



उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

(राजकारणीयमित्याधीनअनुसूचितबैंक)
(Scheduled Bank Owned by Government)

REF:UPGB:ROAPC:P&E/CTV&ALARMSYSTEM:2025-26:2

Date:23.12.2025

TENDER DOCUMENT

Notice Inviting Tender for Non-Comprehensive Annual Maintenance Contract For Branches/Office
Under ALIPUR CHOPLA Region for CCTV & ALARM SYSTEM

Request for proposal: NON-COMPREHENSIVE AM Contract for maintenance and service of CCTV & Alert Alarm System

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

Tender issuing Date: 23.12.2025

Last Date for submission of tender: 14.01.2026 at 05:00 pm

Date of opening of Technical Bid: 16.01.2026 at 11:00 am

Date of opening of Financial Bid: 16.01.2026 at 03:00 pm

Address for Communication: Uttar Pradesh Gramin Bank

Regional Office ALIPUR CHOPLA

CHAMUNDA COMPLEX, DELHI ROAD, POST GAJRAULA, DISTT AMROHA, PIN -244235

Email address: roapc@prathamaupbank.com

Contact Person: Saurabh Dubey - 7351532315

Eligibility Criteria:

1. The bidder should have at least of Rs 2500000/- turnover/facilities for services/maintenance of CCTV & Alert Alarm System.
2. The firms/companies should have minimum 3 years 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 within the radius of around 50 km from the Regional Office Alipur Chipla.
5. The firm/Company should not have been blacklisted by any Public

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Regional Office Alipur Chipla, Chamunda Complex, Delhi Road, Post - Gajraula, Distt - Amroha, Uttar Pradesh, Pin - 244235
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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 (EMO):-

Earnest Money Deposit of Rs. 50000.00 (Rupees Fifty 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 Alipur Chopla.

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 EMO.

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 favor of "Uttar Pradesh Gramin Bank" payable at Alipur Chopla. 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.

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Other Terms and Conditions:-

1. The Rate Contact with the selected vendor will be valid upto a period of two Year from the date of acceptance of the rates.
2. The contract will be effective **for two 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 C C T V & Alert 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, if the system could not be repaired/serviced within 24 hours during the warranty and AMC period, penalty will be imposed for Rs 500/- per day.
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 & Alert 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 is 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 whatsoever, during the period of the contract.
15. The Bank is fully empowered to change any of the 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 Amroha 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.

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

>>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 photocopy of document w.r.t. registration of firm along with GST No.
3. Photocopy of duly attested PAN.
4. Photocopy 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 vendor as a mark of acceptance of terms and condition of the tender document.
8. Current work in hand copy.
9. Past years work completion certificate.
4. All the documents should be self-attested along 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 BE REJECTED & PRICE BID WILL NOT BE OPENED.

**>>IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF
NON-Comprehensive CCTV & AMC OF ALERT ALARM SYSTEM".**



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Second envelope must contain Financial bid with below mentioned documents.

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

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

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


(Ramendra Kumar)

Regional Manager

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Annexure-A(l)

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 3 yrs with reputed financial organisations/banks	

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7	List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
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	

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.

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 & Alert 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.

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

GST Extra as Govt. Norms.

Warranty on spareparts to be mentioned.

Signature of Authorized Signatory

Annexure- A(3)

Eligibility Profile:

Bidsupportcriteria	Yes/No
Firm/Company must have its own office/branch/support set-up within GAJRAULA/AMROHA/MORADABAD . In case the vendor 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 within 24 hour	
DD/Cheque No..... of Rs..... Date towards EMO.

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Financial Bid For Annual Maintenance Contract

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

Annual Maintenance Contract : CCTV System

1.	Comprehensive Annual Maintenance Contract Charges per branch for One year inclusive all type of accessories, Cameras, SMPS and wiring etc. except DVR, Hard Disk and Monitor. (In case of new installation, AMC will be paid after warranty Period)		
2.	Non Comprehensive AMC per branch for One year including Minor repair & Replacement (In case of new installation, AMC will be paid after warranty Period)		

Annual Maintenance Contract : Alert Alarm System

3.	Comprehensive Annual Maintenance Contract Charges per system for One year inclusive all type of accessories, Panic Switch, Hooter, Speaker, Siren, Battery, Various Sensors and wiring etc. except Main Control Panel (In case of new installation, AMC will be paid after one warranty Period)		
4.	Non Comprehensive AMC per system for one year including Minor repair & Replacement (In case of new installation, AMC will be paid after one warranty Period)		
Total			

Financial Bid For Products / Spares: CCTV System

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

S I No	Description of item	Make & Model	Qty/ Unit	Unit Price (Rs.)
1.	Bullet IR HD Fixed lens 3.6 mm or above Camera 2 MP or above	Dahua/Hikvision Model Hikvision	1	
2.	Dome IR HD Fixed lens 3.6 mm or above Camera 2 MP or above	Dahua/Hikvision Model Hikvision	1	
3.	HD Standalone Digital Video Recorder (8 channel, 4 to 8 TB Hard Disk Support) One SATA	Dahua/Hikvision Model Hikvision	1	



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1.	HD Standalone Digital Video Recorder (8 channel, 4 to 8 TB Hard Disk Support) Two SATA	Dahua/Hikvision Model Hikvision	1	
2.	HD Standalone Digital Video Recorder (16 channel, Min 8 TB Hard Disk Support) Two SATA	Dahua/Hikvision Model Hikvision	1	
3.	18.5" LED Monitor with HDMI	LG/ Samsung Model	1	
4.	22" LED Monitor with HDMI	LG/ Samsung Model	1	
5.	Power Supply 5 AMP (4 Ch) for cameras	CP Plus/ ERD or equivalent	1	
6.	Power Supply 10 AMP (8 Ch) for cameras	CP Plus/ ERD or equivalent	1	
0.	VGA Cable (1.5 Mtr)	ISI Mark	1	
1.	VGA Cable (3 Mtr)	ISI Mark	1	
2.	VGA Cable (5 Mtr)	ISI Mark	1	
3.	VGA Cable (10 Mtr)	ISI Mark	1	
4.	HDMI Cable for HD DVR (1.5 Mtr)	ISI Mark	1	
5.	HDMI Cable for HD DVR (3 Mtr)	ISI Mark	1	
6.	HDMI Cable for HD DVR (5 Mtr)	ISI Mark	1	
7.	HDMI Cable for HD DVR (10 Mtr)	ISI Mark	1	
8.	Hard Disk (2TB) Surveillance	Seagate / WD, 3yr Warranty	1	
9.	Hard Disk (4TB) Surveillance	Seagate / WD, 3yr Warranty	1	
0.	Hard Disk (6TB) Surveillance	Seagate/ WD, 3yr Warranty	1	

Financial Bid For Products / Spares: Alert Alarm System

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

Sl. No.	Items	Make	Qty/ Unit	Rate (Rs.)

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1	Security Alarm Control Panel (Micro Controller Based) with Day/Night Facility having 8 zone (ERTL, GOI Certified) + Dry Battery 12V 7AH, LCD Based	SOFTCHIP	1	
2	Panic Switch with housing	SOFTCHIP	1	
5	Hooter/External speaker	SOFTCHIP	1	
6	Dry Battery 7 AH 12 V	Exide or equivalent	1	
7	Transformer	Reputed brand	1	
8	PIR Sensor with digital dual tech (intelligent pet-immune)	SOFTCHIP	1	
9	Magnetic sensors (two wire)	SOFTCHIP	1	
10.	Shutter Sensor (Heavy Duty)	SOFTCHIP	1	
11.	Vibration sensor	SOFTCHIP	1	
2.	PVC conduit	ISI Mark	Per Mtr	
3.	Installation/Shifting Charges (Entire system in new premises)	NA	1	
4.	Installation/Shifting Charges (Entire system in same premises)	NA	1	
5.	2 core 23/76 PVC Wire	ISI Mark Copper	Per Mtr	
6.	Mother Board + Power Supply	NA	1	
7.	Key Lock	NA	1	
8.	Sub Total of new products			
9.	Buy Back rate of old Alarm System(-)	NA	1	
0.	Sub Total of Buy Back			
1.	Total of Alarm System (Sub Total of new products – Sub Total of Buy Back)			
2.	Grand Total (Total of CCTV System + Total of Alarm System)			

Signature of Authorized Signatory

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