

REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF VENDOR FOR MAINTENANCE CONTRACT OF
CCTV
THROUGH NON COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR BRANCHES/OFFICES UNDER
REGIONAL OFFICE: JAUNPUR
FOR
RFP REF NO. UPGB: ROJAU: P&E: RFP: CCTV: 2025-26:106
DATE: 10.10.2025





उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)
(Scheduled Bank Owned by Government)

REF: ROJAUN: P&E: Tender:2025-26: 106

Date: 10.10.2025

TENDER FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of CCTV installed at various branches/Regional offices of our Bank located in Jaunpur District under control of Regional Office, Jaunpur.

Schedule of Events & Bid Details-

Tender Issuing date	10.10.2025
Last Date and Time for Submission of Bid	31.10.2025 at 03:00 PM
Date and Time of Technical bid opening	31.10.2025 at 03:30 PM
Address for communication	Regional office, Pawan Plaza Building, Civil Lines, Jaunpur Pin code-222002
Contact Number-	8981715460, 9453146864
E-MAIL Address	PE.ROJAUN@barodauprrb.co.in

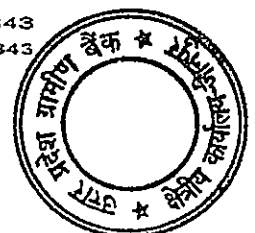
Eligibility:

1. The firms/company should have minimum 3 years of experience in field of Non-comprehensive Annual Maintenance Contract of CCTV in PSBs or Financial Institutions or government organisation.
2. The firms/companies should have been registered with Sales Tax Department for work contract and shall provide PAN and GSTIN No. with the bid. (Without which the vendor's bid would become invalid and same shall be rejected).
3. The firms/company must have a minimum Turnover of 20 lakh in each year (2022-23, 2023-24 & 2024-25), the bidder must submit the supporting document duly stamped and signed by C.A.
4. Firm/Company must have strong support of technical staff to resolve calls within 24 hours.
5. The Firm/Company should not have been blacklisted by any public sector/Bank/PSU/Government Department in the past. A Self declaration letter by the bidder, on the company's letter head should be submitted along with bid.

Other Conditions:

1. The contract will be effective for a period of one year from the date of allotment of contract. The bank shall have the right at its sole and absolute discretion to continue the assignment/contract of the selected bidder for future requirement for various items/activities as described in RFP after expiry of contract period.
2. The contract will be for Non-comprehensive on Site Maintenance.
3. Replacement of Parts will be paid by bank with original spares of the brand make model of the CCTV with the best quality spares. Non-comprehensive Annual Maintenance vendor should keep sufficient spares at the office and should provide standby CCTV if needed a reasonable period and in no case more than 24 hours.
4. The firm/company must provide at least 1 dedicated resident engineer, they should be available to branches for managing all the service requests logged by our branches on all working days of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided in his/her by the firm/company.
5. The firm/company must provide at least 1 contact number and 1 email id where complain of CCTV could be registered by Branch/ Regional Office.
6. It shall be responsibility of the firm/company to make all CCTV work satisfactorily throughout the contract period and to hand over the system in working condition to the bank after expiry of the contract. In case any damage is found, the firm/company will be liable to rectify it even after expiry of Non-comprehensive Annual Maintenance contract.
7. L-1 will be decided by the Total of the rates of all products mentioned in annexure V along with the AMC service cost.
8. Availability service level & Penalty – In case any engineer is not available the Bidder should immediately provide the Bank with an equivalent standby engineer for that period of unavailability. If bidder fails to meet the uptime guarantee in any month then the bidder will have to pay the Compensation as penalty of Rs. 250 per day.
9. Bank reserves the right to: Reject any and/or all responses received in response to the RFP, Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery. And extend the time for submission of the tender. And Share the information/clarifications provided in response to tender by any Bidder, with any other Bidder(s)/others, in any form. And Withdraw, postpone or Cancel the tender at any stage, without assigning any reason whatsoever.
10. PAN number of the firm/individual allotted by the income tax authorities should be submitted Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
11. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.
12. The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.

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Payment Terms:

1. Non-comprehensive Annual Maintenance Charges shall be paid at the end of each quarter on pro-rata basis after submission of satisfactory service report from all the branches.
2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches.

Bid Submission:

- The sealed tenders must reach the Uttar Pradesh Gramin Bank Regional Office, Jaunpur, Pawan Plaza Building, Civil Lines, Jaunpur Pin code-222001. Complete in all respect latest by 03:00 PM on dated 31.10.2025. Bids received after that shall not be entertained.
- Bids must be submitted through hand to hand or through registered Post.
- The bid must contain two Envelopes as per procedure given below.

IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED. IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR ANNUAL MAINTENANCE CONTRACT FOR CCTV".

FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. Details of infrastructure for providing proper services.
2. 3 year experience certificate of being in business for the sale of same product which being offered to us.
3. Attested photocopy of document of registration of firm along with GSTIN No.
4. Photo copy of PAN Number duly attested.
5. The entire tender document duly signed by the vender as a mark of acceptance of terms and conditions of the tender document.
6. General Information of Bidder and Eligibility Criteria (Annexure I to IV).
7. All documents should be Self-attested along with stamp of the Firm.

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. The price must be submitted on the prescribed format (Annexure-V). Price bid will not be accepted on any other format or document.

IT MUST BE CLEARLY MENTIONED "PRICE BID ANNUAL MAINTENANCE CONTRACT OF CCTV"

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "TENDER FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV".

RIGHT TO REJECT BIDS:

- Bank reserves the right to accept or reject any quotation or cancel the entire process at any stage without assigning any reason whatsoever. The bank does not bind itself to accept the lowest of any quotation and reserves to itself the right to accept or reject any or all quotations. Either in whole or part. without assigning any reason for doing so.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.
- The selected bidder is found to be unsatisfactory response/performance.

Request For Information:

All queries relating to the tender, technical or otherwise must be either in writing or by email only - PE.ROJAUN@barodauprrb.co.in FOR ANY CLARIFICATION CONTACT- Uttar Pradesh Gramin Bank Regional Office, Jaunpur, Pawan Plaza Building, Civil Lines, Jaunpur Pin code-222001.

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Disclaimer:

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Uttar Pradesh Gramin Bank, RO Jaunpur, to select vendor through bidding open for all concerned for non-comprehensive annual maintenance contract of CCTV at its Branches.

The RFP documents is not recommendation, offer or invitation to enter into a contract, is subject to observance of selection process and appropriated documentation being agreed between the Bank and any successful bidder as identified by the Bank, after completion of the selection process as detailed in this document.

EMD:

EMD of Rs. 5000.00 has to be submitted by the way of DD/Banker's Cheque/Pay Order drawn in favor of Uttar Pradesh Gramin Bank, payable at Jaunpur. EMD will not carry any interest.

1. The EMD of unsuccessful Bidder will be refunded accordingly in due course.
2. EMD of successful bidder will be returned after successful completion of AMC Tenure subject to renewal of AMC if any.
3. The selected bidder will have to sign an agreement with the bank.
4. Under the Government guidelines "Public Procurement Polity for Micro and Small Enterprises (MSEs) Order, 2018" interested MSEs firms may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

The Earnest money deposit will be forfeited if-

- The successful bidder withdraws from the Non-CAMC without any notice to the bank before completion of Non-CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
- The bidder withdraws his tender after processing but before acceptance of "letter of appointment" to be issued by the bank.

The bidder violates any of the provisions of the term and conditions of this tender specification.

Note:-

- L-1 bid will be derived on total cost of ownership for all items together.
- Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis after submitting bill with the visit report of all branches signed and stamped by branch in a quarter.
- Hardware item which is under warranty at present may be given into non-comprehensive annual maintenance contract after expiry of warranty of such hardware. However non-comprehensive annual maintenance contract charges in such cases will be calculated on proportionate for the remaining period of non-comprehensive annual maintenance contract.
- Non-comprehensive annual maintenance contract rate includes cost of services of resident engineers.
- Non-comprehensive annual maintenance contract rate includes travelling, lodging and boarding of employees of the vender.
- Non-comprehensive annual maintenance contract rate includes travelling, lodging and boarding of service engineer.
- Quantity of hardware may differ from the quantity mentioned.
- Preventive measures to be carried out once in a quarter.

Yours Faithfully,

(Karlman K.R.)

Regional Manager

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Annexure I

Bidder Profile Format-

S.N	Parameters	Response
1	Name of Firm/ Company	
2	Year of Incorporation in India	
3	Names of the Partners/ directors	
4	PAN No.	
5	GSTIN No. (Certificate attached)	
6	Address of the Firm/ Company	
	a) Head Office	
	b) Local Office (if any)	
7	Authorized Contact Person	
	a) Name and Designation	
	b) Telephone Number/Mobile Number	
	c) E-mail Id	
8	Financial Parameters	
	Business Results (Last Three Years)	Turnover (In lakh)
	2022-23	
	2023-24	
	2024-25	
	Only Company figures need to be mentioned. Not to include group/subsidiary Company figures	(Mention the above amount in INR only)
10	Experience	
11	Details of Project Executed	Name of Customer
	Project 1	No. of Years in Use
	Project 2	
	Project 3	

Note: Enclose copies of Audited Balance sheet along with enclosure Dated this..... Day of.....

Place:-

Date:-

Signature of Authorized Signatory & Seal

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Annexure II

Bid Support Criteria	Yes/No
Firm/Company is registered under Companies Act & certificate is attached. Furnish document/certificate towards GSTIN No./PAN No.	
Strong support of technical staff to resolve call within 24 hours.	
Firm/Vender has been in AMC business for at least 3 Years (Supporting Documents should be attached).	
Firm/Company has minimum 3 year experience in the maintenance of CCTV (Supporting Documents should be attached).	

List of Major contracts undertaken during the Last 3 Years.

S.No.	Name and Address of Client	Contact No.	Period Of AMC	District covered	Value Of AMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

- PO/Satisfaction certificate issued by the client shall be enclosed
- The work should have been executed by the firm/company under execution.

Place-

Date-

Signature of Authorized Signatory & Seal

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Annexure- III

Support Process- The client would login clients at the Vendor Desk(s) (Contract Matrix would be provided at the time of contract sign-up). Vendor would attempt to diagnose and rectify the problem remotely. Incidents that are not resolvable remotely would be attended to by vendor's field engineering team.

List of Support Engineer/Service engineer-

S.N	Name	Address	Contact Detail
1			
2			
3			

Escalation Matrix-

Delivery/Service related issue:

First Level				
S.N.	Name	Designation	Mobile No.	Email-Address
1				
2				
Second Level				
S.N.	Name	Designation	Mobile No.	Email-Address
1				
Third Level				
S.N.	Name	Designation	Mobile No.	Email-Address
1				

Any change in designation will be informed by us immediately.

Place:-

Date:-

Signature of Authorized Signatory & Seal

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Annexure-IV

Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

The Regional Manager
Uttar Pradesh Gramin Bank
Regional Office
Jaunpur.

Dear Sir,

Re: Request for proposal for Non-comprehensive Annual Maintenance Contract of CCTV

Having examined the Proposal Document, the receipt of which is duly acknowledged the undersigned, offer to carry Non-comprehensive Annual Maintenance Contract, in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Non-comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

We agree to abide by the proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal together with your written acceptance thereof and your notification afterward shall constitute a binding contract between us.

We undertake that in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Place-

Date-

Signature of Authorized Signatory & Seal

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ANNEXURE-V

FINANCIAL BID

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED FOR AMC AT VARIOUS BRANCHES/OFFICE.

		A	B	C=(A*B)	D=(18% of C)	E= (C+D)
S.N	Item Description	Quantity	Unit Cost of AMC (Per branch for 12 Month)	Total Cost (without GST)	GST @ 18%	Total Cost (Including GST)
A	AMC of 8 CH NVR (per branch for 12 month)	73				
B	AMC of 16 CH NVR	1				
CCTV Camera spare parts						
S.N.	Item Description	Quantity		Total Cost (without GST)	GST @ 18%	Total Cost (Including GST)
1	2 MP IP CAMERA CP PLUS	1				
2	8 PORT POE SWITCH CP PLUS	1				
3	CAT-6 CABLE	1 MTR				
4	8CH NVR	1				
5	16 CH NVR	1				
6	6 TB HDD SEAGET	1				
7	8 TB HDD SEAGET	1				
8	LED MONITOR 21.5	1				
9	12V 5AMP ADAPTOR	1				
10	12V 2AMP ADAPTOR	1				
11	REINSTALLATION PER BRANCH	1				
12	CONDUIT PIPE 3mtr 20mm	1				
13	BACKUP RECORDING WRITING SERVICE CHARGE	1				
14	SHIFTING OF ENTIRE CCTV SYSTEM FROM ONE BRANCH PREMISES TO ANOTHER BRANCH PREMISES (EXCLUDING WIRING)	1				

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Regional Office wise) will be given in Work Order. The AMC charges will be paid on pro-rata basis.
- Quoted Rate must Include AMC services for period of 01 year.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of AMC and of all items together.
- Work rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned be Branch Heads is Compulsory).
- GST will be paid as per GOI Norms.

Signature of Authorized Signatory

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