



# उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

((सरकार के स्वामित्वाधीन अनुमयित बैंक)  
(Schedule Bank Owned by Government)

UPGB/ROA/P&E/229/2025-26

Date: 29/01/2026

## TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of CCTV System installed at various branches (51) & Regional offices of our Bank located in Agra District under control of Regional Office, Agra.

### Schedule of Events & Bid Details-

Tender Issuing date	29.01.2026
Last Date and Time for Submission of Bid	18.02.2026at 03:00 PM
Date and Time of Technical bid opening	18.02.2026at 03.30 PM
Date and Time of Financial bid opening	To be intimate to Qualify bidder through mail or Notice on Bank website.
Address for communication	Regional office Agra 1, Raghunath Nagar, Suresh Plaza, M.G. Road Agra Pin 282002
Contact Number-	8209148358
E-MAIL Address	Ans.RoAgra.boirrb.net

### Eligibility:

1. The firm/company should have a minimum of 3 years of experience in the field of Non-Comprehensive Annual Maintenance Contract of CCTV in PSBs, financial institutions, government organizations, or any reputed organization. (Enclose certified copies of relevant documents).
2. The firms/companies should have been registered with Sales Tax Department for work contract and shall provide PAN and GSTIN No. with the bid. (Without which the vendor's bid would become invalid and same shall be rejected).
3. The firms/company must have an average minimum Turnover of 10,00,000/- in Three financial year (2022-23, 2023-24 & 2024-25), the bidder must submit the supporting document duly stamped and signed by C.A along with UDIN.
4. Firm/Company must have strong support of technical staff to resolve calls within 24 hours.
5. The Firm/Company should not have been blacklisted by any public sector/Bank/PSU/Government Department in the past. A Self declaration letter by the bidder, on the company's letter head should be submitted along with bid.
6. The selected bidder shall submit a Security Deposit of ₹20,000/-, in the form of a DD/Banker's Cheque/Pay Order drawn in favor of "Regional Manager, Uttar Pradesh Gramin Bank, Regional Office, Agra". Security Deposit must be submitted within 7 (seven) days of receiving the work order. Security deposit will not carry any interest.
7. The bidder should be a registered firm/company under: Companies Act, or MSME/NSIC registration, or Partnership firm registration, etc. (Document proof to be attached.)
8. The Firm/Company should have a service/support office in the Agra for faster service response. (Submit office address & proof).

### Other Conditions:

1. The contract will be effective for a period of one year from the date of allotment of contract. The bank shall have the right at its sole and absolute discretion to continue the assignment/contract of the selected bidder for future requirement for various items/activities as described in RPF after expiry of contract period.
2. The contract will be for non-comprehensive on-Site Maintenance.
3. Replacement of Parts will be paid by bank with original spares of the brand make model of the CCTV with the best quality spares as mentioned in quotation. Non-comprehensive Annual Maintenance vendor should keep sufficient spares at the office and should provide standby CCTV if needed a reasonable period and in no case more than 24 hours.
4. The firm/company must provide at least 2 (Two) dedicated resident (Agra) Service engineer/Technician; they should be available to branches for managing all the service requests logged by our branches on all working days of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided in his/her by the firm/company.
5. The firm/company must provide at least 2 contact number and 1 email id where complain of CCTV could be registered by Branch/Regional Office.
6. It shall be responsibility of the firm/company to make all CCTV work satisfactorily throughout the contract period and to hand over the system in working condition to the bank after expiry of the contract. In case any damage is found, the firm/company will be liable to rectify it even after expiry of Non-comprehensive Annual Maintenance contract.
7. L-1 will be decided by the Total of the rates of all products mentioned in BOQ (quotation) along with the AMC service cost.



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8. **Availability service level & Penalty** – In case any engineer is not available the Bidder should immediately provide the Bank with an equivalent standby engineer for that period of unavailability.
9. If the bidder fails to resolve any reported issue within **48 hours** during any month, the bidder shall be liable to pay a **penalty of Rs. 250 per day** until the issue is fully resolved.
10. The Bank reserves the right to: reject any and/or all responses received in response to the RFP; waive or change any formalities, irregularities, or inconsistencies in the proposal format or delivery; extend the time for submission of the tender; share the information/clarifications provided in response to the tender by any bidder with other bidder(s) or any other parties, in any form; and withdraw, postpone, or cancel the tender at any stage, without assigning any reason whatsoever.
11. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
12. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.
13. The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.
14. Whenever the technician is instructed to retrieve past recordings from any branch, the technician shall provide the required back-dated recordings to the Regional Office within 24 hours.
15. If the bidder violates any terms and conditions or fails to provide satisfactory services, the Bank shall terminate the AMC by issuing a one-month notice. Upon expiry of the notice period, the AMC shall stand terminated, and the Security Deposit shall be forfeited and will not be refunded to the bidder.
16. If the bidder fails to perform the required services at any time during the 1-year AMC tenure or refuses to carry out the AMC work, the Security Deposit/Performance Guarantee shall be forfeited and will not be refunded to the bidder.
17. The successful bidder shall execute and sign a **stamped agreement**, within **seven (7) days** from the date of receipt of the **Work Order**.
18. Any bidder who has previously executed AMC (Annual Maintenance Contract) work for our regional office and whose performance was found to be unsatisfactory shall not be considered eligible for participation, and their bid is liable to be rejected at any stage of the evaluation process.
19. Vendors should submit practical, market-aligned prices; the bank reserves the right to review all quoted rates.

#### **Payment Terms:**

1. Non-comprehensive Annual Maintenance Charges shall be paid at the end of each quarter on pro-rata basis after submission of satisfactory service report from all the branches.
2. No advance payment shall be made in any case.
3. AMC Payment will be released on quarterly basis, subject to the vendor submitting Satisfactory Service Report to our Regional office form all branches.

#### **Bid Submission:**

- The sealed tenders must reach the Uttar Pradesh Gramin Bank Regional Office, Agra, 1, Raghunath Nagar Suresh Plaza M.G. Road Agra Pin code-282002. Complete in all respect latest by 03:00 PM on dated 18.02.2026. Bids received after that shall not be entertained.
- Bids must be submitted through hand to hand or through registered Post.
- The bid must contain two Envelopes as per procedure given below.

IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED. IT MUST BE MENTIONED ON ENVELOPE **“DOCUMENT SUBMITTED FOR ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM”**.

#### **FIRST ENVELOPE (IT MUST BE CLEARLY MENTIONED “TECHNICAL BID ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEM”) & MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:**

1. Details of infrastructure for providing proper services.
2. 3-year experience certificate of being in business for the sale of same product which being offered to us.
3. Attested photocopy of document of registration of firm along with GSTIN No.
4. Photocopy of PAN Number duly attested.
5. The entire tender document duly signed by the vender as a mark of acceptance of terms and conditions of the tender document.



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11. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
12. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.
13. The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.
14. Whenever the technician is instructed to retrieve past recordings from any branch, the technician shall provide the required back-dated recordings to the Regional Office within 24 hours.
15. If the bidder violates any terms and conditions or fails to provide satisfactory services, the Bank shall terminate the AMC by issuing a one-month notice. Upon expiry of the notice period, the AMC shall stand terminated, and the Security Deposit shall be forfeited and will not be refunded to the bidder.
16. If the bidder fails to perform the required services at any time during the 1-year AMC tenure or refuses to carry out the AMC work, the Security Deposit/Performance Guarantee shall be forfeited and will not be refunded to the bidder.
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19. Vendors should submit practical, market-aligned prices; the bank reserves the right to review all quoted rates.

#### **Payment Terms:**

1. Non-comprehensive Annual Maintenance Charges shall be paid at the end of each quarter on pro-rata basis after submission of satisfactory service report from all the branches.
2. No advance payment shall be made in any case.
3. AMC Payment will be released on quarterly basis, subject to the vendor submitting Satisfactory Service Report to our Regional office from all branches.

#### **Bid Submission:**

- The sealed tenders must reach the Uttar Pradesh Gramin Bank Regional Office, Agra, 1, Raghunath Nagar Suresh Plaza M.G. Road Agra Pin code-282002. Complete in all respect latest by 03:00 PM on dated 11.02.2026. Bids received after that shall not be entertained.
- Bids must be submitted through hand to hand or through registered Post.
- The bid must contain two Envelopes as per procedure given below.

IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED. IT MUST BE MENTIONED ON ENVELOPE **"DOCUMENT SUBMITTED FOR ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEM"**.

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1. Details of infrastructure for providing proper services.
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4. Photocopy of PAN Number duly attested.
5. The entire tender document duly signed by the vender as a mark of acceptance of terms and conditions of the tender document.



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6. General Information of Bidder and Eligibility Criteria (Annexure I to IV).
  7. All documents should be Self-attested along with stamp of the Firm.
- Note: Financial Bid related information must not be shared in Technical Bid related documents**

**SECOND ENVELOPE (IT MUST BE CLEARLY MENTIONED "PRICE BID ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEM") & MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:**

1. The price must be submitted on the prescribed format. Price bid will not be accepted on any other format or document.

**BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV SYSTEM".**

**RIGHT TO REJECT BIDS:**

- Bank reserves the right to accept or reject any quotation or cancel the entire process at any stage without assigning any reason whatsoever. The bank does not bind itself to accept the lowest of any quotation and reserves to itself the right to accept or reject any or all quotations. Either in whole or part, without assigning any reason for doing so.
- **Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.**
- The selected bidder is found to be unsatisfactory response/performance.

**Request For Information:**

All queries relating to the tender, technical or otherwise must be by email only – Ans.RoAgra.boirrb.net till Date- 03.02.2026. FOR ANY CLARIFICATION CONTACT- Uttar Pradesh Gramin Bank Regional Office, Agra, 1, Rahunath Nagar ,Suresh Plaza, M.G.Road Agra Pin code-282002 Ph no-8209148358.

**Disclaimer:**

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Uttar Pradesh Gramin Bank, RO Agra, to select vendor through bidding open for all concerned for non-comprehensive annual maintenance contract of CCTV System at its Branches and office.

The RFP documents is not recommendation, offer or invitation to enter into a contract, is subject to observance of selection process and appropriated documentation being agreed between the Bank and any successful bidder as identified by the Bank, after completion of the selection process as detailed in this document.

**EMD:**

EMD of Rs.20,000.00 has to be submitted by the way of DD/Banker's Cheque/Pay Order drawn in favor of Uttar Pradesh Gramin Bank, payable at Agra. EMD will not carry any interest.

1. The EMD of unsuccessful Bidder will be refunded accordingly in due course.
2. EMD of successful bidder will be returned after successful completion of AMC Tenure subject to renewal of AMC if any.
3. The selected bidder will have to sign an agreement with the bank.
4. Under the Government guidelines "Public Procurement Polity 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 non-CAMC without any notice to the bank before completion of non-CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 1 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 the bank.

Note: -

- L-1 bid will be derived on total cost of ownership for all items together.



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- Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
- AMC Payment will be released by the regional office on quarterly basis after submitting bill with the visit report of all branches signed and stamped by branch in a quarter.
- Hardware item which is under warranty at present may be given into non-comprehensive annual maintenance contract after expiry of warranty of such hardware. However non-comprehensive annual maintenance contract charges in such cases will be calculated on proportionate for the remaining period of non-comprehensive annual maintenance contract.
- Non-comprehensive annual maintenance contract rate includes cost of services of resident engineers.
- Non-comprehensive annual maintenance contract rate includes travelling, lodging and boarding of employees of the vender.
- Non-comprehensive annual maintenance contract rate includes travelling, lodging and boarding of service engineer.
- Quantity of hardware may differ from the quantity mentioned.
- Preventive measures to be carried out all branches once in a quarter.

Yours Faithfully



Regional Manager  
Regional Office Agra



क्षेत्रीय कार्यालय : 1, रघुनाथ नगर, सुरेश प्लाजा, एम जी रोड, आगरा  
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## Annexure I

### Bidder Profile Format-

S.N	Parameters	Response	
1	Name of Firm/ Company		
2	Year of Establishment (Enclose certified copies of documents)		
3	Names of the Partners/ directors		
4	PAN No.		
5	GSTIN No. (Certificate attached)		
6	MSME Registration No. if applicable		
7	Address of the Firm/ Company (Enclosed Copy)		
	a) Head Office b) Local Office in (Agra)		
8	Authorized Contact Person		
	a) Name and Designation b) Telephone Number/Mobile Number c) E-mail Id		
	a) Service Engineer/Technician-1 Name b) Service Engineer/Technician-1 Contact Number c) Service Engineer/Technician-2 Name d) Service Engineer/Technician-2 Contact Number		
	<b>Enclosed Service Engineer/Technician Aadhaar Copy (Agra).</b>		
10	Financial Parameters		
	Business Results (Last Three Financial Years)	Turnover (In lakh)	
	2022-23		
	2023-24		
	2024-25		
	<b>CA Certified Copy along with their UDIN.</b>	(Mention the above amount in INR only)	
11	Experience in similar* work		
12	Details of Project Executed	Name of Client	No. of Years in Use
	Project 1		
	Project 2		
	Project 3		
13	Mention if blacklisted and/or blacklisting proceedings pending with any client. Details of the same, with reasons, to be furnished.		
14	Whether any penalty imposed by Law Enforcing Agencies such as Labor Department, GST etc.	Yes/No	
15	Whether the bidder has been barred from participating in any bidding process or kept in cooling period / under suspension by any client, during the last 3 years, ended on 31/03/2025. If yes, please provide details thereof, with reason	Yes/No	

\* Similar work means AMC Work in CCTV System

Place: -

Date: -

Signature of Authorized Signatory & Seal



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## Annexure II

Bid Support Criteria	Yes/No
Firm/Company is registered under Companies Act & certificate is attached. Furnish document/certificate towards GSTIN No./PAN No.	
Strong support of technical staff to resolve call within 24 hours.	
Firm/Vender has been in AMC business for at least 3 Years (Supporting Documents should be attached).	
Firm/Company has minimum 3-year experience in the maintenance of CCTV (Supporting Documents should be attached).	
The firm must provide a valid <b>local office address</b> located in <b>Agra</b> . The bidder shall also submit <b>registered office proof</b> , such as registration documents, utility bills, rent agreement, or any government-issued certificate.	

### List of Major contracts undertaken during the Last 3 Years.

S.No.	Name and Address of Client	Contact No.	Period Of AMC	District covered	Value Of AMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes: -

- PO/Satisfaction certificate issued by the client shall be enclosed
- The work should have been executed by the firm/company under execution.

Place-

Date-

Signature of Authorized Signatory & Seal



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**Annexure- III**

**Support Process-** The client would login clients at the Vendor Desk(s) (Contract Matrix would be provided at the time of contract sign-up) Vendor would attempt to diagnose and rectify the problem remotely. Incidents that are not resolvable remotely would be attended to by vendor's field engineering team.

**List of Support Engineer/Service engineer-**

S.N	Name	Address	Contact Detail
1			
2			
3			

**Escalation Matrix-**

Delivery/Service-related issue:

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

Any change in designation will be informed by us immediately.

Place: -  
Date: -

Signature of Authorized Signatory & Seal



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(( सरकार के स्वामित्वाधीन अनुमति बैंक )  
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## Annexure-IV

### Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

The Regional Manager  
Uttar Pradesh Gramin Bank  
Regional Office  
Agra.

Dear Sir,

**Re: Request for proposal for Non-comprehensive Annual Maintenance Contract of CCTV .**

Having examined the Proposal Document, the receipt of which is duly acknowledged the undersigned, offer to carry Non-comprehensive Annual Maintenance Contract, 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 the proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal together with your written acceptance thereof and your notification afterward 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 "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Place-

Date-

Signature of Authorized Signatory & Seal



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**UNDERTAKING REGARDING BLACKLISTING/ NON-DEBARMENT**

To,  
The Regional Manager  
Uttar Pradesh Gramin Bank  
Regional Office Agra

Re: **Request for proposal for Non-comprehensive Annual Maintenance Contract of CCTV .**

We hereby confirm and declare that I/we, Name Company/Firm/agency/proprietorship, is/are not blacklisted/De-registered/ Debarred by any Government department/Public Sector Undertaking/ Private sector/IBA or any other agency for which we have executed/ Undertaken the works/Services in the past.

(Signature & Seal of the Applicant) Name:

Place:

Date:



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## Summary UTTAR PRADESH GRAMIN BANK REGIONAL OFFICE AT Agra

S No	Description	Section	Amount
1	CCTV SYSTEM	in digits	
	Total Without GST	in digits	
	GST		
	Total (with GST)		

### Note: -

1. All Spares to be used strictly follow the mentioned spares in quotation.
2. Replacement of Parts will be paid by bank with original spares of the brand make model of the CCTV with the best quality spares as mentioned in quotation
3. Any deviation in the use of spares parts other than mentioned spares will not be permitted and the bank may cancel the contract at any time for any such misconduct



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# उत्तर प्रदेश ग्रामीण बैंक

## UTTAR PRADESH GRAMIN BANK

((सरकार के स्वामित्वधीन अनुमूचित बैंक)  
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### Financial Bid For: CCTV System (AGRA REGION)

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

Sl	Description of item	Make	Unit	Offered Item Make	Unit Price (Rs.)
1	<b>Bullet IR HD</b> Fixed lens 3.6 mm or above Camera 2 MP or above, compactible with third party DVR	Dahua/Hikvision/CP Plus/ Securico/High Focus/Prama	1		
2	<b>Dome IR HD</b> Fixed lens 3.6 mm or above Camera 2 MP or above, compactible with third party DVR	Dahua/Hikvision/CP Plus/ Securico/High Focus/Prama	1		
3	<b>Digital Video Recorder (8 channel)</b> with 1 Sata. DVR should support upto 8 TB Hard Disk	Dahua/Hikvision/CP Plus/ Securico/High Focus/Prama	1		
4	<b>Digital Video Recorder (8 channel)</b> with 2 Sata. DVR should support upto 16 TB Hard Disk (each Sata - 8TB).	Dahua/Hikvision/CP Plus/ Securico/High Focus/Prama	1		
5	19" or above HD Monitor 1920*1080 Pixels	LG/ Samsung	1		
6	Power Supply for 08 cameras output	Branded	1		
7	Power Supply for 04 cameras output	Branded	1		
8	Mouse wireless	Branded	1		
9	Hard Disk for DVR (4TB) Surveillance	Seagate / WD/Toshiba	1		
10	Hard Disk for DVR (6TB) Surveillance	Seagate / WD/Toshiba	1		
11	Hard Disk for DVR (8TB) Surveillance	Seagate / WD/Toshiba	1		
12	CCTV Wire	ISI Mark	Per Mtr		
13	Wiring		Per Mtr		
14	CAT-6 Cable	ISI Mark	Per Mtr		
15	Extender (HDMI + Mouse)	ISI Mark			
16	PVC conduit with 20mm dia	ISI Mark	Per Mtr		
17	Wallrack - 4U and above	Branded	1		
18	Installation Charges (If Entire System or DVR is shifted involving re-wiring etc.)		1		
<b>A</b>	<b>Sub Total of new products</b>				
1	Buy Back rate of old 4/8 channel DVR any make		1		
2	Buy Back rate of old camera any make/ model (-)		1		
<b>B</b>	<b>Sub Total of Buy Back</b>				



क्षेत्रीय कार्यालय : 1, रघुनाथ नगर, सुरेश प्लाजा, एम जी रोड, आगरा  
Regional Office : 1, Rahunath Nagar, Suresh Plaza, M.G. Road, Agra





उत्तर प्रदेश ग्रामीण बैंक  
UTTAR PRADESH GRAMIN BANK

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

C	Total of CCTV System (Sub Total of new products 'A' - Sub Total of Buy Back 'B')				
D	Non-Comprehensive AMC per Branch for one year including Minor repair & Replacement (Including 04 mandatory Quarterly visit). In case of new installation, AMC will be paid after one warranty Period.		Per Year		
E	Grand Total (Total of CCTV System 'C' + Total of AMC 'D')				

Note- The vendor shall submit buy-back rates that are fair, reasonable, and based on actual market value of the old/defective equipment. Inflated or unrealistic buy-back rates will not be accepted. The buy-back rates quoted by the vendor shall be final and binding, and no revision shall be allowed after bid submission.

Date:

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



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