



उत्तर प्रदेश ग्रामीण बैंक
UTTAR PRADESH GRAMIN BANK

REF:UPGB/ROOrai/P&E/CCTV&ALARM/2025-26/272

Date:19.11.2025

TENDER DOCUMENT

**Notice Inviting Tender for Non-Comprehensive Annual Maintenance Contract For Branches/Office
under Orai Region**

Request for proposal: NON-COMPREHENSIVE AMC contract for maintenance and service of CCTV & Alarm System

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

Tender issuing Date: 19.11.2025

Last Date for submission of tender: 03.12.2025 at 03:00 pm

Date of opening of Tender: 03.12.2025 at 05:00 pm

Address for Communication: Regional Office-Orai 4828/5713, Ground & 1st Floor, In-front of Tulsi dham, Patel Nagar Orai, Distt:-Jalaun (U.P)

Email address: ANS.ROORAI@aryavartbank-rrb.com

Contact Person: Jitendra Kumar - 7905216423



क्षेत्रीय कार्यालय-उरई 4828/5713, भूतल एवं प्रथम तल, तुलसी धाम के सामने, पटेल नगर उरई, जिला:-जालौन (उ.प्र.) दूरभाष:-+91-8188089562
Regional Office-Orai 4828/5713, Ground & 1st Floor, In-front of Tulsi dham, Patel Nagar Orai, Distt:-Jalaun (U.P) Telephone:- +91-8188089562



Eligibility Criteria:

1. The bidder should have adequate turnover/facilities for services/maintenance of CCTV & Alarm System.
2. The firms/companies should have minimum 3years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firm should have been registered with Government Department and shall provide PAN/GSTIN No. with the bid.
4. The firm should have its support office at Orai/Kanpur Nagar.
5. The firm/Company should not have been blacklisted by any Public Sector Bank/PSU/Government Department in the past.

Payment Terms:

1. Non-Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report duly verified by branches.
2. No advance payment shall be made in any case.
3. TDS to be deducted as applicable.

Earnest Money Deposit (EMD):

Earnest Money Deposit of Rs. 5000.00 (Rupees Five Thousand Only) has to be submitted by the way of Demand Draft/Banker's cheque /pay order drawn in favor of "Uttar Pradesh Gramin Bank" payable at Orai. Earnest Money Deposit will not carry any interest.

The Earnest Money Deposit of the unsuccessful bidder will be refunded accordingly in due course.

The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of AMC tenure subject to renewal of AMC if any.

Under the Government guidelines "Public Procurement Policy 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 AMC without any notice to the bank before completion of AMC 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 bank.

The bidder violates any of the provisions of the terms and conditions of his TENDER specification.

Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening bids.

Security Money /Retention Money:-

Security/Retention Money of 5% of total AMC value has to be submitted by the way of Demand Draft/banker's cheque/Pay Order drawn in favour of "Uttar Pradesh Gramin Bank" payable at Orai.

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Security/Retention Money will not carry any interest. It will be released after completion of AMC period of One year from date of AMC agreement.

Other Terms and Conditions:-

1. The Rate Contract with the selected vendor will be valid up to a period of two Years from the date of acceptance of the rates.
2. The contract will be effective for one year and may be renewed on expiry for further period of one next year.
3. Maintenance charges include all taxes and government levies as applicable (Other than GST) or be coming applicable later due to operation of or under any existing or new laws. The taxes & govt. levies what so ever (Other than GST) be borne by the vendor.
4. The contract will be on non-comprehensive onsite maintenance.
5. The maintenance service includes preventive and corrective maintenance of the CCTV & Alarm System. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance Include cleaning of internal circuit board and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spares parts.
6. The vendor should provide dedicated resident engineer, who will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/ or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00AM to 05:30 PM.
7. All the calls lodged should be attended within 24 hours.
8. The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
9. It shall be the responsibility of the vendor to make all the CCTV & Alarm System work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
10. Bank may decide to add or remove certain CCTV & Alarm System from the AMC at any point of time during the contract. Payment for any Inclusion/deletion of System during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.
11. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
12. The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it's found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Bank even if it is not covered by the AMC.
13. The Bank reserves the right to terminate the agreement of AMC, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
14. The Bank shall not consider any request in change of rates of AMC due to any reason what so ever, during the period of the contract.
15. The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
16. Bank reserves the right to accept or reject any quotation without assigning any reason what so ever.
17. Bank is not bound to accept lowest or any proposal received.
18. Final decision will be taken after analyzing cost.
19. Any dispute will be under Orai jurisdiction.
20. The Bank reserves the right to terminate the agreement of AMC at any time after one month notice, if vendor fails to carry out any of its obligations/duties in terms of the agreement.
21. Ensure that the CCTV & Alarm System are connected to the branch UPS.
22. Ensure the setting of all camers and DVR are in such way without compromising the quality and required standards so as achieve recording of 90 days minimum (180Days minimum for Locker Branch) which in future may be increased to more number of days as and when directed by the competent authority of the bank.





>>Bids must be submitted either through registered post or by hand at Regional Office, Orai.

>>The bid must contain two Envelopes as per procedure given below.

FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW:

Annexure-A(1),A(2) and A(3) duly filled with all details.

1. Details of infrastructure in order to provide proper services.
2. Attested photo copy of document w.r.t. registration of firm along with GST No.
3. Photo copy of duly attested PAN.
4. Photo copy of duly attested GSTIN.
5. Income tax Return and balance sheet for the last three years.
6. Certificate/document w.r.t. Experience.
7. The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
8. All the documents should be self-attested a long with stamp of the Firm.

>>IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR SUBMITTED BUT NOT DULY ATTESTED, THE BID WILL BEREJECTED & PRICE BID WILL NOT BE OPENED.

>>IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMIITED FOR BID OF NON-Comprehensive CCTV & AMC OF Alarm System".

>>Second envelope must contain only bid with below mentioned documents.

1. The price must be submitted on the prescribed format (Annexure-B & C) along with document.
2. Price bid will not be accepted on any other format or document.
- 3.

>>IT MUST BE MENTIONED ON SECOND ENVELOPE "PRICE BID OF Non-Comprehensive AMC OF CCTV & Alarm System".

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED For Non-Comprehensive AMC OF C C T V & Alarm System".

(S.R.Dwivedi)

Regional Manager



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TERMS AND CONDITION FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.

Quantity mentioned are indicative in Annexure - B & C and the exact quantity (Branch/Office wise) will be given in Work Order as per requirement time to time .The AMC charges of CCTV & Alarm System will be paid on pro-rata basis as and when the System will be included in the AMC.

The quantity is estimated and may vary.

Machine which is under warranty at present may be given into AMC after expiry of warranty of such machine. AMC Charge will be calculated on pro-rata basis for remaining AMC Period.

AMC 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 quarter. (Visit Certificate to be counter signed by Branch Heads is Compulsory).

GST Extra as Govt. Norms.

Warranty on spare parts to be mentioned.

Signature of Authorized Signatory

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Annexure-A(I)

Pre-Qualification Profile

1	Name of the Firm/Company	
2	Address(Head Office)	
3	Phone No.	
4	Year of Establishment	
5	Name of Proprietor or Name of Partner/Director/Associates	1. 2. 3. 4.
6	Details and Value of major AMC taken up During the last 3yrs with reputed financial organisations/banks	
7	List of other major customers (Work Order/ Experience/Service certificate to the effect from the customers are too been closed)	
8	PAN Number(for TDS)	
9	GSTIN No.(Certificate attached)	
10	Annual Turnover/Net Profit/Loss per year	
11	Any other relevant information with documents	

Signature of Authorized Signatory

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Annexure-A(2)

ESCALATION MATRIX

Delivery/Service related Issue:

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

Any change in designation will be informed by us immediately.

Signature of Authorized Signatory





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Annexure- A(3)

Eligibility Profile:

Bid support criteria	Yes/No
Firm/Company must have its own office/branch/support set-up within Orai/Kanpur Nagar. In case the vender does not have its own set-up, at least two dedicated staff should be resident in the region for providing support. Details of which should be mentioned clearly in a separate letter being provided in the BID.	
Strong support of technical staff to resolve call with in 24 hour	
DD/Cheque No.....of Rs..... Date towards EMD.	

Signature of Authorized Signatory

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(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

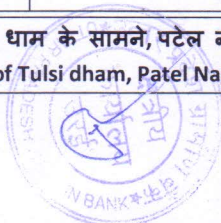
FINANCIAL BID – ANNEXURE 'B'

AMC Charges of CCTV

(All the rates must be quoted in Indian Rupee only and exclusive of GST)

Sr.N.	Description of Item	Make	Unit	Unit Price (Rs.)
1	Bullet IR HD Fixed lens 3.6 mm or above Camera 2 MP or above, compatible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
2	Dome IR HD Fixed lens 3.6 mm or above Camera 2 MP or above, compatible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
3	Bullet IR HD varifocal Camera 2 MP or above - Lens 1.3 to 6.0 mm or above, compatible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
4	Dome IR HD varifocal Camera 2 MP or above - Lens 1.3 to 6.0 mm or above, compatible with third party DVR	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
5	Digital Video Recorder (8 channel) with 1 Sata. DVR should support upto 8TB Hard disk	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
6	Digital Video Recorder (8 channel) with 2 Sata. DVR should support upto 8TB Hard Disk (each Sata -TB).	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
7	Digital Video Recorder (16 channel) with 2 Sata. DVR should support upto 8TB Hard Disk (each Sata -TB).	Dahua/Hikvision/CP Plus/Securico/High Focus/Prima	1	
8	19" or above HD Monitor 1920*1080 Pixels	LG/Samsung	1	
9	Power Supply 10 AMP (8 Ch)	Branded	1	
10	Power Supply 10 AMP (16 Ch)	Branded	1	
11	Power Supply 5 AMP (4 Ch)	Branded	1	
12	Power Supply 1 AMP (1 Ch)	Branded	1	
13	Mouse wireless	Branded	1	
14	Hard Disk for DVR (6TB) Surveillance	Seagate/WD/Toshiba	1	
15	Hard Disk for DVR (8TB) Surveillance	Seagate/WD/Toshiba	1	
16	Cable for CCTV	ISI Mark	Per Mtr	
17	Wiring	ISI Mark	Per Mtr	
18	PVC conduit with 20mm dia	ISI Mark	Per Mtr	
19	Wallrack - 4U and above	Branded	1	
20	Installation Charges (If entire system/DVR shifted involving rewiring etc.)		1	
A	Sub Total of new products			

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1	Buy Back rate old 4 channel DVR any make		1	
2	Buy Back rate of old camera any make/model		1	
3	Buy Back rate of old 2 TB Hard Disk (-)		1	
B	Sub Total of Buy Back			
C	Total of CCTV System (A - B)			
D	Non Comprehensive AMC per Branch per year including repair, Replacement & 4 mandatory Quarterly visit. In case new installation, AMC charge will be paid after one warranty period. (The maximum amount for non-comprehensive AMC should be Rs 1500/. If someone enters an amount more than 1500/-, only 1500/-amount can be considered).		Per Year	
E	Grand Total (C + D)			

Date:

Name, Designation & Signature of
Authorized Representative of firm
With Seal of the Firm



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FINANCIAL BID – ANNEXURE 'C'

AMC Charges of Alarm System

(All the rates must be quoted in Indian Rupee only and exclusive of GST)

Sr. No	Items	Rate per unit
1	Control Panel Alarm System Automatic	
2	Control Panel Alarm System Manual Day/Night	
3	Chargeable Battery 12V/7Ah	
4	12V fast charges	
5	Main Switch	
6	External Speaker/Hooter	
7	Wiring charges 2 core with PVC pipe	
8	Wiring for Smoke Sensor in PVC pipe	
9	Hand Panic Switch with Box	
10	Magnetic Sensor	
11	PIR Sensor	
12	Smoke Detector with flashing LED	
13	Relay 12 volt	
14	Internal Speaker	
15	Re-installation/Re-wiring/shifting charges	
16	Non Comprehensive AMC per Branch per year including repair, Replacement & 4 mandatory Quarterly visit. In case new installation, AMC charge will be paid after one warranty period. (The maximum amount for non-comprehensive AMC should be Rs 1500/. If someone enters an amount more than 1500/-, only 1500/-amount can be considered).	

Date:

Name, Designation & Signature of
Authorized Representative of firm
With Seal of the Firm



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