



# Uttar Bihar Gramin Bank

Head Office, Kalambagh Chowk, Muzaffarpur

Tender reference No.HO:GAD:2018-19/1110 dt.25.01.19

## TENDER FOR MAINTENANCE OF CCTV SYSTEM AT BRANCHES/OFFICES OF UTTAR BIHAR GRAMIN BANK

Uttar Bihar Gramin Bank invites **sealed tender** offers (technical offer and financial offer ) from, reputed manufacturers and /or their authorized dealers for Annual maintenance of CCTV systems in model I (with parts) and model II (without parts).

The terms & conditions of the AMC offer are given in Annexure – I,II & III. Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.

The complete tenders in all respect are required to be submitted at the following address :-

<u>Tender reference</u>	<u>HO/GAD/18-19/1110 Dt.25.01.19.</u>
<u>Start date of tender</u>	<u>25.01.2019</u>
<u>Last date for bids</u>	<u>05.02.2019 upto 2.30 PM</u>
<u>Date of opening of Technical Bid</u>	<u>05.02.2019 at 3.30 PM</u>
<u>Address for communication</u>	General Manager Uttar Bihar Gramin Bank Kalambagh Chowk, Muzaffarpur – 842 001 (Bihar)

**Earnest Money Deposit of Rs.50,000/- (Rupees Fifty Thousand ) only must accompany the tender offers as specified in this tender document.** The earnest money deposit of all the unsuccessful bidders will be returned within a period of 45 days from the date of issue of orders.

Terms and conditions and various formats and proforma for submitting the tender offer are described in the tender documents and its Annexures.

  
GENERAL MANAGER

Date :: 25.01.2019

Place :: Muzaffarpur



उत्तर बिहार ग्रामीण बैंक  
प्रधान कार्यालय, कलमबाग चौक,  
मुजफ्फरपुर, बिहार, 842 001



**Uttar Bihar Gramin  
Bank**

HEAD OFFICE, KALAMBAGH CHOWK,  
MUZAFFARPUR, BIHAR, 842 001

(Sponsored By :: Central Bank of India )

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Head Office

Tender No.GAD/11/2018-19/1110

Date :: 25.01.19

Annexure - I

Tender Notice

**TENDER FOR MAINTENANCE OF CCTV  
SYSTEM AT BRANCHES/OFFICES OF  
UTTAR BIHAR GRAMIN BANK**

Uttar Bihar Gramin Bank invites **sealed tenders** for maintenance of CCTV in two bid systems i.e. Technical Bid and Financial Bid from manufacturers and/or Authorised dealers of CCTV systems with proven capability in maintenance of CCTV systems. Initially Bank is in need of maintenance of approximately 1033 CCTV systems installed in branches/HO in 18 districts of Bihar namely Araria, Saran, Darbhanga, Gopalganj, Vaishali, Madhubani, Madhepura, Muzaffarpur, Purnea, Saharsa, Sitamarhi, Siwan Sheohar, East Champaran, West Champaran, Katihar, Kishanganj, Supaul.

The scope of work covers maintenance of hardware and software of CCTV, DVR and stabilizer installed with CCTV.

**1. Eligibility Criteria**

- 1.1. The tenderer should be a profit making company for last three years with a minimum turnover of Rs. 50 lacs each year. (Copies of annual reports should be enclosed)
- 1.2. The bidder should have the experience of maintenance of CCTV with DVR for at least 3 years. (Documentary proof should be enclosed).
- 1.3. Registration with GST ESI EPF is essential.
- 1.4. The bidder should have their own office in the State of Bihar. Offices addresses, proof & availability of service engineers will be submitted with the bid.
- 1.5. The manufacturer/dealer should have never been blacklisted by any public sector Bank.
- 1.6. The tenderer should have ability to service and maintain the system throughout our Bank's command area..

**2. Documents to be submitted.**

- 2.1. Client-wise details of maintenance of CCTV & DVR with supporting documents.
- 2.2. Supporting documents as mentioned in eligibility criteria.
- 2.3. Copy of agreement or any legal documents between the manufacturer and the bidder where the manufacturer has authorized to sell & service CCTV equipments.



- 2.4. Vendors are advised to submit sealed tenders in envelope superscribed “**Tender for maintenance of CCTV systems**” and this envelope should contain two separate envelopes superscribed - as below.  
Envelope No. 1 – Technical Bid  
Envelope No. 2 - Financial Bid/Commercial Bid.
- 2.5. Rates have to be mentioned in figures as well as in words.
- 2.6. EMD of Rs. 50,000/- (Fifty thousand) only as Bank Draft in favour of “**Uttar Bihar Gramin Bank**” payable at Muzaffarpur should be attached to technical Bid (Envelope-I)
- 2.7. Completed tenders should reach the Bank by **2.30 PM on 05.02.2019** and the technical bids will be opened on same day at **3.30 PM**. Tenderers may remain present at the time of opening of bids. Those who qualify the technical parameters will only be eligible to compete in financial bids.
- 2.8. The Bank reserves the right to accept/reject any or all tenders without assigning any reason whatsoever.
- 2.9. The Bank reserves the right to reduce or increase the number of CCTV systems for maintenance. Bank also reserves right to select one/more than one vendor.
- 2.10. Company should have proper communication system and the complaints from branches should be attended to immediately (within 48 hours). Phone/Mobile No./email of contact person are to be provided to the Bank/Branches.

**3. Days of Service**

- 3.1. The provision, by the vendor, for maintenance/service will be confined to the Bank’s normal working days.
- 3.2. No work will be undertaken on Sunday and holidays except with prior arrangements.

**4. Duration of contract.**

The contract shall initially be valid for a period of one year and be extendable for further periods depending on satisfactory service and mutual consent.

**5. Payment of charges**

All payments against annual maintenance will be made by Head Office or Region wise, Regional offices on half yearly basis after completion of period of work and the satisfactory performance report from Regional Offices/Branches.

**6. Termination**

Bank may terminate the contract by giving 15 days notice in which case maintenance charges payable shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for actual period for which the vendor has provided the maintenance service.

**7. Dispute**

Any dispute will be under jurisdiction of court at Muzaffarpur.

**8. General**

The vendor shall be required to sign an agreement with Bank as per Bank’s standard format incorporating various terms and conditions. Application received without EMD and after prescribed time & date will not be entertained.

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