

Date: 30.12.2025

REF: 2025-26/RO-NAU/PE/GEN/ 252

TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV AND ALERT ALARM SYSTEM

Request for proposal: NON-COMPREHENSIVE AMC 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 Systems** installed at various Branches/Offices of our Bank located in SIDDHARTH NAGAR district under control of Regional Office – NAUGARH.

Last Date and Time for receipt of Bid :- 19.01.2026, 03:00 PM

Date and Time of Opening of Technical Bid :- 19.01.2026, 04:30 PM

Date and Time of Opening of Bid :- 21.01.2026, 03:00 PM

Address and Communication Address :-

THE REGIONAL MANAGER
Uttar Pradesh Gramin Bank
Regional Office – NAUGARH
Hussainganj, Near Al-Sahara Hospital, Uska Road, Naugarh, Siddharthnagar – 272208
E-Mail Address: PE.ROSIDN@barodauprrb.co.in

Eligibility Criteria:

- The bidder should have adequate turnover, facilities for services/maintenance of CCTV & Alert Alarm Systems
- The firms/companies should have a minimum of 3 years experience in the field of Annual Maintenance Contract in PSBs and Financial Institutions.
- The firm should have been registered with Govt. Department and shall provide PAN/GSTIN No. with the bid.
- The firm should have its support office at SIDDHARTH NAGAR/GORAKHPUR.
- The firm/company should not have been blacklisted by any Public Sector Bank/PSU/Govt. Department in the past.

Payment Terms:

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

Other Terms and Conditions

- Earnest Money Deposit (EMD): Earnest Money Deposit of ₹20000/- (Rupees Twenty Thousand only) has to be submitted by the way of Demand Draft/Banker's Cheque/Pay Order drawn in

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favour of "Uttar Pradesh Gramin Bank" payable at SIDDHARTH NAGAR. Earnest Money Deposit will not carry any interest.

- The Earnest Money Deposit of unsuccessful bidders 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 MSE 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 of 2 months from the date of withdrawing from AMC before date mentioned in the 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 terms and conditions of this tender specifications.
- Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening of bids.

>>Bids must be submitted either through registered post or by hand at Regional Office –

NAUGARH

>>The bid must also contain two envelopes as per Procedure given below

FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW:

- Annexure – A duly filled with all details.
- Details of infrastructure in order to provide proper services.
- Attested photocopy of documents w.r.t. registration of firm.
- Photocopy of duly attested PAN.
- Photocopy of duly attested GSTIN.
- Income Tax Return for the last three years.
- Certificates/Documents w.r.t. Experience.
- The entire tender document shall be duly signed by the vendor as a mark of acceptance of terms and conditions of the Tender document.
- All the documents should be self-attested along with the 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 AMC OF CCTV & ALERT ALRM SYSTEM".

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Second envelope must contain only Bid with below mentioned documents:

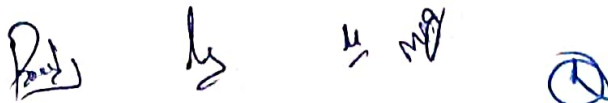
- The price bid must be submitted on the prescribed for, at (Annexure-B) along with document
- Price bid will not be accepted on any other format or document.

IT MUST BE MENTIONED ON SECOND ENVELOPE, "PRICE BID OF NON-COMPREHENSIVE AMC OF CCTV & ALERT ALARM SYSTEMS"

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR NON-COMPREHENSIVE AMC OF CCTV & ALERT ALARM SYSTEM"

- 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
- The contract will be effective for one year and may be renewed on expiry for further period of one next year.
- Maintenance charges include all taxes and government levies as applicable (Other than GST) or becoming applicable later due to operation of or under any existing or new laws. The taxes & govt levies whatsoever (Other than GST) will be borne by the vendor.
- Security Deposit/Retention Money: Security Deposit/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 SIDDHARTH NAGAR. Security Deposit/Retention Money will not carry any interest. It will be released after completion of AMC period of one year from date of AMC agreement.
- The contract will be on non-comprehensive onsite maintenance.
- The maintenance service includes preventive and corrective maintenance of the CCTV & Alert Alarm System, preventive maintenance should be carried out on quarterly basis Preventative maintenance include cleaning of internal circuit board with all parts and all other measures necessary for proper functioning of the machine. Corrective maintenance includes repairing/replacement of the machine spares parts.
- The vendor should provide dedicated resident engineer, who will act as single point contact over phone. He/She 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 10:00 AM to 05:00 PM.
- All the calls lodged should be attended within 48 hours.
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on its part.
- 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.
- Bank may decide to add or remove certain CCTV & Alert Alarm Systems from the AMC at any point of time during the contract. Payment for any Inclusion/deletion of CCTV & Alert Alarm System during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case
- The payment will be released on quarterly basis, subject to the vendor submitting to our office 'Satisfactory Service Reports' from all branches

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- The number of CCTV & Alert Alarm System as given in Annexure-B is the tentative number, the final number will be provided by the Bank at the time of agreement.
- 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 of 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.
- 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.
- The Bank shall not consider any request in change of rates of AMC due to any reason whatsoever, during the period of the contract.
- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.
- Bank is not bound to accept lowest or any proposal received.
- Final decision will be taken after analyzing cost.
- Any dispute will be under SIDDHARTH NAGAR jurisdiction.
- 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 term of the agreement.


REGIONAL HEAD
SIDDHARTH NAGAR

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Annexure-A

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	
6.	Details of Value of Major AMC taken up during the last 3 years with reputed financial organisations/banks.	
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	

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ESCALATION MATRIX

Delivery/Service related Issue:

First Level				
SNo.	Name	Designation	Mobile No.	E-Mail Address
1.				
2.				
3.				

Second Level				
SNo.	Name	Designation	Mobile No.	E-Mail Address
1.				
2.				
3.				

Third Level				
SNo.	Name	Designation	Mobile No.	E-Mail Address
1.				
2.				
3.				

Any change in designation will be informed by us immediately

Signature of the Authorised Signatory & Seal

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Annexure-B

• NON – COMPREHENSIVE AMC OF CCTV SYSTEM (Financial Bid-1)

S. No.	Description		AMC COST PER BRANCH (In Rs.)
1.	AMC of 8 Channel NVR	59 Branches + 1	
2.	AMC of 4 Channel NVR	Regional Office	

Cost of component / accessories/ Spare parts of CCTV system not included in AMC

S. NO.	Description / Component /Accessories	Make & brand	Model /Warranty	Per unit price Rs. Excl of GST
1	8 channel DVR two SATA	Dahua / hikvision/cp plus		
2	4 channel DVR two SATA	Dahua / hikvision/cp plus		
3	HD Dome camera	Dahua / hikvision/CP plus		
4	HD bullet camera	Dahua / hikvision/CP plus		
5	18.5" LED monitor including HDMI cable and mounting stand	Samsung/Acer/LG		
6	RG 59 video cable in PVC conduit pipe	Finolex/ISI mark		
7	2 core power cable in PVC conduit pipe	Finolex/ISI mark		
8	Hard Disk 2 TB	Seagate/WD		
	Hard Disk 4 TB	Seagate/WD		
9	SMPS for DVR	branded		
10	Power supply	branded		
11	BNC connector			
12	Backup recording writing service charge			
13	Shifting of entire CCTV system from one branch premises to other branch premises (Excluding Wiring)			
14	DVR Rack (2U)			
15	DVR Rack (4U)			

1. GST Extra as Govt. Norms.
2. Warranty on Spare Parts to be mentionedDOI

Date:

Seal & Sign of Vender/Firm / Company

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NON – COMPREHENSIVE AMC OF ALERT ALARM SYSTEM (Financial Bid-1)

S. No.	Description	AMC COST PER BRANCH (In Rs.)
1.	AMC of Alert Alarm System (59 Branches + 1 Regional Office)	

Cost of component / accessories/ Spare parts of ALERT ALARM system not included in AMC

S. NO.	Description / Component /Accessories	Make & Modal	Model /Warranty	Per unit price Rs. Excl of GST
1	Control Panel 4 ZONE <ul style="list-style-type: none"> • Microprocessor based • 4 Zone Integrated System • 24 Hour/Panic/Day/Night Mode zone. • Auto dialer card supply Activation facility • Manual Auto Day/Night mode switch. • Built in PS and Battery charger 12v/7ah. • 2 no. of hooter with temper monitoring. • MS fabrication, Powder coated with battery space. 			
2	GSM Auto Dialer			
3	Battery 12v/7ah	Exide		
4	Hand/Panic Switch	Branded		
5	PIR Motion Detector with Pet Immunity up to 25kg	DSC/Securico		
6	Magnetic Sensor/ Door Sensor	Branded		
7	Vibration Sensor- Adjustable Dual Sensitivity Range High False Alarm Immunity Selectable LED Indication Surface Mount Technology	Branded		
8	Shutter Sensor Heavy Duty Roller Shutter Contract Sturdy Polished Aluminium			

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	Die-cast Housing Wide Operating Gap 2 min. (50mm) 3 Long Stainless-Steel Armoured Cable			
9	Smoke Detector Flashing LED			
10	Hear Detector Flashing LED			
11	Manual Call Point			
12	1 sq mm Single Core FRLES Wire for smoke sensor in PVC Conduit Pipe with accessories			
13	15 sq mm 2 Core Wire for Alarm System in PVC conduit Pipe with accessories			
14	External Speaker/Hooter			
15	Transformer/SMPS			
16	Main PCB Internal Speaker			
17	Re-Installation/Re- Wiring/Shifting (Excluding Wiring)			

3. GST Extra as Govt. Norms.
4. Warranty on Spare Parts to be mentionedDOI

Date:

Seal & Sign of Vender/Firm / Company

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