	Audio Recording	Facility to record audio mandatory
13	Audio In	Inbuilt / External mic
14	IR Range	Up to 40 m
15	Weatherproof	IP67

16	Ingress Protection	IK10 (Dome – outer Glass dome based)
17	Certification	BIS / UL / CE / FCC
PoE + Switch (8/6/24 Channel):-		
1	Interface	8/16/24/10/100 Mbps PoE ports, Uplink Port
2	Port Standards & Functions	Port 1 to 4 complaint with 802.3 at port 5 to 16 complaint with 802.3af
Other components of CCTV		
1	Type	LED supporting full HD (1080p)
2	Size	43- inch screen or more for branches/offices/campus 32-inch screen or more for branches/offices/campus 19-inch screen or more off offsite ATMs
3	Speaker	Built in Speaker (4w*2)
4	Resolution (Min)	Minimum 1920X1080 Pixels – full HD
5	Operating Temperature	-10 degree to +55 degree
6	Certification	FCC/UL/CE
Cables/Wirings/Conduits/Racks		
1	Data Cable	CAT-6E
2	Power Cable	2 core/36 power cable (ISI Marked)
3	Conduit/Strip	Conduit pipes/ Strips (ISI Marked)
4	6 U Rack- (Wall mount)	Power strip: 6 socket power supply: 1 No: Equipment Mounting Tray: 1 No: Mounting screws & Studs: 1 Pck: Transparent front door with lock and 2 fans. Provision for cable routing at the bottom of Rack.
5	2 U Rack-(Wall Mount)	Power Strip: 6 socket power supply: 1 No: Mounting screws & Studs: 1 Pck: Transparent front door with lock and fans. Provision for cable routing at the bottom of Rack.

Note: Monitor should be available with the Branch Manager/ Designated Officer. (Provision for additional monitor should be available in the system).

f) CONVENTIONAL TYPE FIRE DETECTION AND ALARM SYSTEM

g) CONTROL PANEL SPECIFICATIONS

1.	4 Zone Master Control Panel & repeater control panel should be latest microprocessor technology based and as per IS: 2189-2008.
2.	The panel should be compatible with all type of standard conventional detectors.
3.	The Panel should have a manual OFF switch for manual operation in case of continuous fault alarm. The Panel should have 2 or 4 zones or more and zone disables switches accordingly to the number of zones.
4.	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.
5.	The size of the control panels is normally referred by number of zones. Each zone can be connected with the conventional detectors not exceeding 20.
6.	The panel should have inbuilt with SMPS with spike/Transient reduction circuit, to avoid any false alarming in case of transient/abrupt voltage fluctuations.
7.	The Panel should have Test Certificate with details like Model No., Serial No., Zones etc.
8.	The Brochures for the Panel shall be submitted. The Panel should have approvals listing of BIS/UL/LPCB/FM/VDS.
9.	The Panel should have feature of continuous uninterrupted power supply in case of External Power supply failures. The battery backup with built battery charger for not less than 10-12 hours normal working.

h) SMOKE DETECTORS AND SPACING

1.	The System should have smoke detectors of both ionization type (below false ceiling) and optical type (above false ceiling) conforming to the IS:2189-2008. Both ionization and optical type smoke detectors will be installed in the ratio 2:1.
2.	For the smoke detector, the Spacing between two detectors should be 24 feet and spacing from the boundary wall or cabin wall should be not more than 12 feet. Every cabin/enclosed area like AHU, Lift Machine Room, Pump Room, UPS Room, Electrical Distribution Room etc. should have a separate smoke detector.
3.	The detector should have LED, which should flash periodically to indicate that the detector is in proper working model and glow continuously if smoke is detected.
4.	After designing the detector spacing, it shall be cross-checked to ensure that there is at least one smoke detector for every 100 m ² of the compartment area.
5.	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms/cabins and above false ceiling or generally hidden should have external response indicators (R.I) sited at prominent place.
6.	The detectors should have approvals/listing of BIS/UL/LPCB/FM/VDS.

i) HEAT DETECTORS AND SPACING

1.	For the heat detector, spacing between two heat detectors should be 17 feet conforming to the IS:2189-2008. These detectors should be installed in Cooking Kitchen, Pantry etc.
2.	After designing the detector spacing, it shall be cross-checked to ensure that there is at least one heat detector for every 50 m ² of the compartment area.
3.	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if heat is detected.

4.	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms/cabins and above false ceiling or generally hidden should have external response indicators (R.I) sited at prominent place.
5.	The detectors should have approvals/listing of BIS/UL/LPCB/FM/VDS.

j) UV/IR FLAME DETECTORS AND SPACING

1.	The detector can be installed in UPS Room, Electrical Distribution Room and Storage Area etc. where chances of fire are higher. This detector should be installed to conforming IS:2189-2008
2.	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if flame is detected.
3.	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms/cabins and above false ceiling or generally hidden should have external response indicators (R.I) sited at prominent place.
4.	The detectors should have approvals/listing of BIS/UL/LPCB/FM/VDS.

k) AUTO DIALER

1.	In built GSM/PSTN Auto-Dialer as per requirement with facility to dial at least 8 telephone/Mobile Nos. each and voice message of at least 20 seconds.
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l) OTHER ITEMS/ DEVICES

1.	All the wiring shall be by means of 2 core 105 sq.mm copper conductor FRLS armored and shielded copper cable.
2.	The Manual Call Point (MCPS) should be installed in entry & exit point of the floor. The MCPs should be break glass type with hammer or thumb press type.
3.	The sounders for fire alarm system should be electronic hooters/horns/electric bell having a frequency range of 500 to 1000 Hz.

The auto dialer should be configured to communicate fire emergency to Fire brigade and bank officials.

m) **ELECTRONIC ALARM SYSTEM**

1.	Electronic Alarm System should have a minimum of 4 Zones in the microprocessor-based Control panel
2.	EAS should have provision to connect minimum 10 panic switches in day mode
3.	EAS Should have night mode with provision to connect five each Passive infrared (PIR) sensor Vibration (motion) detectors and magnetic sensors. The system should have provision to connect one each heat sensor, flame detector and pressure switch
4.	EAS should have programmable time delay of alarm activation in day mode and immediate activation in night mode.
5.	Two external Hooters and one in built hooter (the sound of alarm of all the hooters should be clearly audible up to 500 meters)
6.	EAS should be tamper proof. There should be provision of alarm activation in case of tampering or wire disconnection. It should also have facility of auto shut after specified time.
7.	External Auto Dialer (with facility to dial at least 5 telephone numbers of 15 digit each and voice message of at least 20seconds)
8.	Battery backup of minimum 4 hours duration
9.	Cost of components should be pre-approved at the time of Rate contract.
10.	Test report by the Regional Electronic Test Development Centers or BIS certification mandatory for Electronic Alarm System.
11.	UPS supply only to be given for Electronic Alarm System.
12.	EAS Panel should be compatible with all types of standard sensors and panic switches available in the market.
13.	The system should be user friendly and should be easy to operate.
14.	Panel should be compatible for installation of auto-dialer.
15.	Programming menu should be user password protected for safety.
16.	Panel should have in built battery along with battery charger with over charging and deep discharging protection.
17.	The system should work on quad linear technology to avoid any false alarm activation in night mode.
18.	The PIR Sensors should be pet immune with immunity against all pets / animals / insects / flies weighing less than 20 Kgs.
19.	Should be compatible to connect additional Sensors/Panic switches and smoke/heat/flame sensor
20.	The auto dialer should be configured to communicate emergency by triggering the land line/ SIM of the Bank.
21.	Auto-dialer should have a display and option for viewing the mobile numbers stored in the Auto-dialer should be provided.
22.	Buy back clause for old system (irrespective of the maker and condition of the equipment in case of replacement after warranty period).

Authorized Signatories

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

The above technical specifications are the minimum essential requirements. There is no restriction on offer of any equipment with higher/better specifications.

Annexure – I

To be submitted on Company Letter head

Date:

To
Regional Head,
Union Bank of India,
Regional Office, Greater Kolkata

BID FOR EMPANELMENT OF VENDORS FOR CCTV SYSTEM, SECURITY ALARM SYSTEM WITH INTEGRATED GSM AUTO DIALER , FIRE ALARM SYSTEM WITH INTEGRATED GSM AUTO DIALER IN BRANCHES/OFFICES / ATM UNDER RO GREATER KOLKATA

Dear Sir,

With reference to your tender notice published in News papers on.....and the RFP (ref no.) published in your website with effect from, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for empanelment as vendor of security equipment's as detailed in your above referred RFP.

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

We also confirm that the offer shall remain valid for 90 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 furnish here under the details of Demand Drafts submitted towards RFP document & Earnest Money Deposit fees:

Details	Tender Document fees	Earnest Money Deposit
DD No.		
Date		
Name of the issuing Bank		
Name of the Branch		
Amount		

Yours faithfully,

Authorized Signatories
(Name & Designation, seal of the firm)

Annexure- II

Reference Site Details

1) Name of the PSB (preferably from West Bengal)	
Address of the bank's Central/Zonal/Regional Office where empaneled	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipment supplied in last 3 years (Ref. No date of order and quantity)	

(2) Name of the PSB (preferably from West Bengal)	
Address of the bank's Central/Zonal/Regional Office where empaneled	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipment supplied in last 3 years (Ref.No: date of order and quantity)	(1)

(3) Name of the PSB (preferably from West Bengal)	
Address of the bank's Central/Zonal/Regional Office where empaneled	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipment supplied in last 3 years(Ref. No., date of order and quantity)	

Note: - Non receiving of feedback in 30 days will be considered as Un-Satisfactory Service

Seal of company

AUTHORISED SIGNATORY

Annexure-III

Clients Certificate Regarding Performance Of Contractor

(to be submitted from at least any two Public Sector Banks excluding – Union Bank of India)

Name and Address of Client:-

Name of Firm/ Vendor :-

Details of work executed by the Firm/ Vendor:-

1.	Name of the Work with brief particulars of Services in Branches/ Region/ Zones.	
2.	Agreement No. and date	
3.	Period of contract/ Actual Period of Services Rendered.	
4.	Average number of branches /Offices/ATMS last 5 years (approx).	2021-22:- 2022-23:- 2023-24:- 2024-25:- 2025-26:-
5.	Details of compensation levied for delay (indicate amount) if any	
6.	Name and Address of Authority under whom work executed.	
7.	Whether the technician provided are professionally trained.	
8.	Whether the Vendor has adequate store and technician available with them? Please comment.	
9.	Did the vendor go for Arbitration/Default? If Yes, Total amount of claim/ status.	
10.	Average Response time (number of days).	
11.	Quality of Work	Outstanding/Very good/Good/ Satisfactory/ Poor
12.	Comments on capabilities of the Vendor	Outstanding/Very good/Good/ Satisfactory/ Poor
13.	Technical Proficiency	Outstanding/Very good/Good/ Satisfactory/ Poor
14.	Financial Soundness	Outstanding/Very good/Good/ Satisfactory/ Poor
15.	General Behavior	Outstanding/Very good/Good/ Satisfactory/ Poor

16.	Overall Rating of Vendor on a score of 20**	Marks awarded by Reporting Officer:-
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*Rate the vendor on a total score of 20 on different parameters including services, quality of services etc.

** This certificate will be considered valid only from clients, where the firm/ vendor has rendered the services.

Note: All the columns should be filled up properly.

Date of issue should not be issued before two months from publication of tender.

Signature of Reporting Officer* with Office Seal

Details of Officer

Name:

Designation:

Date of issue:

Mobile No:

Email Id:

*Reporting Officer should be In-charge looking after security measures of the Bank preferably Security Officer.

Vendor/Firm Profile

Please Print / Write on Separate Sheet Exactly as per this format

1	Name of the Firm / Vendor	
2	Status of Firm (Proprietary / Public Ltd / Pvt Ltd / Partnership etc.)	
3	Name(s) of Owner / MD/Director/Partners	
4	Whether registered with Registrar of Companies	
5	Date of Incorporation - Firm/H.O.	
5b	Greater Kolkata Office	
6	Primary Nature of Business of firm	
7	No. of years' experience in the field of supply & maintenance of electronic security equipment	
8	Contact Details – Head office	
a	Address	
b	Phone Numbers	
c	Email id	
9	Contact Details – any other offices in West Bengal	
a	Name of In-Charge	
b	Address	
c	Phone Numbers	
d	Email id	
10	PAN No. of firm	
11	GSTIN no. of Firm	
12	Whether office in Kolkata is registered under Shops & Establishment Act?	
13	Sales Turnover of firm	
	2023-24	
	2024-25	
	2025-26	
14	Net profit of firm	
	2023-24	
	2024-25	
	2025-26	
15	No of OWN staff employed in West Bengal	
	Technician / Engineer	

	Office Staff	
16	Names of PSBs / PSUs where firm is currently empaneled in the West Bengal	
17	Names of PSBs/PSUs where currently AMC or supply & installation work is in awarded	
18	Whether firm is registered in the panel of other Organizations/statutory bodies, such as CPWD, PWD, MES etc., in West Bengal for electronic security products? If so give names of such orgs.	
19	Whether firm is owned / controlled by any director/officer/employee of Union bank?	
20	Whether firm has been removed from empaneled list / blacklisted by any PSB / PSU anytime in the past???	
21	Products for which Empanelment is sought (please tick your choice)	CCTV / Security Alarm System, Fire Alarm System, Auto dialer
22	Is your firm a manufacturer / dealer / system integrator of above products??	

Products for which empanelment is sought (please tick):

Sr No.	Equipment	(Please tick)	Brand and Model of equipment
1	Electronic Security Alarm System		
2	Embedded standalone NVR & DVR based CCTV systems		
3	Automatic Fire Alarm system with Auto dialer		

Any other relevant information:

(Affix Company Seal)

Signature:

Name

Designation:

Note: Please submit self-attested copies of registration certificates / Audited balance sheet/P&L statement, empanelment letters / work orders etc., for all parameters listed above.

ANNEXURE V

To be submitted on Company Letter head

To,
Regional Head,
Union Bank of India,
Regional Office, Greater Kolkata

DECLARATION

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). We also undertake and agree to abide by all the decisions that will be taken by the tendering committee in the interest of Bank.**

We declare and confirm that we have not been disqualified by any PSU Bank for Installation and AMC of security equipment.

We declare and confirm that this firm/company is not 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.

We declare and confirm that the undermentioned personnel, who are our full-time permanent employees are deployed in our office(s)/service center(s) in West Bengal:

Sr.	Name of employee	Designation	Contact No.

Signature:

Seal of company

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

Annexure- VI

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).

Signature:

Seal of company

**PRICE BID TO BE SUBMITTED IN SEPARATE
ENVELOPE**

ANNEXURE VII

COMMERCIAL BID (In separate envelope)

1. COMMERCIAL BID FOR SUPPLY AND AMC OF CCTV SYSTEM

Package cost for Supply, Installation, Testing and Commissioning of NVR Based CCTV Systems with components as under (excluding GST):

Package cost for NVR BASED CCTV Systems

<u>Sr No</u>	<u>Description</u>	Qty.	CCTV PACKAGES			
			A	B	C	D
			4-Channel NVR with 4 Cameras	8-Channel NVR with 8 Cameras	16-Channel NVR with 16 Cameras	32-Channel NVR with 32 Cameras
1	4-Channel NVR with 4 SATA Ports	No	1	-	-	-
2	8-Channel NVR with 4 SATA Ports	No.	-	1	-	-
3	16-Channel NVR with 8 SATA Ports	No.	-	-	1	-
4	32-Channel NVR with 8 SATA Ports	No.	-	-	-	1
5	Surveillance HDD – 8 TB	No.	1	2	6	8
6	2 MP IR IP Based Dome Camera with built-in micro SD Card Slot, audio recording and mic	No.	1	3	8	18
6.A	2 MP Full Colour Night Vision IP Based Dome Camera with built-in micro SD Card Slot audio recording and mic	No.	1	2	4	6
7	2 MP IR IP Based Bullet Camera with built-in micro SD Card Slot audio recording and mic	No.	1	2	3	7
8	2 MP IR IP Based Pin Hole {Camera built-in micro SD Card Slot, audio recording and mic (if available)}.	No.	1	1	1	1
9	Micro SDXC Memory Card – 256 GB	No.	1	4	8	16
10	PoE Switch (with 8 PoE Ports and 2 Uplink Ports)	No.	1	2	3	5
11	19” Full HD LED Monitor	No.	1	-	-	-
12	32” Full HD LED Monitor	No.	-	1	1	-
13	43” Full HD LED monitor	No.				1
13	HDMI Cable	Mtr	10	10	10	10
14	6U x 600 cm Rack	No.	1	1	1	1
15	Wireless Mouse with extender	No.	1	1	1	1
16	CAT 6E cable in PVC conduit	Mtr.	Complete wiring	Complete wiring	Complete wiring	Complete wiring

17	Power cable in PVC conduit	Mtr.	Complete wiring	Complete wiring	Complete wiring	Complete wiring
(A)	Package cost of 4 Channel NVR as per technical specification given in RFP and above quantity of individual components	₹				
(B)	Package cost of 8 Channel NVR as per technical specification given in RFP and above quantity of individual components	₹				
(C)	Package cost of 16 Channel NVR as per technical specification given in RFP and above quantity of individual components	₹				
(D)	Package cost of 32 Channel NVR as per technical specification given in RFP and above quantity of individual components	₹				
(E)	Warranty in years (not less than two years)					

Comprehensive Annual Maintenance Contract (CAMC) charges of CCTV Systems (DVR / NVR Based) System

Ser	Description (NVR/DVR Systems)	Yearly AMC Charges
(A)	CCTV System	₹

Rate Sheet for Component (Spares) Of CCTV System

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

Ser	Description	Make / Brand	Model No.	Rate per unit
Network Video Recorders (NVR)				
1.	8-Channel NVR with 4 SATA Ports			₹
2.	16-Channel NVR with 8 SATA Ports			₹
3.	32-Channel NVR with 8 SATA Ports			₹
4.	64-Channel NVR with 8 SATA Ports			₹
Digital Video Recorders (DVR)				
5.	8-Channel HD DVR with 2 SATA Ports			₹
6.	16-Channel HD DVR with 8 SATA Ports			₹
Surveillance Hard Disk Drives (HDD)				
7.	Surveillance Grade HDD – 4 TB			₹
8.	Surveillance Grade HDD – 6 TB			₹
9.	Surveillance Grade HDD – 8 TB			₹
Network Cameras with built-in micro SD Card Slot, audio recording and Mic				
10.	2 MP IR Varifocal Lens Dome Network Camera			₹
10.A	2 MP Full Colour Night Vision IP Based Dome Camera with built-in micro SD Card Slot audio recording and mic			₹
11.	2 MP IR Varifocal Lens Bullet Network Camera			₹
12.	2 MP IR Pin hole network-based Camera			₹

CCTV Cameras (DVR Based)			
13.	2 MP IR Dome Camera, Varifocal Lens		₹
14.	2 MP IR Bullet Camera, Varifocal Lens		₹
Micro SDXC Memory Card for Camera			
15.	Micro SDXC Memory Card – 128 GB		₹
16.	Micro SDXC Memory Card – 256 GB		₹
Full HD LED Monitors			
17.	19” Full HD LED Monitor		₹
18.	32” Full HD LED Monitor		₹
Network Racks (Wall mount) with cooling fan and power strip of 6 socket power supply			
19.	2U Network Rack		₹
20.	6U x 600 cm Network Rack		₹
PoE Switches			
21.	4 Port PoE switch (4 PoE Ports & 1 Uplink Ports)		₹
22.	8 Port PoE switch (8 PoE Ports & 2 Uplink Ports)		₹
23.	16 Port PoE switch (16 PoE Ports & 2 Uplink Ports)		₹
24.	24 Port PoE switch (24 PoE Ports & 2 Uplink Ports)		₹
Cables laid in ISI mark PVC conduits (Including cost of conduits)			
24.	RG-59 coaxial video cable		₹
25.	2 Core 1.5 sq mm power cable		₹
26.	CAT-6E cable		₹
27.	HDMI Cable (Per Mtr)		₹
Other parts / components			
27.	Power Supply Unit for 4 Cameras		₹
28.	Wireless Mouse with extender		₹
29.	Wall mount for LED Monitor		₹
30.	Aluminum alloy Vandal proof box		₹
31.	Pen drive 16 GB		₹
32.	Any other component required		

Authorized Signatories
(Name & Designation, seal of the firm)

2. COMMERCIAL BID FOR SUPPLY AND AMC OF FIRE ALARM SYSTEM

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

Package Cost of Fire alarm system with auto Dialer consists of following components:		
Ser	Description	Qty
1	4 Zone Master control panel (Microprocessor based) as per IS: 2189-2008 (With Zone indicator and integrated Auto Dialer GSM based)	1 No.
2	External GSM Auto-Dialer as per requirement (with facility to dial at least 8 telephone no's each and voice message of at least 20 seconds)	1 No.
3	Rechargeable Batteries for minimum 4 hrs power backup	2 Nos
4	Flame detectors conforming to IS 2189-2008	1 Nos.
5	Ionization/Optical smoke detectors conforming to IS 2189-2008	8 Nos.
6	Heat detector conforming to IS 2189-2008	2 Nos.
7	Manual call points with break glass arrangement	2 Nos.
8	External hooters (the sound of alarm should be clearly audible up to 500 meters)	2 Nos.
9	Inbuilt hooter	1 Nos.
10	Response Indicator	2 Nos.
11	Cabling (2 core 1.5 sq. mm copper conductor FRLS armored and shielded cable in conduit pipe)	Complete Wiring
12	Any other component	Complete

Package Cost of Fire Alarm System with all accessories and complete wiring including service charge and installation cost:	Rs: _____ with a warranty of _____ Years
Amount in Words:	

Annual Maintenance Contract Charges of Fire alarm system	Rs: _____ which will be charged as Rs _____/- annually (four times a year)
Amount in Words:	

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Cost of Individual Components

I.	4 Zone Master control panel (Microprocessor based) as per IS: 2189-2008 (With Zone indicator and integrated Auto Dialer GSM based) (with facility to dial at least 8 telephone no's each and voice message of at least 20 seconds) capable for attachment of fire sensors also Specify Brand and Model:	Rs.
II.	External Auto Dialer- GSM based (with facility to dial at least 5 telephone no's of each and voice message of at least 20seconds)	Rs
III.	Flame detector conforming to IS 2189-2008	Rs.
IV.	Optical smoke detector conforming to IS 2189-2008	Rs.
V.	Ionization smoke detector conforming to IS 2189-2008	Rs.
VI.	Heat detector conforming to IS 2189-2008	Rs.
VII.	Manual call points with break glass/or plastic gate arrangement	Rs.
VIII.	External hooters (the sound of alarm should be clearly audible up to 500 meters)	Rs
IX.	Response Indicator (RI)	Rs.
X.	Inbuilt hooter	Rs.
XI.	Rechargeable battery of appropriate voltage/Ah irrespective of numbers as required by your system.	Rs.
XII.	Cabling (2 core 1.5 sq. mm copper conductor FRLS armored and shielded cable in conduit pipe (Rate per meter)	
XIII.	Mother Board (Main Control PCB)	Rs.
XIV.	Transformer	Rs.
XV.	Power supply	Rs.
XVI.	PVC conduit pipe for FRLS	Rs.
XVII.	Battery 12 V 7 AH SMF	Rs.
XVIII.	2 core wire for auto dialer per mtr	Rs.
XIX.	Labor charges for shifting premises	Rs.
XX.	Buy Back value of existing system in "as is" condition	Rs.
XXI.	Any other components/parts	Rs.
XXII.		

**Authorized Signatories
(Name & Designation, seal of the firm)**

COMMERCIAL BID FOR SUPPLY AND AMC OF ELECTRONIC ALARM SYSTEM

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

Package Cost of Electronic Alarm System with Auto Dialer consists of following components:		
Sr. No	Description	Qty
1	4 Zone Microprocessor based Control panel with GSM based Auto Dialer (Manual as well as automatic activation) (with facility to dial at least 8 telephone no's each and voice message of at least 20 seconds) Specify model:	1 No.
2	Batteries for minimum 4 hrs. power backup	2 Nos. (as required by the system)
3	Magnetic Switches	5 Nos.
4	Panic Switches	8 Nos.
5	Passive Infra-Red (PIR) Sensors (Quad linear with pet immune)	2 Nos.
6	External hooters (the sound of alarm should be clearly audible up to 500 meters)	2 Nos.
7	Inbuilt hooter	1 No.
8	Shutter Sensor	1 No.
9	Vibration Sensor	2 No.
10	Cabling / Wiring in ISI conduit pipes.	Complete wiring.

Package Cost of Electrical Alarm System with all accessories and complete wiring including service charge and installation cost:	Rs: _____ with a warranty of _____ Years
Amount in Words:	
Annual Maintenance Contract Charges of Fire alarm system	Rs: _____ which will be charged as Rs _____/- annually (four times a year)
Amount in Words:	

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Electronic Alarm System - Cost of Individual Components

1.	4 Zone Control panel (microprocessor based) with inbuilt GSM Auto-Dialer as per requirement (with facility to dial at least 5 telephone no's each and voice message of at least 20 seconds)	Rs.
2.	In built GSM Auto-Dialer as per requirement (with facility to dial at least 5 telephone no's each and voice message of at least 20 seconds)	Rs.
3.	External Auto Dialer- GSM based (with facility to dial at least 8 telephone no's of each and voice message of at least 20seconds) can store two voice messages one for fire and other for security	Rs.
4.	Rechargeable battery of appropriate voltage/Ah irrespective of numbers as required by your system.	Rs.
5.	Magnetic Contacts (Sensors)	Rs.
6.	Panic Switch – Hand operated	Rs.
7.	Panic switch – Foot operated	Rs.
8.	Passive Infra Red (PIR) Sensors (Quad linear with pet immune)	Rs.
9.	External hooters (the sound of alarm should be clearly audible up to 500 meters)	Rs.
10.	Inbuilt hooter	Rs.
11.	Shutter Sensor	Rs.
12.	Vibration (Motion) Sensors	Rs.
13.	Pressure Switch	Rs.
14.	Heat sensor	Rs.
15.	Light sensor	Rs.
16.	Smoke sensor	Rs.
17.	Heat Sensor	Rs.
18.	SMF batteries (specify rating i.e. V & Ah) as required for the system	Rs.
19.	PCB	Rs.
20.	Transformer	Rs.
21.	Cabling / Wiring in ISI conduit pipes.	Rs.
22.	Wiring without PVC conduit rate per meter	Rs.
23.	Labor charges for shifting premises	Rs.
24.	Buy Back value of existing system in “as is” condition	Rs.
25.	Any other components/parts	Rs.
26.		Rs.

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RATE SHEET FOR SHIFTING PREMISES, BUY BACK VALUE, ETC.

Sr. No.	Description	Rate
	Labor charges for shifting premises	
1.	Labor charges for shifting premises for 4-channel CCTV system	₹
2.	Labor charges for shifting premises for 8,16 & 32-channel CCTV system	₹
3.	Labor charges for shifting premises for Fire Detection and Alarm System	₹
4.	Labor charges for shifting premises for Electronic Alarm System	₹
	Labor charges for dismantling / removal of CCTV, EAS & FAS	
5.	Labor charges for dismantling / removal of CCTV system from a premise	₹
6.	Labor charges for dismantling / removal of FAS from a premise	₹
7.	Labor charges for dismantling / removal of EAS from a premise	₹
	Buy Back value of CCTV, FAS, EAS and components	
8.	Buy Back value of 4 / 8 Channel CCTV System excluding Hard Disk Drive (HDD)	₹
9.	Buy Back value of 16 / 32 Channel CCTV System excluding HDD	₹
10.	Buy Back value of 4 / 8 Channel DVR/ NVR excluding HDD	₹
11.	Buy Back value of 16 / 32 Channel DVR/ NVR excluding HDD	₹
12.	Buy Back value of CCTV Camera (Any Type)	₹
13.	Buy Back value of CCTV Monitors (Any Size / Type)	₹
14.	Buy Back value of Fire Detection and Alarm System	₹
15.	Buy Back value of Electronic Alarm System	₹
16.	Buy Back value of Electronic Alarm System Control Panel	₹
17.	Buy Back value of Fire Detection and Alarm System Control Panel	₹
18.	Buy Back value of Hard disk 2 TB	₹
19.	Buy Back value of Hard disk 4 TB	₹
20.	Buy Back value of Hard disk 6 TB	₹
21.	Buy Back value of Hard disk 8 TB	₹

Note:

- 1) Labor charges for shifting premises includes charges for removal of the equipment along with the system components from a premise and shifting, installation, setting to work at alternate premises. Cost of cable will be paid at the approved rate, if new cables are used for installation.
- 2) Buy back value should be quoted for all the equipment in “as is” condition for any make / model / vintage.
- 3) Commercial bids without buy back price and / or charges for shifting will be summarily rejected.

Authorized Signatories

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

Annexure-VIII

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.

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 _____ 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)

Format of Bank guarantee may change if decided by our Central office.