

**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**



**INDIAN BANK**

Zonal Office Siliguri  
2, Church Road, Siliguri  
Dist- Darjeeling, Pin- 734001, West Bengal  
Phone: 0353-2530403  
Email: [z748@indianbank.co.in](mailto:z748@indianbank.co.in)

**INVITATION OF TENDER**

**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**FOR THE INDIAN BANK OFFICES/BRANCHES INCLUDING ATM SITES  
UNDER SILIGURI ZONE**

Tender Documents Availability : **09<sup>th</sup> July 2024**  
Last Date of Tender Submission : **14:00 PM on 23<sup>rd</sup> July 2024**  
Date of Technical Bid Opening : **15:30 PM on 24<sup>th</sup> July 2024**

EMD: by way of a demand draft for Rs. 5,000/- (Rupees Five Thousand only) favoring  
**Indian Bank, Zonal Office, Siliguri** and payable at **Siliguri**

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**SCHEDULE OF EVENTS**

Tender Bid Document Availability	Bidding document can be downloaded from website <a href="http://www.indianbank.in">www.indianbank.in</a> from <b>09<sup>th</sup> July 2024</b>
Pre-bid Query	Up to <b>12<sup>th</sup> July 2024</b> from 3 PM to 4 PM either telephonically or at Indian Bank Zonal Office Siliguri on bank working days
Last date and time of submission of Bids	<b>23<sup>rd</sup> July 2024- 14:00 PM</b>
Opening of Technical Bids	<b>24<sup>th</sup> July 2024- 15:30 PM</b> Bidders may depute authorized representatives during the opening of Technical Bids. However Technical Bids would be opened even in the absence of any or all of the Bidders representatives.
Contact Official and Mobile No.	<b>Hemant Kumar, Senior Manager, Phone : 7984997494,</b>
Address for communication and submission of bid	Zonal Office, Siliguri, 2, Church Road, Siliguri-734001, West Bengal
All correspondence relating to this Tender should be sent to email id	<a href="mailto:z748@indianbank.co.in">z748@indianbank.co.in</a>
Cost of the Tender Bid document	<b>Rs. 500/- (Five Hundred only)</b> by way a demand draft favoring <b>Indian Bank, Zonal Office Siliguri</b> and payable at Siliguri (Non refundable)
Earnest Money Deposit	<b>Rs. 5,000/- (Rupees Five Thousand only)</b> by way a demand draft favoring <b>Indian Bank, Zonal Office Siliguri</b> and payable at Siliguri (Refundable for all bidder except Qualified Bidder).

**IMPORTANT DEFINITIONS**

<b>TERMS</b>	<b>DEFINITIONS</b>
Bank	Indian Bank
ZO	Zonal Office, Siliguri, 2, Church Road, Siliguri-734001, West Bengal
Branch	Indian Bank branch (including ATM site, if available)
Off Site ATM	ATMs Premises located separately apart from Branch ATMs
TENDER	Request for Quotation/ Tender
Vendor	Participating Company/ Firm/ Manufacturer/ Authorized dealer
OEM	Original Equipment Manufacturer
Tender	Tender, Bid documents
Bidder	A Firm/Company/OEM/Authorized dealer participating in TENDER
NA	Not Applicable

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**NOTICE INVITING TENDER**

Rate contract for new installation of CCTV  
and Comprehensive AMC of Existing CCTV Systems)

**INTRODUCTION**

1. Indian Bank, Zonal Office Siliguri, invites sealed quotations in two bid system for rate contract for New installation of CCTV Systems and Comprehensive Annual maintenance Contract of existing CCTV system at Branches/CC, Offices and Off Site ATMs under its jurisdiction comprising of 08 districts of West Bengal i.e. Darjeeling, Kalimpong, Coochbehar, Alipurduar, North Dinajpur, South Dinajpur, Malda, Jalpaiguri & Branch at Sikkim State (list and category of branches enclosed in **Annexure-V**) from reputed Firms/Manufacturers/Authorized dealers. The first bid shall be technical bid and the sealed envelope of Technical Bid shall contain the details of OEM, Acceptance of terms and conditions, and other eligibility conditions, etc. The second bid shall be financial bid and the sealed envelope of Financial Bid shall contain the price information of the product and services in prescribed format as per the annexure. **Financial bids shall invariably be submitted in sealed envelope. Any financial bid found open for any reason shall make the bidder ineligible for participation.**

2. India Bank, Zonal Office Siliguri has a network of 58 Branches, 01 Currency Chest, 1 Office and ATMs spread across Eight districts of West Bengal & Sikkim State. The branches, offices and Off Site ATMs function directly under the Zonal office.

**ELIGIBILITY CRITERIA**

3. The eligibility criteria for rate contract are given below and only those agencies that fulfill the following criteria are eligible to bid.

**a)** The prospective bidder should be a registered company/ firm including manufacturers (OEMs as described in point no.7) or their authorized dealers, capable of providing CCTV for New installation, repair and maintenance of CCTV and CAMC of existing CCTV system and should be in business for at least 3 years.

**b)** The OEM/ its authorized dealers must have his own registered office with adequate technical manpower and material in Siliguri/ Kolkata so as to attend calls from the Branches easily in the Districts of Darjeeling, Kalimpong, Coochbehar, Alipurduar, North Dinajpur, South Dinajpur, Malda, Jalpaiguri & Branch at Sikkim State. Proof for the same to be submitted like Lease Agreement/ Registration Certificate under Shops and Establishment Act. The Bank may inspect the facilities of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to verify the genuineness and to ensure the conformity with the details given. (Details to be provided in format Annexure II).

**c)** There is 3 cr. minimum annual turnover. However, the prospective applicant/ bidder should be in profit for last three years. (Relevant copies of Balance Sheets and IT return to be submitted).

**d)** The prospective applicant/ bidder must be on panel of at least one PSUs / Banks (Public/Private)/NBFCs/Government Departments and have at least one running contract

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with PSU/ Banks (Public)/NBFCs/Government Department. Performance report/ certificate of running contract for same to be enclosed.

**e)** The prospective applicant/ bidder must be working experience of minimum seven years for in PSUs / Banks (Public/Private)/NBFCs/Government Departments

**f)** The bidders should have valid PAN, GST registration number etc., allotted by competent authorities and to provide latest GST Returns filed.

**g)** The prospective applicant/bidder should have requisite trade/manufacturing/factory license from appropriate authority (BIS).

**h)** The Company/ Firms/ Authorized dealer which participates in the Tender process shall only be eligible for rate contract. **All existing empaneled vendors have to apply afresh.** Telephonic/ email intimation to prospective applicants for participating in TENDER will not be initiated from ZO, even to the existing vendors.

**General Conditions - To Pre-qualify all the Bidders/OEM should satisfy the Eligibility Criteria mentioned below.**

1. The MAC address of the IP cameras must be registered in the name of quoted OEM brand quoted. Evaluation to be done during PoC.
2. The OEM should have installed minimum 10000 IP Cameras of 2MP cameras in India (OEM to provide CA certificate) during last 3 financial years.
3. The OEM brand shall have a minimum turnover of Rs. 1000.00 Crores in each of the last 3 financial years. Audited Financial Statements for the last 3 financial years to be submitted. In case of multinational OEMs, their turnover in last three financial years shall be considered as per practice of financial year ending followed by them. Certificate from the CA of OEM has to be submitted by the bidder. Audited Annual Reports may be asked to be submitted later (If required).
4. Proposed OEM for any technology should not have filed for bankruptcy and should be profitable for at least last 3 consecutive financial years
5. Only the Manufacturers, who are manufacturing CCTV equipment for more than 10 years are eligible. (with respect to last date of submission of bid). A Certificate issued by the Competent Authority in support of existence of their manufacturing unit of CCTV equipment since last 10 years, and a Registration Certificate wherein the nature of business is indicated, is mandatory.
6. The OEM providing CCTV cameras should have at least 1000 employees on its payroll in India. This is to justify that the CCTV OEM has made investment in India and is serious about its business in India which will ensure long term after sales support and spare support from the OEM. The Bidder should produce documentary proof to establish the eligibility.
7. The OEM should have the CMMI Lev-5 certification
8. The Products quoted should be of international repute & enlisted in the IHS report. Any of the Top 10

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OEMs from the latest global IHS report for Network Security Cameras may be submitted.

9. The OEM should have a dedicated online CCTV support center available during working hours and a fully equipped repair and maintenance office in India. The OEM document details need to be submitted for the same.

10. The OEM should have a presence in India for the past seven years with a fully equipped repair and maintenance center and a toll free number.

11. The OEM should have an ISO 9001:2008 and ISO 14001:2004 for its manufacturing process. All relevant Documents needed to be attached along with the bid.

12. The OEM should have an ISO 27001 for Information Security Management System. Documents needed to be attached along with the bid.

13. The OEM should have an FIPS140-2 certificate for Information Security System to ensure security system is not compromised. Documents needed to be attached along with the bid

### **NATURE AND SCOPE OF WORK**

4. New installation of CCTV & Comprehensive AMC of existing CCTV at branches, Currency Chest, offices and ATMs of Indian Bank, Siliguri Zone. Concerned Vendor will have to enter into an agreement (as per the format decided by the bank) with the Zone and shall start the work from the date of issuance of the work order. The work order for new installation of CCTV & Comprehensive AMC of existing CCTV shall be placed by the Zone as per requirement basis.

**a)** Please note that the invitation of tender is for new installation of CCTV & Comprehensive AMC of existing CCTV installed in all existing Branches & offices of the Zone. However, new installations are subject to requirement of Bank. Bank has discretion to revise the scope of work upward / downward as per its requirement.

**b)** It is to bring to the notice of prospective Applicants that they will be required to supply and replace newly installed components at their own cost during warranty period and the warranty period of each component has to be specified in the tender document.

**c)** The Vendor will maintain the data sheet of CCTV of each branch, Office and Off Site ATMs with details, such as manufacturing date, date of installation, warranty valid up to, AMC carried out on, AMC due on, etc. A copy of the Branch / Office wise data sheet of CCTV and CAMC of existing CCTV to be provided to the Zonal Office as well as to the concerned Branch/office.

**d)** The Vendor must ensure quarterly AMC visit. **There should be a gap of minimum 45 days** between two AMC visits. During AMC Visit all preventive maintenance activities to be carried out and recorded.

**e)** The vendor will follow the norms and procedures laid down for new installation of CCTV & Comprehensive AMC of existing CCTV.

**f)** The vendor will carry defective components to his own workshop for repair only after taking written prior approval of the Branch Manager.

**g)** The detail specification for new installation will be decided by the Zonal Office.

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h) The vendor will impart training to staff members about operating procedure, system testing & tuning, playback, data retrieve, etc during the AMC visit.

**APPLICATION FORM**

5. The application form to be filled and submitted as per Annexure I (Cover Letter) and Annexure II (Bidder Profile). The tender notice should be signed by authorized signatory on each page with official seal and enclosed along with the Application Documents.

**RATE CONTRACT PROCESS**

6. The selection of Bidders new installation of CCTV & Comprehensive AMC of existing CCTV, shall be done in two bid format as under.

**a) PHASE I -TECHNICAL BID:**

- i) Technical bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "Technical Bid for Rate Contract of new installation of CCTV & Comprehensive AMC of existing CCTV".
- ii) Technical bid shall contain Annexure I (Application), Annexure II (Bidder profile) and Annexure III (Testimonials).
- iii) The Applications of the bidders (Annexure II) will be valid for 120 days from the date of opening of the same.
- iv) The selection/ short listing of the applications so received will be done by carrying out evaluation and checking of various parameters/ criteria fixed by the bank.
- v) The technical bids shall be opened at **15:30 PM on 24<sup>th</sup> July 2024**, or on any suitable date as decided by the bank's committee for the purpose. If any change in the date will be published in this website.
- vi) **An undertaking** that firm is capable of undertaking new installation of CCTV & Comprehensive AMC of existing CCTV work in rural and far away areas where majority of bank's branches are located (To be enclosed with Technical Bids).

**b) PHASE II - FINANCIAL BID**

- i) Financial bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "Financial Bid for New installation of CCTV & Comprehensive AMC of existing CCTV".
- ii) Financial bids of only technically qualified short listed bidders will be opened. Bank's evaluation of the financial bids will take into account the status of compliance of terms and conditions.
- iii) The Financial Bid should contain all relevant rates and charges (Service Charge / Installation Charge), taxes and the rates should be quoted in Indian Rupees only. GST component must be explained (inclusive/exclusive) clearly. In case of any ambiguity during comparing quoted prices arises because of GST, Bank may take a call to disqualify such bids.
- iv) The Bank may select multiple vendors for entering into rate contract and becoming L1 is not the only criteria.

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c) Interested Bidders may arrange to submit their application duly complete in all respects in a sealed envelope cover superscripted "Application for New Installation of CCTV & CAMC of existing CCTV" and this envelope should contain two separate envelopes superscripted as details below:

Envelope 1 : Technical Bid

Envelope 2 : Financial Bid

And, it should reach on or before **14.00 PM on 23<sup>rd</sup> July 2024**, at the following address:

The Zonal Manager,  
Indian Bank, Zonal Office Siliguri  
2, Church Road, Siliguri,  
Dist- Darjeeling, Pin-734001, West Bengal

**PERFORMANCE AND PRODUCT CERTIFICATION:**

7. The Bidders should have the following product certification and other criteria:-

a) **Product Certification:** The products of the Bidder must have certification of quality given by the Bureau of Indian Standard (BIS) and acceptable to Bank. The products should be based on latest technology for the specific requirement.

b) **OEM Certificate:** The Bidder should have OEM certificate along with confirmation that they would supply spare parts for the quoted components for a period of 5 years from the date of installation.

i) OEM should be ISO 9001 certified.

ii) Documents of Manufacturing license/ Registration of the OEM factory need to be submitted for verification.

iii) Product Certification copies to be attached as per the BIS specifications.

v) The firm should produce authorization from OEM for its offered makes in original.

vi) Multiple brand Techno-commercial bids from single bidder will be rejected.

vii) Serial number & IS certificate of products to be provided by the OEM.

viii) Audit for Banks, whether actual material is provided or not, needs to be done by OEM as and when required by Bank without any additional cost.

c) **Past Record:** The Bidder or their entities should not have been blacklisted by any PSU/PSB/Government Organization in past 3 years and undertaking in this regard to be submitted.

i) Bidders A/c should not be classified as NPA by any bank. A self- declaration in this regards to be submitted by bidder along with Bid Documents.

**PAYMENT TERMS**

8. No advance payment shall be made against purchase order

i) Payments shall be made after delivery & installation of new CCTV at per site Basis. The payment shall be made against delivery challans and invoices and commissioning report duly signed by the Branch Manager.

ii) The Annual Maintenance Charges shall be paid once in three months' subject to satisfactory maintenance for the previous three months. Vendors failing to render requisite maintenance service visits shall be paid only on the pro rata Basis for the number of

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mandatory service visits.

**iii) All Annual Maintenance Charges shall be paid from Zonal Office only.**

iii) All other terms and conditions are spelt out in the Terms and conditions attached to this tender.

**TERMS & CONDITIONS OF CONTRACT (TCC)**

9. Indian Bank's Right to Accept/ Reject any/or all Application:

i) Indian Bank reserves the right to accept/ reject any or all application and to annul the rate contract process and accept/ reject all applications at any time prior to TENDER process or any time after TENDER process, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for Indian Bank action.

ii) **Indian Bank's Right to Split the Service Area Work:** Indian Bank reserves the right to split and distribute the work among the participating Bidders partly or fully amongst the bidders agreeing at lowest quoted rates. Indian bank reserves the Right to Issue Clarifications, Addendums, and Corrigendum etc.

iii) Discrepancies or omission, if found by any bidder, in the terms & conditions of the tender document, or if any clarification is sought by the bidder, a written request, to the application inviting authority, for correction / clarification or interpretation can be submitted up to **5.00PM, 22<sup>nd</sup> July 2024 at [z748@indianbank.co.in](mailto:z748@indianbank.co.in)**. Indian Bank can at any time issue clarifications, addendums or corrigendum. The same will be published in the bank's website. The Bidders are advised to regularly visit the Bank's website.

**CONDITIONS FOR APPLICATION REJECTION/ CANCELLATION:**

10. Bidder's application for rate contract or the registration after rate contract of Bidder may be rejected / cancelled on the following grounds:

i) Any effort by Bidder/applicant to influence Indian Bank's decisions on evaluation and registration process may result in rejection of application or cancellation of registration.

ii) Conditional applications will not be considered and will be rejected summarily.

iii) Submission of false/fake Application Documents or if the information provided by the Bidder is found to be incorrect/misleading at any stage / time during the rate contract process or thereafter.

iii) Applications received by Indian Bank after the last date and time prescribed for receipt of application or applications without signature of person(s) duly authorized on required pages of the application or applications without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be rejected.

iv) Malpractice / attempt to influence / Manipulation of rates at Zonal level by itself or by cartelization shall be viewed very seriously. If such a situation comes to the notice and/ or there are reasons/ circumstances for Indian Bank to believe so, the concerned Bidder will be called in to give justification of rates quoted by them to the Zonal Office. If they are not able to give a proper/ satisfactory justification of their quoted rates, their rate contract / enlistments is liable to be cancelled.

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- v) If the Bidders are found, subsequent to their registration, not complying with, any of the eligibility criteria.
- vi) If the performance and services of the bidder have been found poor or sub-standard.
- vii) If it is found that false/amplified/manipulated bill(s) raised by vendor.
- vii) Any other grounds as decided by Indian Bank management after due diligence.

**MONITORING OF PERFORMANCE AND OTHER CONDITIONS:**

11. The Bidder's performance on the job will be constantly monitored for quality, adherence to the Safety Regulations, Labour / Statutory regulations, Conduct / Discipline etc, while executing jobs. Any deviations from stated conditions can lead to appropriate deterrent action as deemed fit by Indian Bank.

- i) Indian Bank reserves the exclusive right and absolute discretion to call for tenders for any job or otherwise as deemed fit from open market, even during the validity of the rate contract period.
- ii) Successful rate contract by Indian Bank is no guarantee of any future award of work or inclusion on a particular tender list.

**EMD AMOUNT:**

12. Rs. 5,000/- (Rupees Five Thousand only) by way of a demand draft favouring **Indian Bank, Zonal Office, Siliguri** and payable at **Siliguri**

**JURISDICTION AND GOVERNING LAW:**

13. All disputes or differences whatsoever arising between the parties out of or in relation to the construction/ meaning and operation or effect of this rate contract document or breach thereof shall be settled amicably. If, however, the parties are not able to solve it amicably the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996 (with latest amendments) and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to exclusive jurisdiction of courts at Darjeeling.

**LIQUIDATED DAMAGES:**

14. Any delay in completion of the work over the stipulated period will attract penalty of 0.5% of the contract value (site Basis) per week subject to maximum of 10% of the contract value. The Bank reserves its right to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the Vendor.

**VALIDITY PERIOD:**

15. The successful Bidders/ Firms/ Vendors will remain in the list of the Bank for **three year** from the date of contract or till the completion of next contract period at the Bank's own

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discretion (whichever is earlier).

- i) The Rate contract will be valid for **(03) Three Year. Initially work will be allotted to One (1) and will be renewed on yearly basis up to maximum Three years.** On successful completion of first year, renewal for second year will be subject to the satisfactory performance and review by Security Department. Revision of rates during the contract period will not be entertained by Bank for whatsoever reasons.
- ii) Contract will be valid only, if all eligibility criteria mentioned in the Tender Notice are fulfilled during the entire contract period.
- iii) If the service provided by bidder is found to be poor and unsatisfactory or if at any point of time during the Tender process it is found that the information provided by bidder is false, the Bank reserves the right to cancel the contract. Bank's decision in this regard will be final.

**BANK'S DISCRETION:**

- 16) Bank reserves the right to reject an offer under any of the following circumstances:
  - i) Incomplete offer and/or all documents not attached.
  - ii) Offer is not in conformity with the terms and conditions stipulated in this document.
  - iii) Specifications stipulated in TENDER are not met with.
  - iv) If Financial Bid and Technical Bid are not submitted in sealed envelope separately.
  - v) Financial Bid format differs from actual Financial Bid format of Annexure IV.
  - vi) Violates any terms and conditions in the TENDER document.
  - vii) If found that the information provided in the offer is false.

**EVALUATION CRITERIA**

**17. Technical Bids:**

- i) 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.
- ii) The Technical Bid must be submitted in an organized, numbered and structured manner (spiral binding will be appreciated). No brochures/ leaflets etc should be submitted in loose form.
- iii) Technical bid should contain all testimonials as mentioned in previous section of this TENDER document.
- iv) Bank will evaluate the technical bid considering the technical and functional parameters of bidder and evaluation matrix decided by bank.

**18. Commercial Bids:**

- i) Commercial bids of only technically qualified short listed bidders will be opened. Bank's evaluation of the commercial bids will take into account the status of compliance of terms and conditions. The Price Bid should contain all relevant rates and charges (Service charge / installation Charge) and the rates should be quoted in Indian Rupees only.
- ii) Cost economics of the tender will be decided on the Basis of Total Cost of

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Equipment/cost of components having low MTBF/ services as enumerated in Annexure-IV.  
iii) Rates of equipment/services will be arrived individually based on commercial bids received and the contract will be awarded accordingly.

### **PATENTS RIGHTS**

19. The Vendor shall indemnify the purchaser against all third party claims on infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- i) The vendor shall, at their own expense, defend and indemnify the Bank against all third party claims of infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or any part thereof in India or abroad.
- ii) The Vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be fully responsible for, including all expenses and court and legal fees.
- iii) The Bank will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the Vendor in disposing of the claim, and shall at no time admit to any liability for or express any Intent to settle the claim.
- iv) The Vendor shall grant to the Bank a fully paid-up, irrevocable, non- exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the Vendor, including-all inventions, designs and marks embodied therein in perpetuity.

### **TERMINATION FOR INSOLVENCY**

20. The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder.

### **LIABILITY**

21. Bidder'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 bidder's gross negligence/ lapse or due to below standard equipment used by Bidder.

- i) The Bidder shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment's under the agreement / purchase order.

### **WARRANTY**

22. The offer must include on-site warranty of at least one year or as offered by the OEM but not less than one year from the date of installation and replacement of components however there should not be any additional cost for the warranty period.

- ii) Vendor shall be fully responsible for the manufacturer's warranty in respect of

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proper design, quality and workmanship of all equipment, accessories, etc., covered by the offer.

iii) The Vendor must warrant all equipment, accessories, spare parts etc, against any manufacturing defects during the warranty period.

iv) During the warranty period the Vendor shall maintain the equipment and repair / replace all the defective components at the installed site at no additional charge of whatsoever nature to the Bank.

**DELIVERABLES & TIMELINES**

23. The Vendor should ensure that the defects reported in the CCTV or its components, software, etc supplied to the Bank on any working day is set right within one day. The defect will be reported by the office/branch directly to vendor, may be in the form of oral, telephone, notice, email, or any other mean of communication. The vendor shall generate a complaint number for tracking the complaint status. In case, the system or any equipment cannot be repaired within the stipulated period, the Vendor should provide a replacement till the system/ equipment is returned duly repaired.

**SPECIFICATION**

24. The detailed technical description is enumerated below. The specifications given are as per minimum requirement. Vendors can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations. All components should be BIS certified.

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**TECHNICAL SPECIFICATIONS**

**Note:**

- (i) Firms should state “**Yes**” if the Security Equipment offered by them conform to the required specifications, or else they should state “**No**”. The selected firms who qualifies Stage-III of the evaluation Process will be required to demonstrate these specifications in the Stage-IV.
- (ii) Bids will be rejected if the firm fails to fulfill the minimum technical requirement as given below.
- (iii) If technical specification given anywhere in this document contradicts the under mentioned specification then higher specification whichever is, will prevail.
- (iv) Technical Specification undertaking placed at Annexure – VII “APPENDIX B” to be filled up by all firms.
- (v) The firm must give a full demonstration at Zonal office, Siliguri at their own cost. In case of system provided during demonstration is of higher specification than the prescribed specification of the Bank. The higher specification will be finalized in the same rate

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**CCTV SYSTEM**

**1. NVR BASED CLOSE CIRCUIT TELEVISION SYSTEM**

**The following are the technical parameters for the 16ch 4 SATA Network Video Recorder:**

<b>S. No</b>	<b>Features</b>	<b>Description</b>	<b>compliance (YES/NO)</b>
1	Compatibility	IP Cameras	
2	Operating System	Linux or Equivalent	
3	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network	
4	IP video input	16 ch IP Camera Inputs	
5	Incoming bandwidth	Min. 160 Mbps	
6	Outgoing bandwidth	Min. 160 Mbps	
7	Recording resolution	Upto 12MP supported. 1080P (2MP) or higher, real-time recording @ 25 fps/ch in all channels with selectable fps simultaneously	
8	Video o/p interfaces	HDMI Port supporting 4K resolution, VGA port supporting 1080P resolution HDMI/VGA independent output	
9	Display Screen Mode	1,4,8,16 ALL (Window)	
10	Two-way audio	1-ch	
11	Audio o/p	1 ch	
12	Compression technique	H.265,H.264	
13	Audio Compression	G.711ulaw/G.711alaw/G.722/G.726/ACC	
14	Live view/Playback resolution	Upto 12MP resolution	
15	Recording Mode	Manual, Schedule, Continuous, Motion detection, event based.	
16	Recorded Data Search Mode	Video Time & Date, Exact search/Motion Detection/Alarm	
17	Synchronous playback	Up to 16 channel	
18	Smart Playback function	Should support Smart search for the selected area in the video and smart playback to improve the playback efficiency	
19	Facial Detection and Analytics	Face picture comparison, human face capture, face picture search for atleast 1ch. through NVR. If camera supports face capture/detection than should support 4ch face picture comparison alarm	
20	Face Picture Library	Should support up to 16 face picture libraries with 20,000 face picture capacity	
21	Operation Over Network	Monitor, Playback, Log information, System setting	
22	SATA interfaces	4 SATA interfaces with each supporting 10 TB	
23	Network interfaces	2 RJ-45 10/100/1000 Mbps self-adaptive Ethernet interfaces	
24	USB interface	3 × USB connectors, atleast one should support USB3.0	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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25	Serial Interface	2 RS-485 (half-duplex), 1 RS-232	
26	Alarm Input	Supported Minimum 16	
27	Alarm Output	Supported Minimum 4	
28	ONVIF	Supported	
29	Power supply	100 to 240 VAC	
30	Working temperature	-10 to +55° C	
31	Working humidity	10 to 90 %	
32	Certification	CE/FCC/BIS	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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<b>S. No.</b>	<b>Features</b>	<b>Description(16 channel 2 sata NVR)</b>	<b>compliance(Y ES/NO)</b>
1	Compatibility	IP Cameras	
2	Operating System	Linux or Equivalent	
3	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network	
4	IP video input	16 ch IP Camera Inputs	
5	Incoming bandwidth	Min. 160 Mbps	
6	Outgoing bandwidth	Min. 160 Mbps	
7	Recording resolution	Upto 12MP supported. 1080P (2MP) or higher, real-time recording @ 25 fps/ch in all channels with selectable fps simultaneously	
8	Video o/p interfaces	HDMI Port supporting 4K resolution, VGA port supporting 1080P resolution HDMI/VGA independent output	
9	Display Screen Mode	1,4,8,16 ALL (Window)	
10	Two-way audio	1-ch	
11	Audio o/p	1 ch	
12	Compression technique	H.265,H.264	
13	Audio Compression	G.711ulaw/G.711alaw/G.722/G.726/ACC	
14	Live view/Playback resolution	Upto 12MP resolution	
15	Recording Mode	Manual, Schedule, Continuous, Motion detection, event based.	
16	Recorded Data Search Mode	Video Time & Date, Exact search/Motion Detection/Alarm	
17	Synchronous playback	Up to 16 channel	
18	Smart Playback function	Should support Smart search for the selected area in the video and smart playback to improve the playback efficiency	
19	Facial Detection and Analytics	Face picture comparison, human face capture, face picture search for atleast 1ch. through NVR. If camera supports face capture/detection than should support 4ch face picture comparison alarm	
20	Face Picture Library	Should support up to 16 face picture libraries with 20,000 face picture capacity	
21	Operation Over Network	Monitor, Playback, Log information, System setting	
22	SATA interfaces	2 SATA interfaces with each supporting 10 TB	
23	Network interfaces	1, RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

24	USB interface	2 × USB connectors	
25	Alarm Input	Supported Minimum 4	
26	Alarm Output	Supported Minimum 1	
27	ONVIF	Supported	
28	Power supply	12 VDC	
29	Working temperature	-10 to +55° C	
30	Working humidity	10 to 90 %	
31	Certification	CE/FCC/BIS	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**The following are the technical parameters for the 8ch Network Video Recorder 2 sata:**

<b>S. No</b>	<b>Features</b>	<b>Description</b>	<b>compliance(Yes / No)</b>
1	Compatibility	IP Cameras	
2	Operating System	Linux or Equivalent	
3	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network	
4	IP video input	8 ch IP Camera Inputs	
5	Incoming bandwidth	Min. 80 Mbps	
6	Outgoing bandwidth	Min. 160 Mbps	
7	Recording resolution	Upto 12MP supported. 1080P (2MP) or higher, real-time recording @ 25 fps/ch in all channels with selectable fps simultaneously	
8	Video o/p interfaces	HDMI Port supporting 4K resolution, VGA port supporting 1080P resolution HDMI/VGA independent output	
9	Display Screen Mode	1,4,8 ALL (Window)	
10	Two-way audio	1-ch	
11	Audio o/p	1 ch	
12	Compression technique	H.265,H.264	
13	Audio Compression	G.711ulaw/G.711alaw/G.722/G.726/ACC	
14	Live view/Playback resolution	Upto 12MP resolution	
15	Recording Mode	Manual, Schedule, Continuous, Motion detection, event based.	
16	Recorded Data Search Mode	Video Time & Date, Exact search/Motion Detection/Alarm	
17	Synchronous playback	Up to 8 channel	
18	Smart Playback function	Should support Smart search for the selected area in the video and smart playback to improve the playback efficiency	
19	Facial Detection and Analytics	Face picture comparison, human face capture, face picture search for atleast 1ch. through NVR. If camera supports face capture/detection than should support 4ch face picture comparison alarm	
20	Face Picture Library	Should support up to 16 face picture libraries with 20,000 face picture capacity	
21	Operation Over Network	Monitor, Playback, Log information, System setting	
22	SATA interfaces	2 SATA interfaces with each supporting 10 TB	
23	Network interfaces	1, RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface	
24	USB interface	2 × USB connectors	
25	Alarm Input	Supported Minimum 4	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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26	Alarm Output	Supported Minimum 1	
27	ONVIF	Supported	
28	Power supply	12 VDC	
29	Working temperature	-10 to +55° C	
30	Working humidity	10 to 90 %	
31	Certification	CE/FCC/BIS	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**The following are the technical parameters for the 2MP Fixed Dome/Turret Camera:**

S. No.	Features	Description	compliance(YES/NO)
1.	Camera Type	Fixed Dome/Turret Camera	
2.	Image Sensor	1/2.8-inch CMOS or better	
3.	Resolution	Min. 1920 × 1080 or better	
4.	Video Compression	H.265 or better	
5.	Audio Compression	G.711ulaw/G.711alaw/G.722.1/G.726/MP2L2/PCM	
6.	Streaming	Min. Three stream (Individually Configurable)	
7.	ID/Password	Multi-level user ID/Password	
8.	Simultaneous Live View	Up to 6 channels	
9.	Physical Layer	1 RJ45 10M/100M self-adaptive Ethernet port	
10.	Security	Password protection, HTTPS encryption, IP address filter	
11.	Protocol	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, NTP, UPnP, SMTP, IGMP, 802.1X, QoS, IPv4, IPv6, UDP	
12.	Lens Type	Fixed focal lens 2.8 / 4 mm	
13.	Image Enhancement	BLC, HLC, 3D DNR	
14.	Image Settings	Saturation, brightness, contrast, sharpness, gain, white balance adjustable by client software or web browser	
15.	Illumination	Color: 0.005 Lux B/W: 0 Lux with IR	
16.	SNR	≥ 52 dB	
17.	Supplement Light Type	IR & White Light (uto 30 mtrs. or better)	
18.	Privacy Mask	4 programmable privacy masks	
19.	Built-in Microphone	Supported	
20.	On-Board Storage	Built-in memory card slot up to 256 GB	
21.	Electronic Shutter	1/3 s to 1/100,000 s	\
22.	Wide Dynamic Range	120 dB	
23.	Day and Night	Day, Night, Auto, Schedule	
24.	Operating Temperature	-30 °C to +60 °C Humidity 95% or less (non-condensing)	
25.	Housing	IP67	
26.	Edge based video content Analytics	Line crossing detection, Intrusion detection, Motion Detection that support alarm triggering by specified target types i.e.human and vehicle, Video tampering alarm	
27.	Power Source	12 VDC, PoE: 802.3at/af	
28.	Certification	CE / FCC / BIS	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**B. 02 MEGAPIXEL IP BASED HD IR VERIFOVAL LENS BULLET CAMERA**

**The following are the technical parameters for the 2MP Vari focal Network Bullet Camera**

<b>S. No.</b>	<b>Features</b>	<b>Description</b>	<b>compliance(YES/ NO)</b>
1.	Camera Type	2MP Varifocal Bullet Camera	
2.	Image Sensor	1/2.8-inch CMOS or better	
3.	Resolution	Min. 1920 x 1080 @ 25fps or better	
4.	Compression	H.264,H.265	
5.	Streaming	Min. three compressed stream (Individually Configurable)	
6.	ID/Password	Multi-level user ID/Password	
7.	Physical Layer	1 RJ45 10M/100M self-adaptive Ethernet port	
8.	Protocol	Minimum TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, NTP, UPnP, SMTP, IGMP, 802.1X, QoS, IPv4, IPv6, UDP	
9.	Lens Type	2.7 to 13.5 mm Lens	
10.	Alarm	1 inputs, 1 outputs	
11.	Audio	1 inputs, 1 outputs	
12.	Dynamic Noise Reduction	3D DNR	
13.	SNR	≥ 52 dB	
14.	Illumination	Color: 0.005 Lux, B/W: 0 Lux with IR	
15.	IR Range	up to 60 m	
16.	Privacy Mask	4 programmable privacy masks	
17.	Auto Gain Control	Yes	
18.	Back Light Compensation	Yes	
19.	Electronic Shutter	1/3 s to 1/100,000 s	
20.	White Balance	Yes	
21.	Wide Dynamic Range	120dB	
22.	Edge Storage	MicroSD/microSDHC/microSDXC slot supporting memory card for min. 256 GB.	
23.	Day and Night switch	Day, Night, Auto, Schedule	
24.	Operating Temperature	-30 °C to +60 °C Humidity 95% or less (non-condensing)	
25.	Housing	IP67	
26.	Edge based video content Analytics	Line crossing detection, Intrusion detection, Motion Detection that support alarm triggering by specified target types i.e.human and vehicle, Video tampering alarm	
27.	Power Source	12 VDC, PoE: 802.3at/af	
28.	Certification	CE/FCC/BIS	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**C. POE + SWITCH 08 CHANNEL SPECIFICATION**

Interface	8 x 10/100 Mbps PoE ports, UPLINK PORT 2 x 10/100/1000	
Port Standards 8: Functions	Ports 1 to 8 compliant with 802.3at	

**D. POE + SWITCH 16 CHANNEL SPECIFICATION**

Interface	16 x 10/100 Mbps PoE ports, UPLINK PORT 2 x 10/100/1000	
Port Standards 8: Functions	Ports 1 to 4 compliant with 802: 3at • Ports 5 to compliant with 802. 3af	

**E. OTHER COMPONENTS OF CCTV**

Parameter	Technical Specifications	Compliance Status (Yes/No)
SN. Hard Disk Drive (SATA II or III)	Video Enterprise Series (Rated for 24/7 operation).	
Capacity	2TB, 4TB, 6TB ,8TB	
<b>Monitor</b>		
Screen size	32" diagonal LED	
Resolution (Min)	Minimum 1920 x 1080 Pixels - full HD	
<b>Data Cable CAT-6</b>		
Category	CAT-6E	
Type	Unarmored	
<b>PVC Conduits for cabling should be ISI marked</b>		
6 U Rack - (Wall Mount)	Power Strip: 6 Socket power supply: 1 No. Equipment Mounting Tray: 1 No Mounting screws & studs: 1 pack Transparent front door with Lock and 2 Fans. Provision for cable routing at the bottom of Rack.	
2 U Rack - (Wall Mount)	Power Strip: 6 Socket power supply: 1 No. Mounting screws & studs: 1 pack Transparent front door with Lock and Fans. Provision for cable routing at the bottom of Rack.	

**2. STANDALONE VANDAL RESISTANT CAMERA WITH INBUILT BACKUP CAPACITY**

	Technical Specifications	Status (Yes/No)
Image Sensor	1/2.8" Progressive Scan CMOS	
Minimum Illumination	Color: 0.01 Lux @ (F1.2, AGC ON), 0.028 Lux (F2.0, AGC ON); B/W: 0.001 Lux @(F1.2, AGC ON), 0.0028 Lux @(F2.0, AGC ON), 0 Lux with IR	
Shutter Speed	1/3 s to 1/100,000 s	
Slow Shutter	Yes	
Auto-Iris	No	
Day and Night	IR Cut Filter	
Digital Noise Reduction	3D DNR	
Wide Dynamic Range	120 dB	
3-Axis Adjustment	Pan: 0° to 355°, tilt: 0° to 70°, rotate: 0° to 355°	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS)**

IR Range	Up to 40 m	
Wavelength	850nm	
Video Compression	Main stream: H.265/H.264 Sub-stream: H.265/H.264/MJPEG Third stream: H.265/H.264	
Video Bit Rate	32 Kbps to 8 Mbps	
Audio Compression (-S)	G.711/G.722.1/G.726/MP2L2/PCM	
Audio Bit Rate (-S)	64Kbps(G.711)/16Kbps (G.722.1)/16Kbps (G.726)/32- 192Kbps(MP2L2)	

<b>Image</b>		
Maximum Resolution	1920 × 1080	
Image Enhancement	BLC/3D DNR/HLC	
Image Settings	Rotate mode, saturation, brightness, contrast, sharpness adjustable by client software or web browser	
On-board Storage	Built-in micro SD/micro SDHC/micro SDXC slot, up to 128 GB	
Target Cropping	No	
Day / Night Switch	Day/Night/Auto/Schedule/Triggered by alarm in (-S)	
Network Storage	Support built-in micro SD/micro SDHC/micro SDXC card (128 GB), local storage and NAS (NFS, SMB/ CIFS), ANR	
Alarm Trigger	Motion detection, video tampering, network disconnected, IP address conflict, illegal login, HDD full, HDD error	
Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP™, SMTP, SNMP, IGMP, 802.1X, QoS, IPv6, Bonjour	
General Function	One-key reset, anti-flicker, heartbeat, mirror, password protection, privacy mask, watermark, IP address filter	
Firmware Version	V5.5.3	
On-board Storage	Built-in micro SD/micro SDHC/micro SDXC slot, up to 64 GB/ 128 GB	
Reset Button	Yes	
Frequency Range	2.4 GHz to 2.4835 GHz	
Channel Bandwidth	20/40MHz	
Wireless Range	50 m	
Env. Noise Filtering	Yes	
Protection Level	IP 67,IK10	
Certificates	CE,FCC,UL,	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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**Technical Specification Undertaking**

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations.

List of deviations with reasons. (Deviations will be accepted only if the offered specification is higher than requirement)

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_

Place.  
Date.

Signature of Authorized Signatory  
Name & Designation & Seal of the Company

(If left blank it will be construed that there is no deviation from the specifications given above) (Letter to the bank on the Supplier's letterhead)

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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**DISPUTE MANAGEMENT**

25. The provisions of this tender shall always be subject to Government Notifications, any rules/ guidelines that may be in force from time to time.

i) All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. However, if the parties are not able to solve it 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.

ii) 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.

iii) During the arbitration proceedings the Bidder 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.

**NUISANCE**

26. The Bidder shall not at any time cause or permit anyone to cause any nuisance on the site or do anything which shall cause unnecessary disturbance or inconvenience to the Bank, Owners, Tenants or occupants of other properties near the site and to the customers/ public generally.

**NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER**

27. There are no obligations to accept the lowest or any other offer received in response to this notice and Bank is entitled to reject any or all offers without assigning any reasons whatsoever. The Bank will have right to opt for any new technology option for the Banks usage.

**FORCE MAJEURE**

28. Notwithstanding the provisions of TCC (Terms and Conditions of Contract), the Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

a. 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, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

b. 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

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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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 for performance not prevented by the Force Majeure event.

**EXECUTION OF SERVICE LEVEL AGREEMENT**

29. On completion of the Bid Process, the successful bidder(s) should execute a Service Level Agreement. Bidder(s) should also execute a Non-Disclosure Agreement in the Bank's prescribed format. The agreement/contract would be signed in Siliguri only and stamped as per West Bengal Stamp Act. All the stamp duty shall be borne by the Bidder.

**RESTRICTION OF FURTHER CONTRACTS**

30. The Bidder shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting/ sub-letting is allowed.

**AMENDMENTS TO CONTRACT**

31. No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

**CONFIDENTIALITY OF CONTRACT DOCUMENTS & INFORMATION**

32. The Bidder shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the bank in connection therewith, to any person other than a person employed by the Bidder in the execution of the Contract.

- a. Disclosure to any such employed person shall be made as confidential and shall extend only as far as may be necessary for purposes of such performance.
- b. The Bidder shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.
- c. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Bidder's performance under the Contract, if so required by the Bank.
- d. Bidder to submit Audited Balance Sheets & FRs within 6 months of close of financial year of the successful Bidder, failing which Bank will withhold payments. Bank will scrutinize the FRs and may decide to continue the contract or terminate.

**PUBLICITY**

33. Any publicity by the bidder in which the name of Indian Bank is to be used should be done only with the explicit written permission of Indian Bank.

**AUTHORIZED SIGNATORY**

34. All pages of this TENDER document and corrigenda must be stamped and initialed by the authorized signatory of the bidder confirming acceptance to all terms and conditions of this TENDER and should be submitted as part of the technical bid.

- a. After completion of selection process the Bank will finalize the contract with the

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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selected Bidder(s). To ensure this both the parties shall also be liable to make authorized officials to be present for discussions.

b. The Bidder(s) shall submit a Board resolution in case of a company and/or authorization letter duly signed by the authorized signatory naming the official(s) who shall be authorized to hold discussions, time and venue of which shall be intimated to the successful bidder in writing at least 3 calendar days in advance.

**\*\*READ THE TENDER DOCUMENTS CAREFULLY BEFORE SUBMISSION\*\***

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**Annexure-I**

**Application for participation in TENDER for  
Rate Contract for New installation of CCTV  
& Comprehensive AMC of existing CCTV**  
(TO BE TYPED ON THE BIDDER'S PRINTED LETTER HEAD)

The Zonal Manager,  
Indian Bank  
Zonal Office Siliguri  
2, Church Road, Siliguri  
Dist- Darjeeling, Pin- 734001, WB

Dear Sir,

Subject: Application for participation in Tender for Rate Contract for New installation of CCTV & Comprehensive AMC of existing CCTV system.

1. This has reference to the captioned subject, I/We have carefully perused and understood the criteria mentioned in the Tender Notice released on the website of the Bank.

Accordingly, I/We now submit the application form duly completed in all respects, together with certified copies of the following documents as required by you for participation in Tender for Rate Contract for New installation of CCTV & Comprehensive AMC of existing CCTV to your bank.

2. I/We confirm that all information given herein is true to the best of my/our knowledge. I/ We also understand and confirm that if any of the information given is found to be incorrect either fully or partially or any false/fake document is submitted at any stage, you may reject the application summarily and also take any legal action as per law.

3. It is also confirmed that, I/We hereby agree with all the terms and conditions laid down in the application/empanelment documents.

Yours faithfully,

(Proprietor / Bidder's Signature, Name with Seal)

Encl: Documents: -

*Seal & Signature of Vendor*

**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
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**Annexure-II**

**BIDDER PROFILE/ TECHNICAL BID**  
(TO BE TYPED ON THE BIDDER'S PRINTED LETTER HEAD)

<b>SI No</b>	<b>Subject</b>	<b>Details</b>
1.	Name of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	
2.	Year of Establishment	
3.	Constitution of the Firm (whether Proprietary/ Partnership/ LLP/Pvt. Ltd./Public Ltd.)	
4.	Address of Head Office (in India), including i) Email id ii) Landline and Mobile Number(s)	
5.	Name of the Proprietor/Chairman/ Managing Director/CEO/ Country Head (as the case may be)	
6.	Name(s) and Address of Office including i) Email id ii) Landline and Mobile Number(s) (Please attach Lease Agreement/ Registration Certificate under Shops and Establishment Act)	
7.	Date of opening of company's Office	
8.	Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.	
9.	Whether an assesses of Income Tax. If so, mention Permanent Account Number and Taxpayer Identification Number. Furnish copies of Income tax clearance certificate	
10.	Whether registered for GST purposes. If so, mention number and date. Also furnish copies of GST certificate.	
11.	Copies of IT Returns last 03 years and GST Return of last one year	
12.	Is the Company/Firm a manufacturer of the CCTV equipment/ accessories/components, etc required by the Bank? If Yes, name of the equipment/ accessories/components, etc and place where manufacturing unit is located. (All manufactured products should be BIS certified)	
13.	Is the vendor having URC (Udayam registration Certificate). If Yes, submit the relevant certificate.	
15.	Do you have presently running contract with PSUs/ Banks (Public/Private)/NBFCs/ Government Department, etc. for New installation, repair and maintenance of CCTV? If yes, enclose Performance report/ certificate of running contract.	
16.	Details of Technicians positioned at Siliguri:	
17.	Details of EMD Enclosed	

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**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

18.	Details of relative(s) employed in Indian Bank and erstwhile Allahabad Bank, if any. Name: Relation: Branch/Office: Branch/Office last served (if retired): Contact Details:	
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**Declaration**

1. I / We have read and understood the tender documents and I / We understand that if any false information is detected at a later date, any contract made between ourselves and Indian Bank on the Basis of the information given by me / us can be treated as invalid by the Bank and I/ We will be solely responsible for the consequences. I / We agree that the decision of Indian Bank in selection of bidders/contractors will be final and binding to me / us.
2. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.
3. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
4. I/We the authorized signatory of the firm undertake to state that our Firm has proper infrastructure and resources and is capable of undertaking New installation, repair and maintenance of CCTV and Comprehensive AMC of existing CCTV installed in 58 branches, 01 CC & 04 Offices of Indian Bank including all rural areas. We further undertake to state that we would be supplying all spare parts of quoted modules for a minimum period of 03 years from the date of Installation.

Place:  
Date:  
Seal of the Company

*Signature*  
Name:  
Designation:  
(Authorized Signatory)

*Seal & Signature of Vendor*

**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
AND COMPREHENSIVE AMC OF EXISTING CCTV SYSTEMS**

**Annexure-III**

**LIST OF ENCLOSURES**

TO BE ATTACHED WITH TECHNICAL BIDS

<b>SI No</b>	<b>Subject</b>	<b>Enclosed (Yes/No)</b>
1.	Certificate of Registration of company/dealership	
2.	Certificate of registration with Income Tax, GST, EPF,ESI, VAT, TAN/TIN etc	
3.	Details of company owned registered office with names of employees, address, Tel no., etc	
4.	IT Returns and GST Return	
5.	Empanelled with govt./public sector/banks	
6.	Presently running contract work order with govt./public sector/banks	
7.	STQC/ERTL/ETDC/ISO/BIS/DEALER certificate	
8.	Customer Reference (other than Indian Bank)	
9.	Documentation: - product, brochures, leaflets, manuals, warranty conditions etc.	
10.	Certificate that Authorized dealer/Firm/OEM or its Sister Agency have not been blacklisted	
11.	Document(s) in support of any other information	
12.	Bank Details	
13.	EMD	

- Note: - 1. In absence of any of the information/enclosures or/ and FAKE, WRONG, FICTICIOUS, FALLACIOUS, etc reporting, the tender is likely to be rejected  
2. The Vendor shall produce/provide original of any documents, required by the Bank for Verifications.

*Seal & Signature of Vendor*



**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
(INCLUDING CAMC OF EXISTING CCTV SYSTEMS)**

**Annexure-IV**

**FINANCIAL BID**

(TO BE TYPED ON THE BIDDER'S PRINTED LETTER HEAD)

(PRICE BID)

**PRICE BID FOR NVR BASED CCTV SYSTEM AND COMPREHENSIVE AMC**

*(All rates to be quoted without GST)*

	Name of the Firm		
	Specify Brand and Model		
1.	<p><b>Network recorder ( NVR)</b> 8 /16 Channel NVR with 2/4 SATA slots with each slot supporting minimum 6 TB Hard Disk. For IP cameras of 2 MP resolution minimum of 12 TB of Hard disk is recommended for adequate back up of 90 days. The NVR should support Power Over Ethernet (POE) for reduced cabling. Should support 2 way audio. Should support third party cameras. Should support recording from Minimum 6 MP IP cameras or more and conform to all other specifications mentioned above</p>	<p>Eight Ch NVR 2 SATA Rs. Sixteen CH NVR 2 Sata Rs. Sixteen CH NVR 4 Sata Rs.</p>	
2.	<p><b>Hard disk – Surveillance Grade</b> 6 TB * 2 disks with 3 years warranty (Seagate / WD or equivalent)</p>	<p>(For Two Hard Disks) Rs.</p>	
3	<p><b><u>IP camera – HD IR Verifocal Lens Bullet Camera 2 MP – To be set to 15 Frames Per Second (FPS)</u></b> 2MP :: 1/2.8" Progressive CMOS, ICR, 0lux with IR, 1920x1080:25fps(P)/30fps(N), H.265+/H.265/H.264/MJPEG, DC12V &amp; PoE, 3D DNR, BLC, IR range: up to 50m, Support on-board card slot -S: Audio/Alarm IO connectors &amp; Conform to all other specifications mentioned above</p>	Rs.	
4	<p><b><u>IP camera –HD IR Fixed Lens Dome Camera 2 MP – To be set to 15 Frames Per Second (FPS)</u></b> 2MP :: 1/2.8" Progressive CMOS, ICR, 0lux with IR, Effective Pixels:1920x1080: with video frame rate 25fps(P)/30fps(N), H.265+/H.265/H.264/MJPEG, DC12V &amp; PoE, 3D DNR, BLC, IR range: up to 50m, Support on-board card slot -S: Audio/Alarm IO connectors and conform to all other specifications mentioned above</p>	Rs.	

*Seal & Signature of Vendor*

**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
(INCLUDING CAMC OF EXISTING CCTV SYSTEMS)**

5.	One Standalone Vandal Resistant Camera (2 MP) with 64 GB Memory Card (Image sensor:1/2.8" progressive scan CMOS), (Min illumination:0 lux with IR, Colour- 0.01 lux @ F 1.2 AGC ON, 0.028 Lux F 2.0 AGC ON), (Max resolution:1920x1080) & all other specifications as mentioned above	Rs.
6.	<b>Network Switch for NVR and Cameras</b> Unmanaged Poe, 8 100M Poe, 1 100M uplink port, 250m Transmission, 6KV Surge Protection, 58W	Rs.
7.	<b>Network Cable</b> Cat 6 (T P link) Cabling BIS certified (Rate for 100 Mtrs)	Rs.
8.	16"/17" Monitor (Make: LG/ Samsung or equivalent) Minimum Resolution: 1920x 1080 pixels full HD	Rs.
9.	Wireless Mouse	Rs.
10.	Compatible 2U/4U/6U Rack (wall mount) Power strip 6 socket power supply & conform to all other specifications mentioned above	Rs----- (2U) Rs----- (4U) Rs.....(6U)
11.	Installation & Delivery charges	Rs.
12.	<b>Package Cost (by adding SL. 1 to SL.11)</b>	
13.	<b>Annual Service Charges for 1 Year</b> (4 mandatory quarterly visits) – Rate per system per Annum for Comprehensive AMC for 01 year after warranty covering replacements of NVR, Hard Disc, Cameras & all other components & wiring. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	Rs.
14.	Warranty period for New NVR CCTV System.	Months
15.	<b>Buy back rate for complete old system of any Brand.</b> (When replaced with new system)	Rs
16.	Buy back rate for old major components of any Brand (when replaced with new) viz- NVR, Camera IR Bullet, IR Dome & Monitor etc.	Rs
17.	Installation & Delivery Charge for components, when not covered in AMC (NVR, Camera, Monitor & Hard Disc)	RS
18.	Reinstallation Charge of Entire System (Within the same premises)	Rs
19.	Shifting/installation Charge of Entire System (In Alternate premises)	Rs

**Package Cost in Words (From SI 1 to SI 11)** : \_\_\_\_\_

**Annual Maintenance Contract for 01 year in words:** \_\_\_\_\_

**Buy back rate for complete old system in Words :** \_\_\_\_\_

Place.  
Date.

Signature of Authorised Signatory  
Name & Designation & Seal of the Company

*Seal & Signature of Vendor*

**RATE CONTRACT FOR NEW INSTALLATION OF CCTV  
(INCLUDING CAMC OF EXISTING CCTV SYSTEMS)**

**Other Terms & Conditions for NVR Based CCTV Systems**

- a) Minimum warranty for all products is 1 year.
- b) Warranty for Surveillance HDD should be minimum 3 years.
- c) Cost should be inclusive of delivery, installation and commissioning. Additional charges will not be applicable.
- d) 04 quarterly visits towards preventive maintenance should be carried out during the warranty period of 1 year.
- e) Vendor should be capable for giving Annual Maintenance Contract (Comprehensive or Non Comprehensive) for at least 03 years post completion of warranty. However, awarding of AMC is fully under the discretion of Bank.
- f) EMD for an amount of **Rs. 5,000/-** in the form of Demand Draft in favour of Indian Bank Zonal Office, Siliguri payable at Siliguri should be enclosed along with the sealed quotation.

Place.  
Date.

Signature of Authorized Signatory  
Name & Designation & Seal of the Company

*Seal & Signature of Vendor*