

Tender Notice for Empanelment of Vendors for supply, installation and maintenance of CCTV with Network Video Recorder (NVR) in the branches under Lucknow Zone

Deputy General Manager, Indian Bank, Zonal Office, 2nd Floor, New Building, Hazratganj, Lucknow-226001 invites sealed tenders for empanelment of vendors in two bid system i.e. Technical Bid and Financial bid distinctly marked from Manufacturers and/or Authorized dealers of CCTV with Network Video Recorder (NVR) with proven capabilities in supply, installation, commissioning and maintenance of CCTV at **approximately 70 branches in phased manner under Zonal Office Lucknow.**

- | | |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| 1. Office of Issue | INDIAN BANK
ZONAL OFFICE
2 nd Floor, New Building
Hazratganj, Lucknow-226001 |
| 2. Time & Date for submission of Tender by vendors | BY 5.00 P.M., 28.10.2020 |
| 3. Tender (Technical bid) opening date & time | 30.10.2020 at 3.00 PM |
| 4. Details of items : | |
| a. Description & specification | As per technical specifications contained in Annexure-A |
| Destination for delivery, Installation and maintenance | Approximately 70 branches in phased manner |
| b. Delivery & installation | Within 4 weeks of issuing work order |

5. Technical bid Envelope to contain :

Annexure-A - Technical Bid (Part I to III)

Containing information about the company and product profile and Technical specifications for supply & Installation of NVR Based CCTV System

Annexure-B General Rules & Instructions for the guidance of Suppliers duly confirmed by vendor.

6. Price Bid Envelope to contain :

Annexure-C - Price Bid CCTV Surveillance System

The Tender document completed in all respect should be addressed to :

The Deputy General Manager
INDIAN BANK
ZO: LUCKNOW.

All information contained herein and the enclosures are confidential information. By accepting this material, the recipient vendor agrees that the confidential information will be held in confidence and will not be reproduced, disclosed, or used in whole or in part without prior permission of Indian Bank. Similarly, Indian Bank will not divulge any information contained in the offers of vendors without their consent, except to the extent of reading out the technical and price specifications and details to all vendors at the time of tender opening for the purpose of obtaining adequate level of transparency.

The scope of the work would cover supply, installation, training and handing over of all materials implementation, integration and maintenance of required Hardware and Software for CCTV with Network Video Recorder (NVR) as per specification.

Only those bidders, satisfying the eligibility criteria as mentioned herein below, should respond.

1. Eligibility Criteria:

1.1 The bidder should be a profitable company for last 3 years with a minimum single order executed amounting to Rs. 10 lac . Copies of annual reports and audited balance sheet for the last three years ending on 31.03.2020, 31.03.2019 and 31.03.2018 should be provided.

1.2 The bidder should have the experience of supply, implementation, integration and maintenance of CCTV with Network Video Recorder (NVR) at least for last 3 years in India. Documentary proof should be provided in support of experience like order copy/contract copy/certificate from customer.

1.3 The bidder should have installed CCTV with Network Video Recorder (NVR) preferably in Public Sector Bank/Public Sector Financial Institution in India. Documentary proof should be provided in support like order copy/contract copy/certificate along with customer satisfaction to be enclosed.

1.4 The bidder should be original manufacturer of product or their authorized representative. In case of authorized representative, a letter of authorization/ dealership to this effect from original manufacturer must be furnished. This letter should specify that in case authorized representative is not able to provide support/upgrade during contract period, original manufacturer should provide same for at least 05 years.

1.5 The responses to this EOI (Expression of Interest) must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above (copies of Purchase Orders / Installation Certificates/ Auditor's certificates etc.)

1.6 The bidder should have well equipped after sales service centre in Lucknow in proximity to Lucknow with requisite spare parts etc. preference shall be given to the Manufacturers whose plant have ISO 9000 series or equivalent Certificate for quality Management.

1.7 The manufactures /dealer distributor should have never been blacklisted by any other public sector bank/ Financial Institution.

1.8 The specifications given in Appendices are the minimum requirement. Specifications on the higher are acceptable with minimum cost. Specifications lower than the prescribed shall not be acceptable.

2. Document to be submitted:

Bidders who wish to respond to this EOI should submit the information supported by the following documents: -

2.1 Product Literature: Applicant shall furnish as a part of bid documents establishing the applicant's ability to supply the material. The applicant shall also submit documentary evidence in the form of literature, drawing & data on the CCTV/ IP Camera with NVR server, Security alarm system, Biometric access control system and Fire Safety products in different categories offered.

2.2 Testimonials to be submitted along with the Application Form are as under: (Enclose attested photocopies of all relevant documents as mentioned in the list of testimonials and other required documents, wherever required)

- Company Registration Certificate showing the activities of the Company.
- GST Registration Certificate.

- Service Tax Registration Certificate from Excise Department.
- PAN / TAN Card
- IT Return for the last 3 Financial Years i.e.,2017-18,2018-19,2019-20
- Chartered Accountant Certified/Audited Balance Sheet.
- ESI&EPF Challan paid for the last 12 Months.
- GST Challan for 12 months
- Work Orders received from reputed Banks/ PSUs/ Financial institutes mentioning nature of work and their value.
- “Performance Certificates” of successful work in support of dealing with Public Sector Bank for the current year.
- List of clients, addresses and their contact numbers.
- A valid (current year) Direct Authorized Dealer Certificate of Original Equipment Manufacturer (OEM) Technical Specifications/Brochure of the product offered.
- Back-to-back agreement with each of the equipment Manufacturer, so that direct support for maintenance, spares and upgrades is available for at least 5 years.
- Proof of registration with ESI and EPF.

2.3 Client-wise present installed base of CCTV with Network Video Recorder (NVR) with supporting documents.

2.4 Copy of agreement or any other legal document between the manufacturer and the bidder where the former has authorized the latter to sell and service its products.

(Incomplete responses without the required documents are liable to be rejected)

2.5 Vendors are required to specify Make and Model of all the equipments quoted for. Technical Literature/brochures regarding the products should invariably be provided along with technical part of the bid.

2.6 Vendors are requested to submit sealed tender in envelope super scribed" **TENDER FOR INSTALLATION OF NVR CCTV SYSTEMS"** and this envelope should contain two separate envelopes super scribed as detailed below:-

ENVELOPE NO 1: Technical Bid

ENVELOPE NO 2: Financial Bid/ or Commercial Bid

2.7 Rates have to be quoted in figures as well as in words, and in case of discrepancies between the prices written in words and figures, the price written in words shall be considered as correct.

2.8 The tenderers shall submit their offers strictly in accordance with the terms and conditions of the Tender Document. Any tender that stipulates conditions contrary to the conditions given in the tender document shall be liable for rejection.

2.9 All the documents attached to the tenders in original in two separate envelopes duly signed, stamped and sealed should reach to “**Deputy General Manager, Indian Bank, Zonal Office, 2nd Floor, New Building, Hazratganj, Lucknow-226001**” latest by 5.00 PM on **28.10.2020**. The Technical bids will be opened on **30.10.2020 at 3.00 PM** at Zonal Office Lucknow. Those who qualify the technical parameters will only be intimated about opening of their Financial bids and finalization of the process.

2.10 The Bank reserves the right to accept/ reject any or all offers submitted in response to this notice without assigning any reason whatsoever. The Bank further reserves the right to issue Request for Proposal (RFP) to vendors it deems eligible and qualified based on the

evaluation of the responses received. The unsealed tenders and tenders incomplete in any respect will be rejected out rightly.

2.11 Tender document can be downloaded from Bank's website www.Indianbank.in and the vendor shall have to enclose the application fees of **Rs.3000/- plus GST @18% Total Rs.3540/-** by way of DD favouring **Indian Bank**, Payable at Lucknow along with the Technical Bid, at the time of submission of Tender. Tender document will not be sent to any agency by post from our office. Firms registered under MSME are exempted from payment of cost of tender document and EMD as per Govt. guidelines.

2.12 The Bank reserves the right to verify any information/document furnished by the Tenderer, should the circumstances so warrant in the overall interest of the Bank.

2.13 Tender submitted in accordance with the terms & conditions and complete in all respects & as per Performa only will be considered. The word 'Bank' indicated in this notice and enclosed documents would mean '**INDIAN BANK**'.

3 Evaluation Process:

(a). Bank will evaluate the application for EOI's on Pre-qualification mandatory requirements based on eligibility criteria as provided in the tender document, Annexure & attached documents.

(b). Only the short listed applicants would then be required to make a demonstration & presentation on their capabilities and their proposed methodology for execution of this project on all the Technical specifications of the Bank at date, time and place (to be intimated later) at Zonal Office Lucknow.

(c). Financial bid of Only final short listed applicants will be opened.

(d). The Bank reserves the right to reject any or all Expression of Interest without assigning any reasons whatsoever. The Bank also reserves the right to change or modify any specification/configuration on a later date/during the process of bidding/ demonstration /actual installation of the system.

(g). Bank may go either for pilot testing at few branches or installation at identified branches.

Earnest Money Deposit

Earnest Money Deposit of **Rs.100,000/- (Rupees One Lakh only)**, in the form of Demand Draft drawn in favour of Indian Bank, payable at Lucknow. **The EMD should be enclosed with the Technical bid.** Offers not accompanied with Earnest Money Deposit of Rs.100,000/- will not be accepted. **Bank guarantee in lieu of Earnest money deposit will not be accepted.** No interest will be payable on the EMD. The EMD will be returned to the unsuccessful bidder.

1. Clarifications:

For any clarifications, regarding the tender at any stage the details of the contact persons are given below.

Name	Maj Ram Prakash
Designation	Chief Manager (Security)
Telephone No.	9182241404, 8332937318
E-mail id	Zo.lucknow_security@allahabadbank.in

Deputy General Manager

Forwarding Letter (To be submitted by Vendor)

The Deputy General Manager
Indian Bank, Zonal Office
New Building, Hazratganj,
Lucknow-226001

Dear Sir,

Application for Empanelment of Vendors for supply, installation and maintenance of CCTV with Network Video Recorder (NVR) in the branches under Lucknow Zone

With reference to your advertisement for captioned work, we submit herewith our application form for expression of interest with required list of enclosures duly filled, duly signed and sealed by the authorized signatory of our organization, on the standard format.

I/We hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my above mentioned empanelment of vendor, for supply, installation and maintenance of -----(Category / Name of work to be mentioned by the Applicant) are correct and genuine. I/We, am/are, therefore liable to face the appropriate actions as deemed fit by the bank in the event of any of the information, particulars, copies of certificates and testimonial is not found correct/genuine or not attached as required documents.

We undertake to produce the original of all the papers/documents attached herewith and assist the Bank authorities for the purpose of empanelment including demonstration / trial run of equipment at our own cost.

I/We understand and undertake that mere submission of application does not guarantee us empanelment and Banks discretion in this regard will be final and binding on us.

We are enclosing the following DDs towards cost of tender document and EMD.

Yours faithfully,

Authorised Signatory with seal of the company/firm.

GENERAL & TECHNICAL INFORMATION**PART I****TECHNICAL BID (Company Profile)**

Sl. No.	PARTICULARS OF THE COMPANY	
1	Name of the Company	
2	Full Address	
3	Telephone & Mobile No.	
4	Fax No.	
5	E-Mail Address	
6	Constitution of the firm (whether Proprietary / Partnership / Pvt Ltd. / Public Ltd.	
7	Name(of the Proprietor / Partner / Managing Director	
8	Year of Establishment	
9	Registration with the Registrar of Co.	
10	Name(s) of Contact Person (s) with address	
11	Registration with Tax Authority with documents a. Income Tax. b. GST Attach latest IT Return & GST Return filed copy.	
12	EPF Registration No. (Proof)	
13	ESI Registration No (Proof)	
14	Furnish copies of audited Balance Sheet and Profit & Loss Account for the last 3 years.	
15	Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the conduct of the account.	
16	Whether an empanelled vendor for RBI / SBI/ Nationalised Banks	
II.	DETAILS OF REGISTRATION WITH OTHER BANKS	
1.	Name of the Bank	
2.	Total No. of Systems supplied/Installed	
3.	Since when empanelled	

Place :

Date :

Annexure A

PART II
TECHNICAL BID (PRODUCT PROFILE)

1	Certification whether the system conforms to I.S / ISO 9001 / EN29001, QUALITY SYSTEM				
2	Whether CCTV products quoted are Indian Make approved				
3	CCTV equipment make:				
4	Whether MAF for camera with all accessories, NVR, Monitor submitted by the manufacturer.				
5	Warranty period offered for the system				
6	Number of systems so far supplied to PSB/FI (attach Proof)				
7	Attach performance certificates from the existing users.				
8	LIST OF ORDERS EXECUTED IN LAST THREE YEARS				
	ORDER DETAILS				
Sl. No.	Name of the Bank	Date of installation	Amount	Type of system	No. of Systems

Order copy should be enclosed:

Financial Details

Year	Audited Balance sheet provided	Turn Over of the Company	Profit of the company
2017-18	Yes/No		
2018-19	Yes/No		
2019-20	Yes/No		

9	DETAILS ABOUT SERVICE NETWORK				
Sl. No.	Location of the service centre	Status of the office	No. of Engineers / persons	Area handled by the office	Name of the Contract person /address/phone

Place :

Date :

AUTHORISED SIGNATORY

TECHNICAL SPECIFICATIONS FOR SUPPLY & INSTALLATION OF NVR BASED CCTV SYSTEM

Sl. No.	Items	Technical Parameter	Compliance
1	Network Recorder (NVR) required Specifications Alone DVR	MAKE : <ul style="list-style-type: none"> • 8 Channel NVR with 2 SATA slots with each slot supporting 6 TB Hard disk for 8 IP cameras • NVR should support Power over Ethernet (POE) for reduced cabling. • Should Support 2 way audio. • Should support third party camera • Should support recording from minimum 6 MP IP cameras or more. 	
2	Hard Disk-Surveillance Grade	MAKE : 6 TB*2 disks with minimum 2 years warranty (Seagate/WD or equivalent).	
3	IP Camera- 2 MP- To be set at 15 FPS.	2 MP :: 1/2.8" Progressive CMOS, ICR, Olux with IR, 1920/1080:25 fps (P)/30fps(N) H.265+/H.265/H.264/MJPEG, DC 12V & PoE, 3D DNR, BLC, IR range up to 50m, support on – board card slot –S: Audio/Alarm IO connectors	
4	Stand alone IP Camera	1/3" Progressive CMOS/ ICR/ Olux with IR/4mm@ F2.2 (1920/1080)/H.264/DC5V/DWDR/3D DNR/BLC/ Smart Motion Detection/ Smart Motion Tracking/ On-board Card Slot up 128 GB/ built – microphone/ up to 10m IR/Wi-fi with Software smart – config via mobile phone	
5	Network Switch for NVR and Cameras	Unmanaged Poe, 8 100M Poe, 1 100M uplink port, 250m Transmission, 6 KV Surge Protection, 58W	
6	Network cable	Cat 6 (T P Link) Cabling BIS certified	
7	Micro SD Card/SD Card	64 GB Micro SD/SD Card (Class 10 UHS 3)	
8	Monitor	Make : SAMSUNG /LG/Acer 24" TFT Monitor suitable for operation on 220 Voltage 50Hz power supply required CE/FCC Certified	

Place :

Date :

AUTHORISED SIGNATORY

ANNEXURE-B

GENERAL RULES AND INSTRUCTIONS FOR THE GUIDANCE OF VENDOR

1. The vendor should quote in figures as well as in words the rate, and amount tendered by them. The amount for each item should be worked out and the requisite totals given. The rates quoted shall be all inclusive rates for the item of work described, including materials, labour, tools & plant, carriage & transport, supervision, overheads & profits, mobilizing and other charges whatsoever including any anticipated or un-anticipated difficulties etc. complete for proper execution of the work as per drawings and specifications and no claim whatsoever for any extra payment shall be maintainable.
2. **TENDER IN FULL OR IN PART AND THE SUPPLIER SHALL HAVE NO CLAIM FOR REVISION OF RATES/OTHER CONDITIONS IF HIS TENDER IS ACCEPTED IN PART.**
3. The acceptance of a tender will rest with the Employer which does not bind itself to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assigning any reason. All tenders in whom any of the prescribed conditions are not fulfilled or are incomplete in any respect, are liable to be rejected.
4. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable for rejection outrightly.
5. All rates shall be quoted on the proper form of the tender alone. Quoted rates and units different from prescribed in the tender schedule will be liable for rejection.
6. Special care should be taken to write the rates in figures as well as in words and the amounts in figures only, in such a way that interpolation is not possible. The total amount should be written both in figures and in words. In case of discrepancy between the two, rates written in words only shall be considered
7. Sales tax, work contract tax, or any other tax, any royalties, duties, levies, cess, entry tax, Octroi, profession tax, purchase tax, turnover tax, or any other tax on material or finished work in respect of this contract shall be payable by the supplier and the Employer will not entertain any claim whatsoever in respect of the same, and nothing extra shall be payable
8. The Employer does not bind itself to accept the lowest or any tender and reserves to itself the right of accepting the whole or any part of the tender and the supplier shall be bound to perform the same at the rate quoted.
9. On acceptance of the tender, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Bank, shall be communicated to the Bank.
10. Tender should be submitted within the **prescribed date and time**. Offers received late will not be accepted. Indian Bank will not be responsible for any postal/courier delays.
11. Being a techno - economical project, besides the capital cost the AMC charges for 3 years (3 years + warranty period) will also be evaluated. Therefore, the suppliers / contractors shall furnish the AMC charges in the price bid for 3 years and terms of AMC shall be furnished in the technical & commercial bid clearly furnishing the details regarding the scope of AMC, details of spares, consumables & equipments covered and also details of exclusions.
12. **PAYMENT TERMS, ADVANCE PAYMENT & ITS RECOVERY ::**
 - All bills shall be prepared by the contractor in the form agreed or furnished by the Employer.
 - 90% payment will be made by respective branches after supply and installation of CCTV systems at specified location. The supplier has to submit the invoice to Respective Branches

and submit a copy duly certified by the branch for satisfactory installation of NVR based CCTV systems. Balance 10% shall be released by respective branches on satisfactorily functioning of CCTV and production of the bill on expiry of warranty period.

13. MAINTAINANCE OF CCTV SYSTEM

A) MAINTAINCE DURING DEFECT LIABILITY PERIOD OR WARRANTY PERIOD

- The supplier shall maintain all Equipment free of cost and ensure that it works as per tender parameters. All spares required for normal operation as per tendered parameters shall be replaced at no extra cost. The number of visits shall be same as stipulated in Comprehensive Annual Maintenance contract.

B) COMPREHENSIVE ANNUAL MAINTAINANCE. (CAM) (After the defect liability period)

- The supplier shall maintain all the equipment for a period of Three years after the expiry of defect liability period and ensure that it works as per the tendered parameters. The rate of annual maintenance charges shall be furnished for a period of Three years after the expiry of warranty/defect liability period and the rates quoted shall be binding on the supplier.

14. The supplier shall offer the following at no extra cost to the bank. The rate quoted for CAMC should include the following.

14.1 The supplier shall maintain all System and ensure that it works as per the tendered parameters.

14.2. All the repairs and replacements of spares shall be carried out which are necessitated due to usage of system as per tender stipulations. However the repairs and replacements necessitated by loss or damage due to misuse or accident, fire or natural calamities shall be out of the scope of CAMC.

14.3. The supplier shall inspect the equipment at least once in 3 months as a part of preventive Maintenance. This is apart from any breakdown visits that may be required which may emanate in between the two preventive maintenance inspections.

14.4. The maximum breakdown time shall be 24 hours from the time of receiving the complaint over phone. If the supplier is not in a position to set right the defect or repair and put back the system to working condition within one hour, a standby unit of to suit the tender parameters should be provided immediately.

14.5 During the Preventive Maintenance the supplier shall inspect/ check the equipment and record the following in log book, which shall be verified and confirmed by the bank's representative.

- a. CCTV system: Any malfunctioning of the components.
- b. Any other remarks regarding the Electrical System:
- c. Any steps to be taken by bank for working of system.

14.6 During the preventive Maintenance inspection supplier shall carryout the general cleaning and tighten the loose contact of the complete system including wiring, if any, apart from the other requirements for functioning of system as per tender parameters and same shall be recorded in a log book which shall be verified and confirmed by bank's representative.

14.7 During the break down calls, the nature of repair carried out, parts replaced etc shall be recorded in the log book.

OTHER TERMS WITH REGARD TO CAMC:

1. The rate of annual maintenance charges shall be furnished for a period of 3 years after the warranty/Defect Liability Period and rates quoted shall be binding on the supplier. The scope and terms of Annual Maintenance Contract like number of monthly visits, items covering

under Annual Maintenance Contract, replacement of spare exclusions if any, down time for break down and service calls are to be highlighted in the tender. The Bank reserves the right of discontinuing the Annual Maintenance Contract from the contractor during the tenancy of Annual Maintenance Contract. The cost of Annual Maintenance Charges shall also be one of the criteria in evaluation of cost economics of the tender.

2. The Annual Maintenance Charges shall be paid once in six months subject to satisfactory maintenance for, the period of previous six months. Vendors failing to render requisite maintenance service visits shall be paid only on the pro rata basis for the number of mandatory service visits.
3. The supplier has to maintain the equipment supplied for at-least 3 years after the expiry of warranty period. At the same time, the vendor is expected to make available the spare parts for the systems for at least 3 years after the expiry of warranty period.

Signature of the Supplier/
Contractor (With Seal)

**PRICE BID/BILLS OF MATERIAL FOR SUPPLY & INSTALLATION OF CCTV
SURVEILLANCE SYSTEM WITH DVR RECORDER**

Sl. No.	Item description	Qty.	Unit Rate	GST	Price With GST	Total* Amount (Rs.)
1	NVR Same model and Specifications as indicated in the technical sheet	1				
2	Hard Disk as indicated in the technical sheet for the same model and specification	2				
3	2 MP IP Camera as indicated in the technical sheet.	1				
4	Stand alone IP Camera as indicated in the technical sheet	1				
5	Network switch for NVR and Cameras	1				
6	Network Cable (In package rate for 100m)					
7	Micro SD Card/SD Card					
8	PVC Conduit pipe					
9	Comprehensive AMC charges for another 3 years after warranty period for the above configuration	3 yrs				
	TOTAL *					

Total figure in words inclusive of taxes:

(Rupees.....)

NOTE

Cable length has been tentatively taken as 100m per branch, to determine the L1 vendor. However, in the actual scenario only the actual consumption will be taken into account for payment.

Place :

Date :

AUTHORISED SIGNATORY