



**REQUEST FOR PROPOSAL (RFP)
FOR**

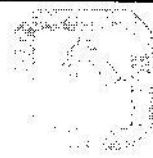
Empanelment of vendors for Supply, Installation, and Maintenance of Standalone Digital Video Recorder (SDVR) Based Close Circuit Tele Vision (CCTV) System & Digtall Fire Cum Burglar Alarm system

The information provided by the vendors in response to this Request for Proposal (RFP) will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP. The Bank also reserves its right to accept or reject any or all the responses to this RFP without assigning any reason whatsoever without cost or compensation therefor. The Bank will evaluate the proposals by following such methods, criteria and rationale which, in its opinion, are the best in the interest of Bank.

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DISCLAIMER

While the document has been prepared in good faith, no representation or expressed or implied, is or will be made, and no responsibility or liability will be accepted by UCO Bank or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO Bank, but an invitation for vendor's response. No contractual obligation on behalf of UCO Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO Bank and the Vendor.





Ref: ZOV/SEC/2024-25/161

DATE: 26.02.2025

Empanelment of vendors for Supply, Installation, and Maintenance of Standalone Digital Video Recorder (SDVR) Based Close Circuit Tele Vision (CCTV) System & Digital Fire Cum Burglar Alarm system

UCO Bank, Zonal office, Varanasi, Dhanshree Complex, D-63/8-1-M, Mauza- Tulsipur, Mahmoorganj, Varanasi-221010, invites Request for Proposal (RFP) for Supply, Installation, and Maintenance of Standalone Digital Video Recorder (SDVR) Based Close Circuit Tele Vision (CCTV) System & Digital Fire Cum Burglar Alarm system.

The RFP details are furnished as under:

RFP Details:

Date of issue of RFP	26.02.2025
Last Date, Time and Place for submission of Bid	19.03.2025, up to 1700 hours at UCO Bank, Zonal office (Security Department), Dhanshree Complex, D-63/8-1-M, Mauza-Tulsipur, Mahmoorganj, Varanasi-221010
Date, Time & Venue of Bid opening for Preliminary Scrutiny	shall be intimated through letter/e-mail
Commercial RFP (RFQ)	Will be invited only from empanelment vendors
Security deposit and performance guarantee	Successful bidders shall submit the security deposit/performance guarantee with financial bids
Tender Fee	Rs.500/- in form of Pay order/ Demand draft
Pre bid meeting	Zonal Office dated 07.03.2025 at 1500 hrs
Address for communication	As above

Note:

1. In case the specified date of submission and opening of Bids is declared a holiday in Madhya Pradesh, the RFPs will be received till the specified time on next working day
2. Bids will be opened in presence of the vendors' representative(s) who choose to attend the RFP opening process. A maximum of two authorized representatives of the Vendor will only be allowed at the time of opening of the RFPs.

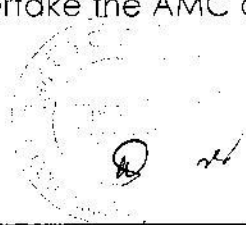
Instructions for Vendors

A. Vendors' eligibility criteria:

1. The Vendor should be a profitable registered company / firm having experience in supply, installation & maintenance of CCTV Systems for at least last 5 years. Audited Balance sheet for last 3 years & copy of ITR to be submitted.
2. The annual turnover of the company must not be less than Rs. 100 Lacs per annum, during last three financial years (Enclose financial statement)
3. The Vendor must have executed order for the installation of CCTV Systems, in Central / State Government Department or R.B.I./Scheduled Commercial Banks in India during the last three years. An authenticated / verified copy of the Purchase Order and Completion Certificate(s) should be submitted with the technical details.



4. The Vendor should enclose Manufacturers' Authorization Letter / Dealership Certificate from the Origin Equipment Manufacturer (OEM) for the relevant SDVR and Camera along with the Technical specification.
5. Registration of GST, firm/company registration, dealer authorization Certificate ESI, Shop & Establishment, EPF, Service tax is essential.
Note- Vendor's registered with SSI, NSIC and having ISO 9001 certification may be given preference.
6. The Vendor should have a back-to-back support from the OEM of the Standalone Digital Video Recorder & Camera. The Vendor should be equipped with "After Sales Service Centers" (SSC) at major cities in India, with requisite spare parts etc. Attach the Undertaking of the OEM and List of SSCs. The selected Vendor shall have to cater AMC (comprehensive) contract for 3 years for the whole system including SDVR & Cameras all spare parts(hardware & software).
7. Earnest Money of Rs25000/-in the form of Pay order/Draft favoring UCO Bank, payable at Varanasi will be deposited by successful bidders at the time of submission of financial bid offers.
8. RFP documents can be obtained by the Vendor from 27.02.2025 to 19.03.2025 against a payment of Rs 500/- in the form of a demand draft issued by any scheduled commercial bank in India drawn in favor of 'UCO Bank' and payable at Bhopal. RFP forms can be downloaded from the website at www.ucobank.com In case of downloaded documents, the **fee of Rs 500/-** will have to be paid at the time of submission of the Bid.
9. Pre- bid meeting in respect of the RFP, will be held in Zonal office (Security department)
No separate communication will be sent for this meeting. All communications regarding points required for clarifications/discussion shall be given in writing.
10. The Vendor is advised to submit the Bid strictly in accordance with the terms and conditions of RFP and adhering to the Technical Specifications contained in the RFP documents, and not to stipulate any deviations. Bid containing deviation from the terms and conditions is liable to be rejected.
11. Vendor should have in line of business at least minimum 5 years having office in Madhya Pradesh.
11. Bid submitted by firms who do not fulfill eligibility criterion will not be considered for acceptance. UCO Bank reserves the right to accept or reject in full or in part any or all Bid/offer without assigning any reason and without any cost or compensation therefor and any decision of UCO Bank in this regard shall be final, conclusive and binding on the offers.
12. Last date of submission of Bid is by 1700 hours on 19.03.2025 and Date and time of opening of bid shall be intimated separately through letter/e-mail.
13. The vendors who are willing for rate contract of CCTV and its components, should only participate. Modalities for which will be communicated after the empanelment process of vendors is completed.
14. Vendor should be capable to undertake the AMC of existing CCTV systems also.





Terms and Conditions of the Request for Proposal (RFP)

1. Introduction :

UCO BANK, a body Corporate, established under The Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, hereinafter called "The Bank", is one of the leading public sector Banks in India spread all over the country.

UCO BANK is pleased to invite proposal for supply, installation and Maintenance of standalone Digital Video Recorder (SDVR) Based Close Circuit Tele Vision (CCTV) System from the prospective bidders having proven past experience and competence in the field and offering services to various banks at different locations in India.

2. Scope of Work:

1. The selected vendor will supply, install and maintain the Standalone DVR based CCTV with Technical Specifications provided in the RFP DOCUMENTS in Bhopal zone and other locations specified by Bank.
2. CCTV System with 4CH, 8CH, 16 CH & 32 channel stand alone DVR
3. Complete maintenance of the systems during warranty period and comprehensive AMC for 3 years thereafter.

The Vendor should indicate the Technical Specifications in his RFP (as per the attached). The scope of work shall include, supply, installation including testing and handing over of the equipment supplied as per Technical Specifications at the Bank's office buildings and at the locations specified by the Bank.

The Vendor shall carefully check the specifications and shall satisfy himself that the equipment offered is suitable as per the enclosed Technical Specifications and shall take full responsibility for the efficient operation and guarantee of the specified output of the equipment offered.

3. Two Bid system:

- UCO Bank would follow Two Bid system i.e. Request for Proposal (RFP) – containing Technical information and Request for Quote (RFQ) – containing commercial information. Technical phase would be completed first. Thereafter, Commercial Information (RFQ) will be invited only from short-listed/empanelled Vendors who qualify in Preliminary Scrutiny and Technical Evaluation stage.
- Duly authorized representatives of Principals in India can only purchase the RFP documents on behalf of their principals on production of a letter of authorization from their principals. Only one Bid shall be submitted, either by the Principal or by the duly authorized representative.



- RFP documents can be purchased from UCO Bank, Zonal office (Security Department) between 1100 hrs and 1700 hrs IST (Monday to Friday) between 27.02.2025 and 19.03.2025, on payment of Rs 500/- per set towards the cost of RFP documents, which is non-refundable, by means of Demand Draft issued by any scheduled commercial bank in India favoring UCO Bank, payable at Indore.
- The RFP document can also be downloaded from the UCO Bank website at www.ucobank.com. In case of downloaded forms, the fee of Rs 500/- per set will be paid by means of Demand Draft/ Pay order issued by any scheduled bank in India favoring UCO Bank, payable at Bhopal at the time of submission of RFP. The RFP along with complete detailed information/ documents in support of their eligibility will have to be submitted in a sealed cover up to 1700 hrs, 19.03.2025 as per the detailed instructions mentioned in "Instruction to Vendors". Vendors failing to comply with the above requirements shall not be considered.
- The vendors are advised to examine all instructions, terms and conditions and technical specifications carefully and furnish the required information unambiguously. Any offer not submitted in the prescribed formats or with incomplete details is liable for rejection. UCO Bank is not responsible for non-receipt of offers within the specified date and time due to any reason including postal holidays or delay.
- The Bank expects the Vendor to carefully examine all instructions, forms, terms & conditions, technical specifications etc., mentioned in this tender document. Failure to furnish all information required for submission of a RFP not substantially responsive to the tender document in every respect will be at the Vendor's risk and may result in the rejection of its RFP without any further reference to Vendor.
- At any time, prior to cut off date for submission of Bid/Offer, UCO Bank may modify any of the terms & conditions and technical specifications at its sole discretion and the same will be communicated by website posting and the amendments shall be binding on them. In case of any amendment, UCO Bank may extend the cutoff date for submission of Bid/Offer in order to provide a reasonable time to prospective vendors.

The Bid/Offer should be complete in all respect and must contain all information as asked for, except prices. The technical information should include all components as asked for. The Vendors should sign all the pages of the Bid documents by an authorized representative of the Vendor. The suggested format for submission of Bid is as follows:

PART- A -TECHNICAL RFP-(Technical Eligibility criteria)

- (a) Annexure X1 to X5
- (b) Appendix-'A'- Vendor's General Information (Must attach supporting documents i.e. Purchase Order(s), Completion certificate(s) to substantiate claim(s) for each clause and item with the Technical RFP
- (c) Appendix - B -Technical compliance sheet for 4 CH, 8 CH, 16Ch& 32 Channel Stand alone DVR as well as ATM DVR.



- (d) Appendix-'C'to'C-3':-Technical Compliance Sheet for Camera / Monitor / Accessories (Attach supporting documents to substantiate claim(s) with the technical RFP).
- (e) Appendix-'D'-Technical Specifications of 4 CH Standalone ATM DVR.
- (g) Appendix-'E'-All requisite enclosures as mentioned in 'Other Mandatory Requirements' (Attach requisite documents by marking as indicated).

1. CCTV System with fully integrated Standalone 4 CH, 8 CH, 16 CH & 32 Channel Standalone DVR with embedded software, capable of working in 24x 7 environments. The CCTV system comprising Standalone DVR including storage HDD, CCD Cameras (verifocal Lens /IR Dome / IR Bullet/pinhole), display Monitor, cabling and other accessories.
2. System shall have combination of Digital CCD color video cameras with fixed lens / Dome, IR, encoders, decoders, network video recorders, network attached storage devices / Raid backup devices for recording, application software, color video TFT/LCD monitors, keyboard, mouse etc.
3. The system shall offer both Video Stream Management and Video Stream Storage Management. Video frame rate and resolution in respect of individual channel shall be programmable.
4. The system should provide inbuilt facility of Watermarking to ensure tamperproof recording, so that the video recorded cannot be altered and these can be used as evidence at a later date, if so required. The audit trail should be intact for evidential purposes.
5. System shall provide sufficient storage space of all video recordings for a period of 90 days and 180 days for 4 CH as per Bank's requirements, at the given fps per channel NTSC/PAL and D1 playback resolution using necessary compression techniques for all cameras. The system shall have provision to automatically overwrite the new information after the period of 90 & 180 days and necessary script/algorithm must be available in the application.
6. The video shall be compressed using **H.264 or better** hardware compression.
7. The recording resolution and frame rate for each camera shall be programmable.
8. The system shall be pentaplex i.e. it should have facility for viewing, recording, remote viewing, back up and playback simultaneously.
9. System should have file player software so that back up can be auto played on any PC using Windows Media Player/on a cine player provided free of cost by the vendor.
10. This apart, the product should have series of DVR Cards to enable Mobile Handset as well as Remote PC/Laptop through TCP/IP protocol with the following features also:-
 - A) Remote Video on PC and mobile
 - B) Supports dynamic IP address
 - C) DVR Software Kit Information should be based on open standards
 - D) Secured Desk top
 - E) Watermark logo Overlay



The vendor submitting technical Bid should ensure that the product offered meets the above specification and criterion. If the technical specification of any vendor does not match the above requirement, offer shall be rejected outright.

5. Submission of Bid

Only successful bidders have to deposited EMD of Rs 25000/- with the financial bids in separate envelop. "Bid in response to RFP for Supply, Installation, and Maintenance of Standalone Digital Video Recorder (SDVR) Based Close Circuit Tele Vision (CCTV) System" to be addressed to Zonal Manager and to reach before 1700 hrs IST, 22.02.2022 in the following address:

**Zonal Manager,
UCO Bank, Zonal office (Security Department)
Dhanshree Complex, D-63/8-1-M,
Mauza- Tulsipur, Mahmoorganj,
Varanasi-221010**

- Bid/Response to RFP may also be dropped at the Tender Box kept at the above address.
- Date and time of Bid opening shall be intimated through letter/e-mail at the address mentioned in tender (**Mention the full address, contact number & email on the envelop**) in the presence of Vendors' authorized representatives who desire to be present.
- UCO Bank reserves the right to accept or reject in full or in part any or all Bid/offer without assigning any reason and without any cost or compensation therefor.
- The RFP forms duly completed and sealed should be deposited within the stipulated time and date. Vendors should ensure submission of tender well in advance and late receipt of RFPs shall not be considered.
- Conditional Bids are liable to be rejected.
- If any Vendor quotes price in response to RFP, his proposal shall be rejected.
- Telegraphic, Fax and E-mail submission of Bids will not be accepted.
- Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the Vendor's signature. Bids should be completed in all respects with all attachments/enclosures/ annexure.
- The Vendor shall satisfy the Bank that he (includes 'she') possesses the necessary technical expertise and qualifications and that he has at his disposal suitable facilities to ensure completion of all the works within the stipulated time to the satisfaction of the Bank. The Vendor shall satisfy the Bank that he is financially in a sound position to fulfill contractual obligations offered to be undertaken by him.

Since the order for the supply of equipment would be placed directly, it is presumed that the Vendor should be able to make the supply of equipment and ensure installation and after sales service etc. without the intercession of agents. Therefore, there should be no



need for engaging any agent and the prices quoted shall not include any element of agency commission.

6. Preliminary Scrutiny:

UCO Bank will preliminary scrutinize the offers received to determine whether they are complete and required technical information have been furnished and also whether the documents have been properly signed, and submitted as per prescribed formats. Offers of the vendors will be rejected outright if any of the following conditions of the eligibility criteria is not satisfied.

Eligibility criteria

If any of the vendors submitting Bids does not fulfill any of the following terms, Bid will be rejected outright.

1. If the Vendor is not in line of supply & installation of CCTV at least for 5 years as on closing date **of Bid i.e (19.03.2025)**.
2. If the Bid is not accompanied by demand draft / pay order for Rs.500/- (cost of RFP) favoring UCO Bank in case RFP document is downloaded from website.
3. If the Bid is not accompanied by EMD of Rs.25000/- (only by successful/empanelled bidders with financial bids) in the form of Pay Order / Draft favouring UCO Bank.
4. If the Vendor does not supplied 10 CCTV systems to scheduled commercial Banks in the last 3 years of the equivalent or mentioned model for which RFP is invited. (References of orders to be submitted)
5. If the Vendor does not have **minimum annual turnover of Rs.100 lac** annually in the last three financial years (To be supported by audited financial statement).
6. If the Vendor is not an O.E.M. and has not enclosed M.A.F (Manufacturer's Authorization Form) and warranty compliance statement.
7. If one Vendor's technical specification does not match with the specification of this RFP.
8. If the vendor does not have office in Madhya Pradesh (attach copy of agreement/proof).
9. If the vendor does not have registration Certificate ESI, Shop & Establishment, EPF, Service tax (attach copy).
9. Maxim Empanelment of vendor could be restricted upto 5 vendors (on merit basis).

7. Technical Bench mark test:

After in house evaluation of response to RFPs by the Bank, the vendors, who meet the requisite criteria, will be short-listed. The short listed vendors will be asked to give performance demonstration of all their equipments viz. Standalone DVR (4,8,16 & 32 Channels, Cameras (IR / Dome / Pin Hole & Auto-Iris Vari-focal Lenses). All equipments shall be complying with Technical Specifications of the TENDER DOCUMENTS and International quality certifications. All accessories shall be ISI mark or CE/FCC/UL certifications.



2. Location of the demonstration will be at UCO Bank, Zonal office, Varanasi, **Dhanshree Complex, D-63/8-1-M, Mauza- Tulsipur, Mahmoorganj, Varanasi-221010**. Date and time shall be intimated through letter/e-mail. Maximum seven days notice will be given for the demonstration. The short listed vendors will arrange the demonstration and they will participate at their own costs.

3. All equipments and accessories used for the demonstration by the vendors should be the one, which has been quoted by them in their Bids as part of the tender document. No chance will be given for re-demonstrate.

4. The eligible vendors shall be informed to submit the Financial Bid in response to the RFQ in due time.

8. RFP FEATURES:-

8.1. Language of the RFP – All response to RFPs and supporting documentation must be in English only.

8.2. Validity Period – The response to RFPs shall be valid for a period of 120days from the date of opening of technical Bids. Any response to RFP which is valid for a shorter period shall be rejected by the Bank as non responsive.

8.3. Format & Signing of RFP –

(a) The Bank in case of non-adherence to the Format or partial submission of Bids will not consider to evaluate the Bid/offer.

(b) Each response to RFP shall be made in the legal name of the Vendor.

(c) Each page of it shall be serially numbered, signed and duly stamped by the Vendor or a duly authorized person to sign on behalf of the Vendor.

(d) Any interlineations, erasure or overwriting shall be valid only if these are initialed by the person(s) signing the Bids.

(e) Executive(s) representing the Vendor should be duly authorized to attend opening of RFP, interacting with the Bank for all sorts of communication

(f) All relevant information should be given against the space provided for information in the prescribed Appendices. Writing of 'OK' 'accepted', 'noted', 'sheet attached' will not be accepted. In case, due to insufficient space, a sheet is added, page number of that sheet should be mentioned and the added sheet should have backward reference on right hand top thereof,

(g) All supporting documents of the particular Appendix should be attached to response of the RFP, writing reference thereon.

8



8 A. Evaluation of RFP - The purpose of evaluation of Bids is to determine: -

- (a) Product of the DVR & Camera manufacturer in India or abroad for quality and reliability;
- (b) Capability of the proposed DVR & camera to meet functional requirements outlined in the documents;
- (c) Compliance of the SDVR(s) & Camera offered with Technical specifications laid down in the RFP;
- (d) Acceptance of terms and conditions
- (e) Service and support structure of the vendor;
- (f) Vendor's standing i.e. experience in supply and service support of similar solutions;
- (g) Vendor meeting the qualification criteria as specified in the RFP documents;
- (h) Sound financial condition as judged by the Bank and

8. A.1. General Evaluation:

1. The Bank will examine the Bids against *Vendor's Eligibility Criteria* mentioned in the RFP document.
2. The Bank will examine the Bids to determine whether they are complete, whether the documents have been properly signed, and whether the RFPs are generally in order.
3. The Bank may waive any minor informality, nonconformity, or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Vendor.
4. During evaluation of the Bids, the Bank may, at its discretion, ask the Vendor for providing clarification on any point mentioned in its RFP. The request for clarification and the response shall be in writing.

8.A.1. Technical Evaluation:

The technical evaluation will be done on the basis of the following parameters based on the results of technical bench mark test during the demonstration. If the performance of the machine during the demonstration is found to be not in compliance with any of the following parameters, the Vendor will not qualify under technical evaluation. The decision of the committee formed by Bank to judge the performance/demonstration of the machine will be final & binding.



8. A.2. Parameters for Technical Evaluation:

- (a) Appendix - B -Technical compliance sheet for 4,8,16,32 Channel Stand alone DVR
- (b) Appendix-'C'-'C-4':- Technical Compliance Sheet for Camera / Monitor / Accessories (Attach supporting documents to substantiate claim(s) with the technical RFP).
- (d) Appendix-'D'-Technical Specifications of 4 CH Standalone ATM DVR,

8. A.3. Short-listing of Vendors:

UCO Bank will form a short-list of technically qualified vendors and the short-listed vendors shall be informed in writing the date of submission of response to RFQ.

9. DOCUMENTS:

The Vendor is required to supply all documents pertaining to the Technical Specifications of the machine in two sets.

10. Cost of RFP:

Rs. 500/- (Rupees Five Hundred only) payable by Pay order / Demand draft favoring UCO Bank, and payable at Indore.

11. Manufacturer's Authorization Form (MAF):

Vendors, other than the Original Equipment Manufacturers (OEM), must submit a letter of authority (Annexure – X 3) from their manufacturers to quote on behalf of the manufacturer. MAF should specifically mention that the OEM shall provide back to back support for Spare & Skill to the Vendor.

12. Alternative offers:

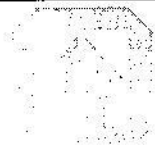
No alternative offer for any of the equipments is acceptable. Only one single product (Make & Model) should be offered which is cost-effective and meets the Technical specifications.

13. Erasures or Alterations:

There should be no unauthenticated hand-written material, corrections or alterations in the offer. The offers containing unauthenticated erasures or alterations will not be considered. Technical details must be completely filled up correctly for the product being offered without corrections/alterations. UCO Bank may treat offers not adhering to these guidelines as unacceptable.

14. Modification and Withdrawal of Offers:

The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by UCO Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor



subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by eligible vendors, the EMD will not be refunded by the Bank.

15. Clarification of Offers:

For proper scrutiny, evaluation and comparison of offers, UCO Bank, at its discretion, may ask some or all vendors for clarification of their offer/demonstration of functionality of the offered product. The response to such clarifications should necessarily be in writing. If deemed necessary, the vendor is required to give presentation on the systems offered within a week of such request. However, UCO Bank will not entertain any communication/clarification/ representation from the vendors, unless called for, after the closing time and date of submission of the Bid.

16. Technical Inspection and Performance Evaluation:

UCO Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the offered item(s).

17. Verification:

UCO Bank reserves the right to verify any or all statements made by any or all vendor (s) in the RFP document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

20. No Commitment to Accept Lowest or Any Bid:

UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFQ and shall be entitled to reject any or all offers including those received late or incomplete without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

21. Signing of Contract:

The successful bidder(s) shall be required to enter into a contract with UCO Bank as per Bank's standard agreement format, within two weeks of the award of the bid or within such extended period as may be specified.

22. Security Deposit:

The vendor shall submit a performance security deposit for 5% of the contract value in DD/Pay order/Banker's cheque and will be kept till completion of work in all respects for due performance of the contract.

Bank Guarantee (proforma as per **Appendix-F**)/security deposit equivalent to 10% of the contract value towards composite security deposit cum performance along with the unconditional order acceptance within 15 days of the effective date i.e. date of Letter of Intent which shall be valid for 45 days from the date of opening of Price Bid. If the bidder fails to submit the Bank Guarantee/security deposit within the stipulated period, the Bank reserves the right to invoke the Bank Guarantee/security deposit for the earnest money deposit and cancel the contract.



Performance Guarantee for comprehensive AMC: The vendor shall provide a fresh Bank guarantee/security deposit for an amount of equivalent to 10% of 1 years quoted all-inclusive maintenance contract rate per annum as security deposit for the fulfillment of service contract condition. The Bank Guarantee (**Appendix-G**)/Security deposit for maintenance contract shall be valid for the entire contract period of 3 years plus 3 months. Proforma of Bank Guarantee for maintenance contract is as per standard bank's format.

23. Insurance:

The vendor shall take all insurances (like All Risk Policy, Workmen Compensation Policy, Public Liability Policy, Overseas Transit Policy etc.) at his own cost to cover all kinds of risks from the time the equipment leaves the manufacturing facility till commissioning and handing over which shall also cover storage, installation, testing and third party liability at the erection site and operationalization of the systems at respective sites.

24. Further Orders:

The Bank may place further orders for supply, installation, and maintenance of CCTV systems at the same rate and terms & conditions as per the Rate Contract entered into with finally selected vendor, within 12 months period from the date of first purchase order. However, if during the said 12 months period, any downward price-revision for any of equipments occurs and then vendor must offer the same to the Bank without any delay and request from the Bank.

25. Order Cancellation:

The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations: -

1. Delay in supply, installation and commissioning of equipments, beyond the specified period of 15 days.
2. Serious discrepancy in quality of supplied equipments.
3. In the event of order cancellation, the vendor shall be responsible to take back the faulty equipments at their cost & expenses.

26. Manuals / Guides:

The equipments will have to be supplied with all the manuals / guides in electronic form and / or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals / guides should be in English only.

27. Hardware Warranty:

- The offer must include comprehensive on-site warranty, covering all parts, for minimum 1 year period starting from the date of installation and acceptance of the system by the Bank. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all installed equipments covered by the

tender document. Vendor must warrant all equipments, against any manufacturing defects during the warranty period.

- During the warranty period vendor shall maintain the systems and arrange repairing and/or replacement of all defective components at the site for free of charge to the Bank.
- Also, the warranty of the equipments procured shall not become void if the Bank further buys any other supplemental equipment from a third party and installs it with these equipments in the presence of the representative of the vendor.

28. Annual Maintenance Contract (AMC):

- After expiry of one year of warranty period, the Bank may enter into a contract with the vendor(s) for Post-Warranty support required for proper maintenance of equipments supplied by them. The vendor(s) must undertake to provide for equipments and arrange for spare parts for a minimum period of 3 years after expiry of warranty period. The vendor shall provide service / support within 24 hour of complaint. The vendor(s) will not outsource the maintenance work assigned by the Bank, to any second party and will arrange attending of all complaints registered by the Bank officials through its own service / support infrastructure only.

29. Support:

The vendor is required to provide sound after-sales service/support by arranging timely attending of calls (within 24 hour) received from the branches/offices where the equipments have been supplied & installed and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet up time the vendor has to maintain sufficient inventory of spare parts/equipments at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipments. In case of failure to bring back the system in proper working order within the time stipulated above, a penalty of Rs 200/- per day shall be levied till the system remains non-functional.

The vendor must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers/technicians.

30. Spare Parts:

Vendor will ensure availability of spare parts for the supplied equipments for a minimum period of 5 years from the time of their acceptance.

31. Hardware Failure:

If, during the warranty period as well as AMC period, any equipment fails to function properly four or more times during a quarter due to any reason except force majeure event, the vendor shall arrange replacement of the same by new equipment of same or higher configuration, at no cost to the Bank.



32. Indemnity:

Vendor shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademark, copyright etc. or such other statutory infringements in respect of all the network equipments supplied by it.

33. Publicity:

The vendor shall ensure that the name of the Bank does not appear in any of its advertisements, product demonstrations, sales promotion schemes, or any publicity initiatives, without obtaining explicit written permission of the Bank in this regard. The Bank, however, reserves the right to reject any such request made by vendor.

34. Guarantees:

Vendor should guarantee that the equipments delivered to the Bank are brand new. All equipments must be sealed box-packed and supplied with their original and complete electronic and / or paper printed documentation. The equipment must conform to the highest quality and standard. In case of software, the Vendor should guarantee that the equipment supplied to UCO Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in schedule of requirement must be of the same brand and same model number. All the equipment and peripherals should be supplied with the relevant interface cables.

35. Completeness of the contract:

The contract will be deemed as incomplete if any component of the hardware, software, peripheral devices, etc. or any documentation / media relating thereto is not delivered, or is delivered but not installed and / or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the Warranty period will not commence. The Warranty period will commence only on acceptance (based on acceptance test) of equipment by the Indenter.

36. Liquidated Damages for delayed supply:

Time is the essence of the Contract. The entire work up to the stage of installation and testing i.e. commencement of operation of the system shall be completed within 1 month from the 10th day of acceptance of letter of intent failing which liquidated damages for equipments not supplied will be levied at the rate of 1% of the cost of equipments for each completed week of delay or part thereof, subject to a ceiling of 10% (Ten percent) of the price of each set of CCTV equipment.

37. Maintenance Contract:



The scope of the contract shall comprise and include all costs including all taxes, duties, levies and other transport, handling, insurance charges for the following:

- (a) Routine servicing, trouble shooting, settings, adjustments, cleaning to ensure smooth and trouble free working of the system minimum once in a quarter.
 - (b) Repairs to the systems and trouble shooting of software in the event of any break down including cost of repair / supply of spares / components / sub systems.
 - (c) Stocking of all essential spares / sub systems in respective sites or in their / their representative's office.
 - (d) Import of the spares/sub systems for repairs/replacement inclusive of customs duty shall be the responsibility of the contractor and non- availability of spares in the stock at site/at his office in India will not be accepted as a reason for waiver of penalty towards delay in rendering prompt service.
 - (e) The Bank shall have the option to terminate the service contract any time during the contract period by giving a written notice of 3 months, without assigning any reason thereof. However, the contractor shall commit himself to the service contract for a minimum period of 3years excluding the period of warranty and has no right to terminate the contract within this period.
- Payments shall be made half yearly after completion of each half year of coverage site wise.

38. Indemnity to Bank:

The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that the UCO Bank may sustain on account of any violation of patents, trademark etc., by the vendor in respect of the products supplied.

39. Force Majeure:

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of UCO Bank in fires, floods and freight embargoes. If a Force Majeure situation arises, the Vendor shall promptly notify UCO Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by UCO Bank in writing, the Vendor shall continue to perform it's obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of one month, UCO Bank and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of UCO Bank shall be final and binding on the vendor.

40. Resolution of Disputes:



UCO Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, UCO Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

41. Arbitration:

In case of any dispute or difference arising out of or in connection with or in carrying out of the work (whether during the progress of the work or after completion and whether before or after the determination, abandonment or breach of contract) except as to any of the excepted matters provided hereunder the parties hereto, shall first Endeavour to settle such disputes or differences amicably. If both the parties fail to reach such amicable settlement, all the disputes or differences shall be finally settled by arbitrator as provided herein.

In case of failure of such amicable settlement by the parties, then either party may within 28 days of such a failure give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in dispute or differences of which such written notice has been given and no other matter shall be referred to the arbitration of a single arbitrator to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitrations.

In the event of the Arbitrator dying, neglecting, refusing to act or resigning or being unable to act for any reason or the award being set-aside by the Court for any reason it shall be lawful for the parties to appoint another Arbitrator in the manner provided herein above. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

The venue of arbitration shall be Indore, Madhya Pradesh, India.

The Arbitrator appointed under this Schedule shall have the power to extend the time to make the award with the consent of the parties.

Pending reference to arbitration and award thereon, the parties shall make all endeavors to complete the work in all respects as herein contracted and all disputes, if any, will finally be settled in the arbitration.

Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and award respectively shall be, at the discretion of the Arbitrator or Arbitrators or the Umpire, as the case may be, who may determine the amount thereof.

The Arbitrator shall give reasoned award in respect of each item of disputes, which shall be final and binding on both the parties. It is agreed that the Vendor shall not delay the carrying out of the work by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the work with all due diligence and shall, until the



decision of the Arbitrator, as the case may be, is given, abide by the terms and conditions of the contract herein, as also instructions with regard to the actual carrying out of the work herein contracted and no award shall relieve the Vendor of his obligations to adhere strictly to the terms and conditions of the contract herein as also instructions with regard to the actual carrying out of the work. The Bank and the Vendor hereby also agree that arbitration under this schedule shall be a condition precedent to any right of action, under the Contract.

In case during the arbitration proceedings, the parties mutually settle, compromise or compound their dispute or difference, the reference to arbitration and the appointment of the Arbitrator, as the case may be, shall be deemed to have been revoked and the arbitration proceedings shall stand withdrawn or terminated with effect from the date on which the parties file a joint memorandum of settlement thereof with the Arbitrator, as the case may be.

If any fees are to be payable to the arbitrator this shall be paid equally by both the parties.

42. Jurisdiction:

The jurisdiction of the courts, in case of any dispute, shall be Varanasi only.

Signature and Seal of the bidder



Annexure- x1

Submission of Bid in response to Request for Proposal

Ref:- -----

Date-----

Zonal Manager,
UCO Bank, Zonal office, Varanasi
Dhanshree Complex, D-63/8-1-M,
Mauza- Tulsipur, Mahmoorganj,
Varanasi-221010

Sir,

1. We have carefully examined all the RFP Documents for supply & installation of SDVR based CCTV in your Indore zone & other locations and all the conditions stated in the instructions to Vendors, General Conditions of Contract, and Technical Specifications etc. as detailed in the RFP Documents.
2. We enclose the details as asked for in the format given in Annexure-I duly signed by us along with supporting documents.
3. We also agree that our Bid will remain valid for acceptance by the Bank for 120days from the date of opening of Bid, and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the Draft/Pay Order towards earnest money valid for 12+3 months from the date of opening of Bid. However, if we withdraw, you shall have the right to forfeit the Earnest money without reference to us. Should this Bid be accepted, we hereby agree to abide by and fulfill all the Terms and Conditions of the Bid and in default thereof authorize you to forfeit or pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the RFP together with the written acceptance of the Contract. We understand that you reserve the right to accept or reject any or all the Bids either in full or in part without assigning any reason thereof.
4. We enclose a list of Bank clients (R.B.I. / Scheduled commercial Banks) in India (giving their full addresses), e-mail ids, telephone (landline and mobile), fax numbers, to whom models of equipment/s has/have been supplied by us during last three years as per the number indicated against each of them. (Ref. of orders received to be given)
5. We enclose details of patent, trademark, registered designs, intellectual property rights, industrial property rights, copy rights held by us regarding any part of the CCTV



6. We confirm that all the pages of the Bid document have been signed by the authorized signatory of the company. (Proof of authorization to be submitted)
7. We enclose a copy of document in support of year of establishment of our company/ firm
8. We enclose compliance of Technical Specifications as per Appendix-B to C

Dated this _____ day of _____ 2022

For and on behalf of

(with seal)

Signature _____

Name _____

Designation _____

Place:

**DULY SIGNED BY AUTHORISED SIGNATORY
WITH SEAL**



Annexure – x2

(Letter to the Bank on the vendor's letterhead)

Ref No:-

Date.....

Zonal Manager,
UCO Bank, Zonal office, Varanasi
Dhanshree Complex, D-63/8-1-M,
Mauza- Tulsipur, Mahmoorganj,
Varanasi-221010

Dear Sir,

Sub:Your RFP for

Ref No.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the supply of ----- as detailed in system requirement and specification of your above referred RFP.

Sl No.	Description of	Make of the Item	Model No.	Part No

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures.

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever & without any cost or compensation therefor.

We enclose Demand Draft No./Pay Order no. ----- for Rs 25,000/- (Rupees twenty five thousand only) Favouring UCO Bank issued by ----- Bank, ----- Branch payable at Indore, towards Earnest Money Deposit.

Yours faithfully,



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

Date:

Annexure - x3

Manufacturer's Authorization Form (MAF)

No. _____

dated _____

Zonal Manager,
UCO Bank, Zonal office, Varanasi
Dhanshree Complex, D-63/8-1-M,
Mauza- Tulsipur, Mahmoorganj,
Varanasi-221010

Dear Sir,

Subject: _____

Ref No. :

We _____ who are established and reputable
manufactures of _____ having factories at _____ and _____
do hereby authorise M/s _____ (Name and address of Vendor
/Dealer) to offer their quotation, negotiate and conclude the contract with you against
the above invitation for RFP offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP
and the contract for the equipment and services offered against this invitation for RFP
offer by the above firm and confirm that back to back Spare & Skill Arrangement has
been made with M/s _____ for providing support services to
UCO Bank under this contract.

Yours faithfully,

Authorized Signatories
(Name & Designation)

Date:

For and on behalf of M/s _____
(Name of manufactures)

Note:

1. This letter of authority should be on the letterhead of the manufacturing concern
and should be signed by a competent person of the manufacturer.

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2. Such MAF for all items offered for which the vendor is not an OEM, should be attached.

Date:

Place:

Annexure – x4

Details of Service Centers / Franchisee arrangement & Qualified/Competent Support Staff available for support to UCO Bank

Sl.no.	Location of service center		Contact person with address	Experience of Service Engineer and qualification	No. of year in service in the company	Telephone / Mobile No.
	Owned	Franchisee				

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

Date:



Annexure – x5

(To be submitted by OEM)

No. _____

Date: _____

Zonal Manager,
UCO Bank, Zonal office, Varanasi
Dhanshree Complex, D-63/8-1-M,
Mauza- Tulsipur, Mahmoorganj,
Varanasi-221010

Dear Sir,

Subject : _____
Ref. No. : _____

We _____ who are established and reputable manufactures of _____ having factories at _____ do hereby certify that all the components / parts / assembly / software used in the Standalone DVR based CCTV Systems i.e. DVR, Camera, Monitor etc, are original with new components / parts / assembly / software and that no refurbished / duplicate / second hand components / parts / assembly / software are used or would be used.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and services, offered against this invitation by us. We also confirm that back to back spare & skill arrangement has been made with for providing support services of UCO Bank under this contract.

Yours faithfully,

Authorized Signatories
(Name & Designation)
Date:

For and on behalf of M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letter head of OEM and should be



signed by a competent person of the manufacturer.

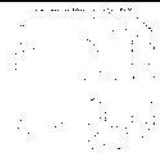
Date: _____

APPENDIX – 'A'

VENDOR'S GENERAL INFORMATION

(Information required (Information to be filled by the Vendor))

1. Name of the Vendor: _____
2. Year of commencement of business: _____
3. Whether ISO? : Yes / No
If yes, details: _____
4. Constitution of the Vendor (Tick mark the applicable): Limited Company, Private Limited Company, Partnership, Sole Proprietorship or any other type _____
5. Vendor's Registered Address: _____
6. E-mail / Phone / Fax nos: E-mail: _____ Fax: _____
: Phone Nos: _____
7. Details of authorized representative(s): _____
8. Name(s) and addresses of Director(s): _____
9. Whether registered with the Registrar of Companies/ Registrar of Firms?
If so, mention number and date: _____
10. Whether Registered for GST purposes? _____
If yes, mention number and date: _____
(Attach copies of GST certificate).
11. Is the firm a Manufacturer / Dealer / Distributor of CCTV systems.
(Attach authenticated copies): _____
13. Net Profit (Rupees. In lacs)
During FY 2023-24: _____
During FY 2022-23: _____



During FY 2021-22: _____

14. Total Turnover (Rupees. In lacs)

During FY 2023-24: _____

During FY 2022-23: _____

During FY 2021-22: _____

16. No. Of Service Centers: _____

(Attach list of the Centers, their addresses, Contact person and Tele & Mobile Nos)

DECLARATION

1. I / We have read the instructions appended on the Performa and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and UCO 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.

2. I / We agree that the decision of the UCO Bank in selection of Contractors will be final and binding on us.

3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.

4. I / We agree that I / We have no objection if enquiries are made about the works listed by me / us in the accompanying sheets.

5. I / We understand that the amount of Earnest Money deposit shall be forfeited if I / We fail to accept the purchase order that may be awarded as L-I Vendor, or failure to carry out the obligations for installation of the CCTV System.

Signature & Seal of the Vendor