उत्तर प्रदेश ग्रामीण बैंक
UTTAR PRADESH GRAMIN BANK
(सरकारकेस्वामित्वाधीनअनुसूचितबैंक)
(Scheduled Bank Owned by Government)

ROBDN/P&E/2025-26/ **Date:21.01.2026**

TENDER DOCUMENT

Notice Inviting Tender for Comprehensive Annual Maintenance Contract For Branches/Office Under BUDAUN Region for CCTV & ALARM SYSTEM

Request for proposal: COMPREHENSIVE AMC for maintenance and service of CCTV & Alert Alarm System

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

SN	Event	Date & Time
1	Tender issuing date	21.01.2026
2	Last date and time for submission of bid	11.02.2026, 03:00 PM
3	Date and time of technical bid opening	11.02.2026, 04:00 PM (Subject to the availability of the Tender Committee.)
4	Date and time of financial bid opening	To be intimated to technically qualified bidders
5	Address for communication & bid submission	Uttar Pradesh Gramin bank, Regional Office – Budaun,DM Road, Nekpur, Near old RTO,Pin code 243601 Uttar Pradesh
6	Contact person	Rahul Kumar Vatham
7	Contact Number	9889741142, 8317026462
8	Email address for queries	rmbdn@prathamaupbank.com

EligibilityCriteria:

1. The bidder should have at least of Rs 25,00,000.00 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/GST No.with the bid.
4. The firm should have its support office in Uttar Pradesh.
5. The firm/Company should not have been blacklisted by any Public Sector/Bank/PSU/Government Department in the past.

उत्तर प्रदेश ग्रामीण बैंक क्षेत्रीय कार्यालय बदायूँ UTTAR PRADESH GRAMIN BANK

Payment Terms:-

1. 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 Per ITD.

Earnest Money Deposit (EMO):-

- Earnest Money Deposit of Rs. 50,000.00(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 Budaun.
- 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 this 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 Budaun. 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 Contact with the selected vendor will be valid upto a period of One Year 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) will be borne by the vendor.
4. The contract will be on comprehensive onsite maintenance.
5. The maintenance service includes preventive and corrective maintenance of the C C T V & Alert alarm, System.

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

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.from10:00AM 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 Budaun jurisdiction.
20. The Bank reserves the right to terminate the agreement of AMC at any time after one month notice, if vender 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,Budaun.

>>The bid must contain two Envelopes as per procedure givenbelow.

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 CA certified 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

उत्तर प्रदेश ग्रामीण बैंक क्षेत्रीय कार्यालय बदायूँ

tender document.

8. Current work in hand copy.
9. Past years work completion certificate.
10. All the documents should be self-attested along with stamp of the Firm.

>>IF ANYOF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITED OR SUBMITED BUT NOT DULYATTESTED, THE BID WILL BE REJECTED &PRICE BID WILL NOT BE OPENED.

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

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 Comprehensive AMC OF CCTV & Alert Alarm System".

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

(Ankur Gupta)
Regional Manager

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

Annexure-A(I)

Pre-QualificationProfile

1	Name of the Firm/Company	
2	Address (HeadOffice): Address (branch Office):	
3	Phone/mobile No. & Email Id	
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 organizations /banks	
7	List of other major customers(WorkOrder/ Experience/Service certificate to the effect from the customers are to be enclosed)	
8	PAN Number(for TDS)	
9	GST No.(Certificate attached)	
10	Annual Turnover/NetProfit/Loss per year for the past three years i.e. 2025 2024 2023	
11	Any other relevant information with documents	

ESCALATIONMATRIX

Delivery/ServicerelatedIssue:

FirstLevel				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
2.				
SecondLevel				
SN.	Name	Designation	Mobile No.	Email-Address
1.				
ThirdLevel				
SN.	Name	Designation	Mobile No.	Email-Address
1.				

Any change in designation will be informed by us immediately.

Signature of Authorized Signatory

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

TERMS AND CONDITION FOR 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.

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 per Govt. Norms.

Warranty on spare parts to be mentioned.

Signature of Authorized Signatory

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

Annexure- A(3)

Eligibility Profile·

Bid support criteria	Yes/No
Firm/Company must have its own office/branch/support set-up at Budaun, Sambhal or bareilly. (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 theBID.)	
Strong support of technical staff to resolve call within 24 hour	
DD/ChequeNo.....ofRs..... Date towardsEMO.	.. _...

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

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.	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.	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		

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

Financial Bid For Products / Spares: CCTV System
(All the rates must be quoted in Indian Rupee only and exclusive of GST)

Sl 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	CP Plus/ Hik Vision/Dahua	1	
2.	**Dome IR HD** Fixed lens 3.6 mm or above Camera 2 MP or above	CP Plus/ Hik Vision/Dahua	1	
3.	**HD Standalone Digital Video Recorder** (8 channel, 4 to 8 TB Hard Disk Support) One SATA	CP Plus/ Hik Vision/Dahua	1	
4.	**HD Standalone Digital Video Recorder** (8 channel, 4 to 8 TB Hard Disk Support) Two SATA	CP Plus/ Hik Vision/Dahua	1	
5.	HD Standalone **Digital Video Recorder (16 channel, Min 8 TB Hard Disk Support) Two SATA**	CP Plus/ Hik Vision/Dahua	1	
6.	18.5" LED Monitor with HDMI	LG/ Samsung Model	1	
7.	22" LED Monitor with HDMI	LG/ Samsung Model	1	
8.	Power Supply 5 AMP (4 Ch) for cameras	CP Plus/ ERD or equivalent	1	
9.	Power Supply 10 AMP (8 Ch) for cameras	CP Plus/ ERD or equivalent	1	
10.	VGA Cable (1.5 Mtr)	ISI Mark	1	
11.	VGA Cable (3 Mtr)	ISI Mark	1	
12.	VGA Cable (5 Mtr)	ISI Mark	1	
13.	VGA Cable (10 Mtr)	ISI Mark	1	
14.	HDMI Cable for HD DVR (1.5 Mtr)	ISI Mark	1	
15.	HDMI Cable for HD DVR (3 Mtr)	ISI Mark	1	
16.	HDMI Cable for HD DVR (5 Mtr)	ISI Mark	1	
17.	HDMI Cable for HD DVR (10 Mtr)	ISI Mark	1	
18.	Hard Disk (2TB) Surveillance	Seagate / WD, 3yr Warranty	1	
19.	Hard Disk (4TB) Surveillance	Seagate / WD, 3yr Warranty	1	
20.	Hard Disk (6TB) Surveillance	Seagate/ WD, 3yr Warranty	1	

Signature of Authorized Signatory

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK

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.)
1	Security Alarm Control Panel (Micro Controller Based) with Day/Night Facility having 8 zone **(ERTL, GOI Certified)** + Dry Battery 12V 7AH, LCD Based	SOFT CHIP	1	
2	Panic Switch with housing	SOFT CHIP	1	
5	Hooter/External speaker	SOFT CHIP	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)	SOFT CHIP	1	
9	Magnetic sensors (two wire)	SOFT CHIP	1	
10	Shutter Sensor (Heavy Duty)	SOFT CHIP	1	
11	Vibration sensor	SOFT CHIP	1	
12	PVC conduit	ISI Mark	Per Mtr	
13	Installation/Shifting Charges (Entire system in new premises)	NA	1	
14	Installation/Shifting Charges (Entire system in same premises)	NA	1	
15	2 core 23/76 PVC Wire	ISI Mark Copper	Per Mtr	
16	Mother Board + Power Supply	NA	1	
17	Key Lock	NA	1	
18	**Sub Total of new products**			
19	Buy Back rate of old Alarm System(-)	NA	1	
20	**Sub Total of Buy Back**			
21	**Total of Alarm System (Sub Total of new products – Sub Total of Buy Back)**			
22	**Grand Total (Total of CCTV System + Total of Alarm System)**			

Signature of Authorized Signatory

उत्तर प्रदेश ग्रामीण बैंक
क्षेत्रीय कार्यालय
बदायूँ
UTTAR PRADESH GRAMIN BANK