



उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

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

REQUEST FOR PROPOSAL (RFP)

**FOR NON-COMPREHENSIVE AMC OF CCTV & ALERT ALARM
SYSTEMS**

FOR THE PERIOD: 21.12.2025 TO 20.12.2026

**UTTAR PRADESH GRAMIN BANK,
REGIONAL OFFICE MAINPURI**



क्षेत्रीय कार्यालय : राधा रमन रोड, निकट रघुवीर कोल्ड स्टोरेज, मैनपुरी - २०५००१

Regional Office : Radha Raman Road, Near Raghuveer Cold Storage, Mainpuri - 205001

Emails - RoMainpuri.itcell@boirrb.net, Pmis.RoMainpuri@boirrb.net, RmMainpuri.gba@boirrb.net



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TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV & ALERT ALARM SYSTEMS

Sealed quotations are invited from reputed manufacturers/companies/firms for the on-site non-comprehensive annual maintenance of CCTV & ALERT ALARM systems for Regional Office, Mainpuri.

1. Schedule of Events & Bid Details

Event	Date & Time
Tender Issuing Date	27.11.2025
Last Date and Time for Submission of Bid	17.12.2025 up to 05:00 PM
Date and Time of Technical Bid Opening	18.12.2025 at 05:00 PM
Date and Time of Financial Bid Opening	To be intimated to technically qualified bidders
Address for Communication & Bid Submission	Uttar Pradesh Gramin Bank Regional Office, Mainpuri Radha Raman Road, Near Raghuveer Cold Storage, Mainpuri – 205001
Contact Person	ASHVNI
Contact Number	7037696204
Email Addresses for Queries	ans.romainpuri@boirrb.net

2. Scope of Work

The scope of work includes, but is not limited to, the following:

- **Non-Comprehensive Maintenance:** Providing on-site diagnostic and repair services for all CCTV and Alert Alarm equipment including NVRs/DVRs, cameras, switches, hard disks,

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monitors, cables, adaptors, control panels, GSM auto-dialers, sensors (magnetic, vibration, shutter), detectors (PIR, smoke, heat), hooters, batteries, and associated wiring etc. A service report for each call must be submitted, duly signed and stamped by the Branch Head. Labor/service is included in AMC; cost of parts will be paid separately at finalized rates.

- **Preventive Maintenance:** Mandatory preventive maintenance once every quarter for all branches under Regional Office, Mainpuri. A service report for each branch must be submitted, duly signed and stamped by the Branch Head.
- **Uptime Guarantee:** Ensuring maximum uptime of CCTV and Alert Alarm systems and resolving all logged complaints within the SLA-defined timeline.

3. Eligibility Criteria

- **Experience:** The firm/company should have a minimum of three (3) years of experience in the field of Non-Comprehensive Annual Maintenance Contracts for CCTV & Alert Alarm systems in Public Sector Banks (PSBs) or Government Institutions. (A copy of relevant work orders from the last 3 years must be enclosed).
- **Statutory Registrations:** The firm/company must be registered and provide self-attested copies of its PAN Card and GSTIN Certificate. Bids submitted without these documents will be rejected.
- **Local Presence:** The firm/company must have its own office and service centre in Mainpuri, or must establish and make the office/service centre fully operational within **15 days** from the date of award of the CAMC.
- **Financial Turnover:** The firm/company must have a minimum average annual turnover of ₹10 Lakhs over the last three financial years (FY 2022-23, 2023-24, 2024-25). A supporting certificate, duly stamped and signed by a Chartered Accountant (C.A.), must be submitted.
- **Technical Staff:** The firm/company must have a strong team of qualified technical staff to ensure service calls are resolved within 24 hours.
- **Blacklisting:** The firm/company must not have been blacklisted by any Public Sector Bank, PSU, or any Government Department. A self-declaration to this effect on the company's official letterhead must be submitted.

4. General Terms and Conditions

Contract Period: The contract shall be effective for one (1) year, from 21.12.2025 to 20.12.2026.

(Note: The contract may be extended for one additional year based on satisfactory performance and mutual agreement. The extension of the contract is the sole discretion of the Bank.)

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- **Replacement of Parts:** Replacement of faulty parts will be paid for by the Bank based on the rates finalized in **Annexure-V**. The vendor must use original spares of the specified brand/make or equivalent quality. The vendor must provide a standby unit if any equipment cannot be repaired within 24 hours.
- **Dedicated Engineer/Technician:** The firm must provide at least two dedicated resident engineer/technician available on all Bank working days to manage service requests. A residential certificate of the engineer/technician needs to be presented to confirm their local presence.
- **Complaint Registration:** The firm must provide a dedicated contact number and email ID for logging complaints.
- **Handover Condition:** The vendor is responsible for keeping all systems functional throughout the contract and handing them over in working condition upon expiry.
- **Bid Evaluation (L-1 Criteria):** The L-1 bidder will be the one who quotes the lowest **Grand Total Amount** in the consolidated **Financial Bid (Annexure-V)**. This Grand Total is calculated by summing up the total annual AMC charges and the total cost of all parts and other services.
- **Service Level Agreement (SLA) & Penalty:** All complaints must be resolved within 24 hours. Spare parts should be maintained in sufficient quantity at the local level by the engineer/technician to fulfil immediate needs. Failure to resolve issues related to both service and parts within 24 hours will attract a penalty of ₹250/- per day per complaint until the issue is resolved.
- **Bank's Rights:** The Bank reserves the right to reject any or all proposals, waive any formalities, extend submission deadlines, or cancel the RFP process at any stage without assigning any reason. Quoting incredibly low or unrealistic values to subvert the tender process shall lead to outright rejection.
- **Acceptance of Terms:** The entire tender document must be signed and stamped on every page by the authorized signatory as a token of acceptance of all terms and conditions.

5. Payment Terms

- Non-Comprehensive AMC charges will be paid quarterly on a pro-rata basis.
- Payment for spare parts and other services will be made against specific invoices based on actual consumption, at the rates finalized in **Annexure-V**.

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- All payments will be released by the Regional Office after submission of invoices and satisfactory service reports signed by the respective Branch Heads. No advance payment will be made.
- Applicable taxes will be paid extra as per prevailing rates. TDS will be deducted as applicable.

6. Earnest Money Deposit (EMD)

- An Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand Only) must be submitted through Demand Draft / Banker's Cheque / Pay Order, drawn in favour of "Uttar Pradesh Gramin Bank", payable at Mainpuri.
- The EMD will not carry any interest.
- The EMD of unsuccessful bidders will be refunded in due course.
- The EMD of the successful bidder will be refunded one month after successful completion of AMC tenure, subject to renewal of AMC, if applicable.
- As per Government guidelines under the "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018", eligible MSE firms may submit their quotation along with all necessary documents and a valid certificate to claim relaxation/exemption from EMD.

The EMD will be forfeited if:

- The successful bidder withdraws from the AMC without notice before completion of the AMC period.
- The bidder fails to provide services for a minimum period of 2 months, in case they intend to withdraw before the AMC completion date.
- The bidder withdraws the tender after processing but before acceptance of the Letter of Appointment issued by the bank.
- The bidder violates any terms and conditions of the tender.
- EMD for unsuccessful bidders will be refunded within one month from the date of bid opening.

7. Security Money / Retention Money

- A Security/Retention Money of 5% of the total AMC value must be submitted through Demand Draft / Banker's Cheque / Pay Order, drawn in favour of "Uttar Pradesh Gramin Bank", payable at Mainpuri.
- The Security/Retention Money will not carry any interest.
- It will be released after completion of the AMC period of one year from the date of the AMC agreement.

8. Bid Submission Process

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Bids must be submitted physically by hand or via Registered Post/Courier to reach the address specified in Section 1 on or before **16.12.2025 by 05:00 PM**. The bid must be submitted in a **Two-Envelope System**.

- **Envelope 1: "TECHNICAL BID for Alert Alarm System NC-AMC RO Mainpuri"** This sealed envelope must contain all the following documents, duly signed and stamped:
 - a) **Annexure-I:** Bidder Profile Format.
 - b) **Annexure-II:** Bid Support Criteria.
 - c) **Annexure-III:** Support Process & Escalation Matrix.
 - d) **Annexure-IV:** Undertaking on company letterhead.
 - e) Self-attested copies of PAN Card and GSTIN Registration Certificate.
 - f) Documentary proof of experience (work orders, completion certificates).
 - g) C.A. certificate for financial turnover.
 - h) Self-declaration regarding non-blacklisting.
 - i) This entire RFP document (all pages) signed and stamped.
- **Envelope 2: "FINANCIAL BID for CCTV & Alert Alarm System NC-AMC RO Mainpuri"** This sealed envelope must contain only the consolidated **Financial Bid (Annexure-V)**, duly filled, signed, and stamped.
- **Outer Envelope** Both sealed envelopes must be placed inside a single, larger sealed envelope, superscribed as: **"TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV & ALERT ALARM SYSTEMS - RFP No. RO/MAIN/01/P&E/2025-26/1 dated 26.11.2025"**.

Yours faithfully,

(Regional Manager)

Uttar Pradesh Gramin Bank

Regional Office, Mainpuri

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Annexure-I: Bidder Profile Format

(To be filled by the Bidder)

S.N.	Parameter	Response
1	Name of Firm/Company	
2	Address (Head Office)	
3	Phone No. & Email ID	
4	Year of Establishment	
5	Name of Proprietor/Partners/Directors	
6	Address of Local Office in Fatehpur	
7	Contact Person & No. for Local Office	
8	PAN Number (Attach self-attested copy)	
9	GSTIN Number (Attach self-attested copy)	
10	Annual Turnover (Last 3 Financial Years) - FY 2022-23: FY 2023-24: FY 2024-25:	(Attach C.A. Certificate)
11	Details of major CCTV & ALERT ALARM SYSTEM AMC contracts in PSBs/Govt. Institutions during the last 3 years (use separate sheet if needed) Note: Only 3 Work Order should be attached not more than 3-Year-old.	
12	Any other relevant information	

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-II: Bid Support Criteria (Eligibility Checklist)

(To be filled by the Bidder)

S.No.	Criteria	Yes/No	Page No. of Proof
1.	Firm/Company is registered and has a minimum of 3 years of experience in CCTV & ALERT ALARM SYSTEM AMC with PSBs/Govt. Institutions. (Work orders attached)		
2.	Self-attested copy of PAN Card is attached.		
3.	Self-attested copy of GSTIN Certificate is attached.		
4.	Firm/Company has its own office/service center in Mainpuri. (Address proof attached)		
5.	Average annual turnover of the last three financial years is a minimum of ₹5 Lakhs. (C.A. certificate attached)		
6.	Firm/Company has a strong team of qualified technical staff. (Details provided)		
7.	A self-declaration on company letterhead confirming the firm has not been blacklisted is attached.		
8.	The entire tender document is signed and stamped on all pages.		

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-III: Support Process and Escalation Matrix

Escalation Matrix:

Level	Name	Designation	Mobile No.
First Level			
Second Level			
Third Level			
Regional Level			

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-IV: Undertaking

(To be printed on company letterhead)

To,

The Regional Manager,

Uttar Pradesh Gramin Bank,

Regional Office, Fatehpur.

Subject: Undertaking for RFP Ref No. RO/MAIN/01/P&E/2025-26/1

Dear Sir,

Having examined the Proposal Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide a Non-Comprehensive Annual Maintenance Contract for CCTV & ALERT ALARM Systems 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 this proposal and the rates quoted herein. Until a formal work order/contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, 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 the "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-V: CONSOLIDATED FINANCIAL BID

(To be submitted in a separate sealed envelope marked "FINANCIAL BID")

Name of Bidder: _____

Subject: Consolidated Financial Bid for NC-AMC, Spare Parts & Services (CCTV & Alert Alarm Systems)

Part 1: Non-Comprehensive Annual Maintenance Contract (NC-AMC) Charges

S. No.	Description	AMC Cost per Unit (in Rs.) Excl. GST
1.1	NC-AMC of 4/8/16 Channel NVR/DVR per Branch/office	
1.2	NC-AMC of Alert Alarm System per Branch/office	

Sub Total (A): _____

Part 2: Rates for Spare Parts & Other Services (CCTV & Alert Alarm Systems)

Sr. No.	Item	Make/Brand	Warranty	Rate Per Unit (Excl. GST)
1	4 Channel DVR + 2TB HDD	CP Plus / Dahua / Hikvision		
2	8 Channel DVR + 4TB HDD	CP Plus / Dahua / Hikvision		
3	16 Channel DVR + 4TB HDD	CP Plus / Dahua / Hikvision		
4	Varifocal HD WDR & IR Dome Camera	CP Plus / Dahua / Hikvision		

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Sr. No.	Item	Make/Brand	Warranty	Rate Per Unit (Excl. GST)
5	Varifocal HD IR Bullet Camera	CP Plus / Dahua / Hikvision		
6	Fixed HD IR Bullet Camera	CP Plus / Dahua / Hikvision		
7	21" Full HD LED Monitor with HDMI Cable & Stand	LG / Samsung		
8	18.5" Full HD LED Monitor with HDMI Cable & Stand	LG / Samsung		
9	RG-59 Video Cable in PVC Conduit Pipe	Finolex / ISI Mark		
10	2 Core Power Cable in PVC Conduit Pipe	Finolex / ISI Mark		
11a	Hard Disk – 2TB	Seagate / WD		
11b	Hard Disk – 4TB	Seagate / WD		
11c	Hard Disk – 6TB	Seagate / WD		
12	SMPS for SDVR	—		
13	Power Supply for Cameras (4 Amp)	—		
14	Shifting / Re-installation / Re-wiring Charges	—		
15	BNC Connector	—		
16	Backup recording writing service charge	—		

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Sr. No.	Item	Make/Brand	Warranty	Rate Per Unit (Excl. GST)
17	Control Panel 4 Zone (Microprocessor, 4 Zone, Auto Dialer, PS & Battery, 2 Hooters, MS Cabinet)	DSC / Securico		
18	GSM Auto Dialer	—		
19	Battery 12V / 7Ah	Exide		
20	Hand Panic Switch	Branded		
21	PIR Motion Detector (Pet immunity up to 25 kg)	DSC / Securico		
22	Magnetic/Door Sensor	Branded		
23	Vibration Sensor (Adjustable sensitivity, LED Indication)	Branded		
24	Shutter Sensor (Heavy Duty, Die-cast Housing, Armored Cable)	Branded		
25	Smoke Detector with Flashing LED	Apollo		
26	Heat Detector with Flashing LED	Apollo		
27	Manual Call Point	—		
28	1 sq mm Single Core FRLS Wire with conduit	ISI		
29	1.5 sq mm 2 Core Wire with conduit	ISI		

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Sr. No.	Item	Make/Brand	Warranty	Rate Per Unit (Excl. GST)
30	External Speaker / Hooter	Securico		
31	Transformer / SMPS	—		
32	Main PCB	—		
33	Internal Speaker	—		
34	Re-installation / Re-wiring / Shifting Charges	—		

Sub Total (B): _____

Grand Total (For L-1 Evaluation) (A + B): _____

Declaration:

We hereby declare that:

- The rates quoted above are exclusive of GST.
- The L-1 bidder will be determined based on the **Grand Total Amount** quoted in this Annexure.
- Payment for AMC (Part 1) will be made quarterly on a pro-rata basis based on actual systems under AMC.
- Payment for components/spare parts and services (Part 2) will be made as per actual usage/work done, as per unit rates quoted above, valid for the entire contract period.

Place: _____

Date: _____

(Signature of Authorized Signatory with Seal)

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