



(Notice Inviting Tender)

RFP NO. AGCO/P&E/SEC EQUIP/EMP/2023

RFP FOR EMPANELMENT AND RATE STANDARDISATION OF VENDORS FOR SUPPLY,  
INSTALLATION & AMC OF SECURITY EQUIPMENTS/GADGETS/FIRE EXTINGUISHERS

FOR

ALL BRANCHES/ATMs/OFFICES UNDER AGRA CIRCLE

NOTICE TYPE : DOMESTIC TENDER NOTICE  
AUTHORITY TYPE : PUBLIC SECTOR BANK

**ISSUED BY:**

PREMISES & ESTATE SECTION,  
Canara Bank, Circle Office,  
RAJENDRA CENTRE, SECTOR 12A, AWAS VIKAS COLONY, SIKANDARA, AGRA-282007  
Email -Gacoagra@canarabank.com

**I. NOTICE INVITING TENDERS**

*Applications are invited from reputed vendors for empanelment of Security Equipment Vendors for Supply& AMC of Security Equipments/Gadgets of various categories for branches/ATMs/Admin Offices under the jurisdiction of Circle Office, Agra. Areas covered under the Circle is as below:*

Region	Districts Covered
Agra I & II	Agra
Aligarh	Aligarh & Hathras
Baghpat	Baghpat,
Etah	Etah, Kasganj,Mainpuri and Firozabad
Hapur	Bulandshahr & Hapur
Mathura	Mathura
Meerut	Meerut
Muzaffarnagar	Muzaffarnagar,Saharanpur and Shamli

The RFP document may be downloaded from Bank's website <https://canarabank.com/tenders.aspx> & Central Public Procurement (CPP) portal [www.eprocure.gov.in](http://www.eprocure.gov.in) website free of cost

Application forms / Bids duly filled in all respect, along with related copies of testimonials as asked for in the RFP should reach **Premises & Estate Section, Canara Bank, Circle Office, Canara Bank Building, Rajendra Centre, Sector 12A, Awasth Vikas Colony, Sikandara, Agra** in a sealed envelope super scribed "Application for Empanelment of Security Equipment Vendors For Supply & AMC of Security Equipments "on or before **15:00 Hrs on 21.03.2024**

**ASSISTANT GENERAL MANAGER**

*RFP set is not transferable*

Schedule to RFP No	:	AGCO/P&E/SEC EQUIP/EMP/2023
Date of issue of RFP	:	<b>01.03.2024</b>
Vendor Meeting	:	By 1500 Hrs on 16/03/2024
Last date for submission of Offers	:	By 15:00 Hrs on 21.03.2024
Opening of Offers	:	By 15:00 Hrs on 21.03.2024
Validity of offer	:	The Offer shall remain open for acceptance till 180 days from the date of opening.

<u>NO</u>	<u>DESCRIPTION OF STORES / SERVICES</u>
I.	<p>Empanelment of Security Vendors for Supply, Installation &amp; AMC of Security Equipments/Gadgets for Branches/ ATMs/ Administrative Offices etc under CO <b>Agra</b> for a period of 3 years subject to annual review. The details of Category / Item or System / Equipments are as under.</p> <p><b>CATEGORY - INSTALLATION OF SECURITY GADGETS</b></p> <p>a. SECURITY ALARM SYSTEM (SAS / BAS)</p> <p>b. CCTV SYSTEM</p> <p>c. FIRE ALARM SYSTEM (FAS / AFDAS)</p>

	<p style="text-align: center;"><b>d. SUPPLY AND REFILLING OF FIRE EXTINGUISHERS</b></p> <p><b>CATEGORY - AMC</b></p> <p style="text-align: center;"><b>e. AMC OF ABOVE ITEMS (a to d)</b></p>
II	<p><b>AIM OF EMPANELMENT:</b></p> <p>a. To create and have pool of readily available Vendors capable of supplying the required system, equipment / components, or services of the laid down specifications, at competitive rate without loss of time and are also able to provide after sales service for at least 3 years to ensure all time serviceability thereby prolonging the life of the security equipment, in our Branches/administrative offices etc &amp; also to ensure proper maintenance of all equipments as specified above which are available in branches.</p> <p><u>b. Empanelment shall be done for support of all equipments / items specified in Para.1 above or similar solutions. Bids submitted for support of individual equipments item/items shall not be entertained except for Fire Extinguishers.</u></p>
III.	<p>a. The empanelment shall be finalized at Circle level.</p>
IV.	<p>a. The evaluation of Bids and finalization will be based on documents submitted by the bidders for Circle.</p>

### GENERAL TERMS & CONDITIONS

- V. All documents attached with this RFP i.e from pages 1 to 69 only, including the specification should be submitted for considering any offer as complete offer. It is therefore important that RFP Acceptance Letter Annexure 'B' which is a written undertaking that all the terms and condition of the RFP are understood and accepted, should be signed and submitted along with the offer.
- VI. The Offer must be submitted along with methodology of support to meet the requirements, change management, staffing plan, repairing facilities, repairing mechanism, maintenance strategy, support mechanism and all documents as specified in the RFP.
- VII. a. incomplete offers, offers not conforming fully to RFP requirements or to vague replies will not be considered.
- b. Any conditional bids/applications shall not be considered and will be out rightly rejected in the very first instance.**

- c. **Bank will not entertain any claim from any bidders at any stage regarding any rejection as specified above.**

VIII. **Definitions:** The definitions in the RFP to be understood subject to exceptions.

a.	<b>Sec Vendor</b>	<i>The word Sec Vendor means any original manufacturer / authorized Supplier or Dealer or AMC provider of any of the Security &amp; Safety or Fire equipment, who will be submitting their offer /bid.</i>	
b.	<b>Equipment</b>	<i>The word equipment means any System/Gadget/Components used for installing in the branches / offices etc for the purpose of Security, surveillance &amp; Fire Safety etc., related to the security gadgets specified in Para I 'a' to 'd' or similar solution being offered in the bid. The empanelment shall be for support of all equipments and its AMC. <u>No bid shall be entertained for support of individual equipments except for Fire Extinguishers.</u></i>	
c.	<b>Items:</b>	<i>The items shall be the equipments shown in Para I from 'a' to'd' including its sub-categories &amp; individual components, unless specified different.</i>	
d.	<b>Sec Vendor Services</b>	<i>Installation and support services being offered by the Sec Vendor for all items specified in Para I from 'a' to 'd'</i>	
e.	<b>Authorized Signatory</b>	<i>The Official who is authorized to sign the bid / offer on behalf of the company. In the case of Proprietorship - Proprietor itself. In the Case of Partnership - As specified in Para XII.g In the Case of Limited Company - As specified in Para XII.h</i>	
f.	<b>Corrupt Practice</b>	<i>Corrupt Practice means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution</i>	
g.	<b>Fraudulent Practice</b>	<i>Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.</i>	
h.	<b>AMC</b>	<i>Annual Maintenance Contract</i>	<i>After successful empanelment of Sec Vendors, Branches of a Particular RO shall be distributed amongst the empanelled Sec</i>

		<p><i>Vendors for CO, as specified in the Contract. The Sec Vendor shall take over the AMC on receipt of work order. The CO will ascertain the ground / field requirement and may award AMC to the empanelled vendor, as per requirement. Allotment of branches / other offices for AMC will be decided during finalization of processes as specified in Para XXIII.i.e.1 to 10.</i></p>
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**IX. EARNEST MONEY DEPOSIT**

- a. The bidder shall have to deposit earnest money in the form of Demand Draft/Bank Guarantee of **Rs.1,00,000/- (Rupees one Lac Only) for Canara Bank Circle Office Agra, the Sec Vendor wishes to get empanelled. It should be valid for one year from the last date of proposal-submission,**
- b. The period of the EMD can be further extended as per the Bank’s requirements with reference to RFP processing. **The offer without Earnest Money Deposit, as specified above (Para IX.a) would be considered as non-responsive, incomplete and shall be out rightly rejected.**
- c. The EMD shall be released/ returned to all the bidders except successful bidders after finalization of Empanelment process. **In case of un-successful bidders, EMD shall be returned to any representative from the firm on production of authority letter & Receipt in Company Letter Head, Authorized by Signatory Specified in the Bid Document. Proper receipt in letter head signed by the Authorized Signatory & specifying the authorization letter shall be enclosed with such authorization letter.**
- d. The EMD submitted to the Bank may be invoked and amount forfeited in case the bidder backs out from the offers made by it under empanelment process after being declared as successful Sec Vendor.
- e. If any firm is exempted by the Govt Authorities with regard to registration with NSIC/ MSME etc, copy of these sanctions issued by such authority in the name of the firm shall be enclosed. In case any financial limit is specified in the sanction, the Firm shall submit an undertaking that the sanction is still valid as the limit is not exhausted.
- f. **Format of EMD/Bank Guarantee is attached at Annexure ‘J’.**

**X. PRE-QUALIFICATION CRITERIA**

- a. Qualification criteria given below specify minimum Qualification criteria in

various areas to ensure that **Sec Vendor** /his partner has necessary experience, expertise, financial strength and skilled human resource to provide quality service to the Bank.

- b. Documents are not transferable.
- c. Provide documentary details wherever necessary.
- d. Following are the mandatory requirements (Submission of documents /proof shall be as per Para XVII.1)
  1. Should be financially strong to undertake such kind of projects and should furnish the documents like audited balance sheet of last 3 years. Should have a turnover of Minimum Rs.1 Cr. per year on account of similar services, in last 3 years (**Doc. Proof essential for Turnover (Annexure-M) as well as experience essential.**)
  2. Should have a presence in the market for offering services from the past 3 years with experience in offering similar solutions as specified in Para X.d.6, Para X.d.7 & Para X.d.8.
  3. Should be a registered firm. (Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) Partnership firm with proper partnership deed or letter of Proprietorship (attested copy to be attached) and have Registration under Shops & establishment Act- issued by the state authorities.
  4. Should have valid GST Registration.
  5. Should submit Bank Solvency Certificate of minimum Rs. 25 Lakhs to establish the financial soundness of the Company. (**The Solvency Certificate shall be issued by any scheduled or commercial Bank, addressing to "The Assistant General Manager, Canara Bank P&E Section Circle Office Agra" and clearly specifying the RFP Number in the Subject Line or Matter). Solvency Certificate if not submitted as specified here would be considered as non-responsive, incomplete and shall be out rightly rejected.**)
  6. Should be empanelled with PSBs / PSUs/Central/State Govt. undertaking for similar services (**all categories**).
  7. Should have current /valid AMC with minimum 02 PSBs / PSUs/Central/State Govt. undertaking for Similar Services (**AMC of (all categories)**).
  8. Should have undertaken Installation of minimum 100 Units each of all equipment (CCTV, FAS, BAS and Fire Extinguishers).

9. Should have registered office or effective infrastructure or workshop for undertaking repair of equipments in Uttar Pradesh and National Capital Territory intended for offering services. Preference should be given whose corporate office/branch office/head office is located in the areas under ambit of Canara Bank Circle Office Agra.
  10. Must be an income tax assesses and should have filed IT return for the last three Assessment Years, with valid PAN. Should be following all statutory guidelines of Taxation.
  11. Should be either OEM or having OEM certification exclusively in the name of Sec Vendor, specifying maintenance support and clearly specifying the RFP Number in the Subject Line or Matter. OEM certification is required for all make / model quoted in Annexure- N
- e. Additional qualifications, which may give weightage to the bidder in the empanelment process
1. ISO or other relevant Certifications
  2. Any other certificate regarding quality assurance issued by a third party authorized to issue such certificates

**XI. SERVICES FROM SEC VENDOR - EMPANELMENT& SUPPORT**

- a. The Bank reserves the right for selection and finalization of empanelment as per laid on procedures. The Sec Vendors will be considered for empanelment only if it meets all conditions specified in this RFP and screening being done by the Bank.
- b. Empanelment would be done for Supply, Installation and /or AMC of Security & Fire Equipments/Gadgets for Branches/ ATMs/ Administrative Offices etc under various ROs for a period of 3 years, subject to annual review based on performance.

**The Indicative QRs - Technical as well as other Specification of various Items of all Categories shall be as specified in Annexure 'O' for reference. (These are the minimum specification required. Any equipment / solution of same or superior QRs/ solution with same or better output shall be accepted for technical scrutiny).**

**Fresh Installation / New Equipment (category a,b,c of Para I or similar solution)**

- c. After successful empanelment of Sec Vendors, CO will undertake formalities, during the currency of empanelment, as per existing procurement policy of the Bank and the works will be awarded to the selected vendor from the empanelled vendors.

**AMC of items (item -d of Para I)**

- d. After successful empanelment of Sec Vendors, Branches/Offices/ATMs will be distributed amongst the empanelled Sec Vendors as per procedure specified in. (Annexure -I)

**General aspects (AMC)**

- e. **Site response time:** The AMC Sec Vendor shall turn up for attending the problem within a time period of 24/48 hours (48 hours for outstation-beyond municipal limits of a District) from the time of registering of the complaint, failing which may attract penalty. This would not include bank holidays
- f. **Turn-around time:** The AMC Sec Vendor shall repair / replace/ provide solution within a time period of 48 / 72 (72 hours for outstation-beyond municipal limits of a District) hours from the time of registering of the complaint. This would not include bank holidays. In case the equipment could not be brought into working conditions within the time specified above, the Sec Vendor shall provide a substitute so that the working of the system should continue, failing which may attract penalty.
- g. **Preventive Maintenance visit by Sec Vendor (mandatory visit once in a quarter even if the branch has not called):-** At least one mandatory preventive Maintenance visit shall be arranged by AMC provider once in each quarter even if there is no Complaint from the branch. Details of the visit shall be recorded in the Equipment Register and a copy in detail shall be forwarded to concerned security officer of the branch and RO both.
- h. **Procedure for 'On Call Visits',** whenever required by branches to attend any complaint or repairs: -
- The branch will be making the telephone calls to register the complaint (on telephone number of the AMC provider or by email, fax or letter).
  - While registering the complaint, a complaint number shall be generated, by service provider, with date and time and inform branch as well as Security Cell RO.
  - Likely time of deputing the technician shall be informed to the branch by the Sec Vendor.
  - The branch shall make note of the complaint number (With date and time) in the security equipment checking register.
  - When the technician from the AMC provider visits the branch / repairs the system, he shall make entry against the complaint in the register with details of the defects, its rectification as well as present status.
  - The Officer in charge of the branch shall endorse his remarks against rectification of each and every complaint.
  - Maintenance / Repair log for each equipment shall be recorded and shall be kept updated in the register.
  - Branch officials to ensure that the system is working fine before giving the

sign off.

- i. **Service Report:** The repairs shall be carried out at the branch itself (on site). *In case the equipment is required to be taken to the workshop for repairs, the replacement / standby system shall be provided by the AMC provider. Service report shall be duly completed after the closure of the complaint which shall be signed by the technician and officer in charge.*
- First copy shall be handed over to the Branch.
  - Second copy shall be sent to RO security cell on weekly basis by the Sec Vendor.
  - Third copy may be retained by the AMC provider as record.
  - Consolidated summary of branch visits shall be sent once in a quarter to Security Cell / RO; eg first week of July, October, January and April. This shall include details of both **“Preventive Maintenance visits” as well as “On call visits”**.

**Additional Scope and Coverage of the exclusive:**

- j. All services and repairs shall be carried out by the Sec Vendor as part of AMC. No extra cost will be paid, other than rates already finalized. Every time the technician visits, he shall clean, check, service and repair all components for its serviceability.
- k. **New Installation:-** In case the equipment is replaced with new one, irrespective of reasons and through any of the suppliers during the currency of the, the of the old / unserviceable item will be ceased. Payment of those particular items may be deducted on pro-rata basis, from the date of replacement, **by the branch/Regional Office**. The part replaced shall be taken by the vendors as per buy-back system to be finalized. **However, HDDs & expandable items shall not be given back to the Vendor.**
- l. **Items under warranty:-** Equipments already under warranty shall not be included in the charges. However, if the warranty expires during the currency of the period, the cost of the equipment may also be included on pro-rata basis for calculating charges from the date of expiry of warranty.

**Additional Scope and Coverage of the normal AMC:**

- m. All services and repairs shall be carried out by the Sec Vendor as part of AMC and payment shall be as per approved rate chart. No extra cost will be paid, other than AMC rates. Every time the technician visits, he shall clean, check, service and repair all components for its serviceability, free of cost.
- n. **New Installation:-** In case the equipment is replaced with new one, irrespective of reasons and through any of the suppliers during the currency of the AMC, the AMC of the old / unserviceable item will be ceased. Payment of those particular items may be deducted on pro-rata basis, from the date of replacement, **by the branch/RO**. The part replaced shall be taken by the AMC

vendors as per buy-back system to be finalized. However, HDDs & expendable items shall not be given back to the Vendor.

- o. Items under warranty:-Equipments already under warranty shall not be included in the AMC charges. However, if the warranty expires during the currency of the AMC period, the cost of the equipment may also be included on pro-rata basis for calculating AMC charges from the date of expiry of warranty.
- p. It may be noted that during any replacement / new installation of equipments during the currency of the AMC, bank shall permit the AMC vendor to undertake the same and payment shall be released as per approved rate chart. However, Bank reserves the right to award such work to any other empanelled vendor, after due processing as per procedure in vogue. In such cases, the AMC with the existing vendor will cease and the same shall be awarded to the new Vendor.

Illustration:- AMC of x branch is with Alpha. The DVR of x branch got damaged and Alpha is supposed to replace it as per approved rate chart. However, Bank feels that due to the change in market conditions the rates of items / equipments are drastically reduced. In such case, Bank may go for inviting quotations from empanelled vendor for said job and shall award the work to the L1 Vendor. In this scenario, Sec Vendor Bravo, who was L1 got the work order and AMC of x branch which was with Alpha got ceased. Bravo shall be giving now warranty support and Bank may award AMC to Bravo after expiry of Warranty support.

**General:**

- q. **The scope of work involves supply, installation and maintenance support of security equipments as specified in this RFP for Branches / ATMs / Admin Offices etc under jurisdiction of Canara Bank Circle Office Agra. Mere empanelment of vendors should in no way be construed as work order of any nature.**
- r. ***On event of finalization of any new item as a part of any Category / equipment during the currency of the empanelment, the rates of the same will be finalized at CO as per procedure in place. Sec Vendor shall ensure installation of the same within two months in all Branches / ATMs etc under AMC. No deviation in this shall be accepted. If any deviation found after completion of a quarter, penalty clause shall be invoked.***
- s. ***Bidder shall keep the offer open for a minimum period of 180 days from the date of opening of the Bids within which period the Bidder cannot withdraw their offer including the period being extended further, if so required, by mutual agreement from time to time. Any contravention of the above conditions will make the Sec Vendor liable for forfeiture of their Earnest Money Deposit.***
- t. ***Bank reserves the right to go for additional empanelment through***

*advertised mechanism, if required, due to any reason what so ever, even after completion of this empanelment process or during currency of this empanelment.*

- u. *The Sec Vendor who is undertaking the AMC and the Sec Vendor who had supplied / installed CCTV system during warranty, shall have the system of HDD cloning or shall get the HDD cloned, without loss of any data, so that on requirement, entire HDD can be duplicated for investigation within a short time span.*
- v. The CAMC vendor shall check and confirm the following immediately after taking over of CAMC of each branch/office/unit
  - i. Ensure that NVR/DVR is kept in suitable Rack.
  - ii. Ensure that cameras are installed properly in the banking hall, main entrance, cash cabin/s jewel appraiser, strong room entrance, inside safe room of the branch/office and the ATM should be concealed with Pinhole camera to cover the customer's face from side/front as the case may be, a Dome IR camera to cover the cash withdrawal activity and a bullet IR camera to cover the approach to the ATM.
  - iii. Ensure that necessary storage capacity Hard Disk are installed in the DVR/NVR so that a minimum of 90 days recording is available at all times and minimum 180 days of recording for the camera covering safe deposit lockers.
  - iv. Ensure that the onsite ATM is fitted with a magnetic/vibration sensor and con concealed to the branch alarm panel and working as per the branch 'Day" and 'Night' mode.
    - v. **Camera positioning should be ensured as under-**
    - vi. Outside camera covering the approach & parking.
    - vii. Camera above the main entrance from inside covering the banking hall
    - viii. Cash Cabin-Covering the customer from cashier's behind.
    - ix. Jewel appraiser- covering the customer from Appraiser's behind. The weighing machine should be covered,cupboard where packets are kept should be covered.
    - x. Strong Room door entrance to be covered with clear coverage of persons entering/exiting strong room.
    - xi. ATM:- onsite ATM to be installed with two cameras (Dome IR & Pinhole Camera) inside the lobby. Dome IR camera to cover the cash withdrawing activity without any ambiguity and the keypad entries should not be covered at all from any angle.
  - xii. All cameras to be displayed on the monitor sequentially. Ensure that the NVR/DVR is kept in suitable 4U/6U rack.
  - xiii. Ensure that timing of the DVR/NVR should be correct.
  - xiv. Panel of Security Alarm should be in working condition with functionality of Day and Night mode.

Any discrepancy in any of the aspect specified above shall be brought into the notice of Regional Office/Security Officer immediately before taking the system under CAMC.

## XII. OTHER CONDITIONS

- a. All entries in the Offer form should be **legible and filled** clearly.
- b. If the space for furnishing information is insufficient, a **separate sheet duly signed by the authorized signatory** may be attached.
- c. Amounts quoted in **figure, if any, should be repeated in words** and in case of any discrepancy the amounts stated in words shall prevail.
- d. **No overwriting or cutting** is permitted. However, the cuttings, if any, in the Technical Bid/Application **must be initialed & sealed(with name)** by the person authorized to sign the bids.
- e. **No costs** incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
- f. **Authorized Signatory - Partnership Firm:** -If the application/Offer is made by a **partnership firm, it shall be signed by all the partners** of the firm with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application, in which case a **notarized copy of the power of attorney** shall accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- g. **Authorized Signatory - Proprietorship Firm:** -If the application/Offer is made by a Proprietorship firm, it shall be signed by the Proprietor of the firm itself
- h. **Authorized Signatory - Limited Company:** If the application/Bid is made by a **limited company**, it shall be signed by a **duly authorized person holding the power of attorney for signing the application (PoA shall be given by the person authorized through Board Resolution), or authority as per Board resolution**. However in each such case a **notarized copy of the power of attorney and / or Notarized copy of Board resolution, as the case may be**, shall accompany the application. The information furnished must be sufficient to show that the applicant is capable in all respects to successfully complete the envisaged work in respective category.
- i. The evaluation will be based on the experience of the bidder in relevant field and their financial capabilities, presence / experience in the local area and

may also include inspecting the works carried out by the vendor for which necessary co-ordination shall be made by the vendor. Based on the details furnished and inspection of works, eligibility criteria, the vendor shall be empanelled. Decision of the Bank regarding selection / rejection for empanelment will be final and binding and no further correspondence will be entertained. The empanelled vendors will only be informed by post /email. The Award of AMC shall be as per procedure specified in this RFP.

- j. If information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later date, the empanelment of such applicant will be cancelled immediately.
- k. The Bank will not be responsible for the **Offers** received late on account of any reason.
- l. Bank reserves its right to reject any / or all the applications without assigning any reasons whatsoever. Bank reserves the right to.
  - i) Accept or reject the application either in whole or in part.
  - ii) Reject any or all the applications partially or wholly.
  - iii) Cancel or withdraw this RFP.
  - iv) Accept or reject any deviation from these conditions.

**m. Other Important Aspects**

i)	<i>Full name and status of the Authorized Signatory signing the Offer documents must be clearly mentioned in the Offer documents</i>
ii)	<i>The Sec Vendor applying against the subject RFP are informed that all relevant details with reference to the RFP stipulations are clearly responded to. In case any of the RFP stipulations are not clearly stated to/ replied to by any of the firms, no repeat no clarifications will be sought from the concerned firm and its offer will be rejected out-rightly.</i>
iii)	<i>Before submission of Offers, Bidders should check the “CHECK LIST” attached to this Documents as <u>Annexure-‘Q’</u> for compliance on various stipulations of the RFP.</i>
iv)	<i>A set of FAQs are also attached as <u>Annexure-‘R’</u>. Bidders shall go through the same for more clarity on the Terms and conditions specified in this RFP.</i>

**XIII. CONTRACT**

The successful Sec Vendors who are selected for AMC will be allotted with specific branches / ATMs for providing AMC, by the Circle Office Concerned.

The Sec Vendor shall sign the contract / agreement with CO as per terms and conditions specified in the RFP. The format of Agreement will be provided by the CO after finalization of empanelment.

If the Sec Vendor fails to perform any of the obligations under this contract and if the Bank is dissatisfied with the services, the Bank shall terminate the services of the contractor and will forfeit the PG along with a notice of winding up and the contractor shall move out from all our premises within a period of one month of written notice. Bank should not be held liable for any cost, damage, expenses or any loss whatsoever that the Sec Vendor may suffer on being served with the winding up notice. The Sec Vendor is required to **give 3 months' notice** in case he does not want to continue with the contract. However, under such situation, PG may be invoked and the contractor shall have no claim on it.

#### XIV. PERFORMANCE GUARANTEE (PG)/RETENTION MONEY

- a. **AMC Support:** After the award of work order for AMC, the Sec Vendor shall be required to deposit a Performance Guarantee worth 5% of the total AMC Billing value (Rounded upto next 5000). The Billing / starting of AMC shall be effective from the date of acceptance of PG by the Bank.
- b. **New Installation:** Whenever, a work of installation of security equipments for a new branch / Installation is awarded, retention money shall be deducted @5% of total Billing value (Rounded up to next 5000). No interest is allowed on retention money & total security deposit.
- c. The Performance Guarantee shall be in the form of fixed deposit receipt along with the Contract as Performance Security to CO, with lien marked in the name of "Divisional Manager/Assistant General Manager, P&E Section, Canara Bank, CO Agra". No PGs (fixed deposit receipt) submitted without lien, as specified, shall be accepted.
- d. Once the PGs are submitted along with Contracts, to CO by a particular Bidder, the EMD will be returned By-Hand on submission of Authority Letter & Pre-receipt Challan from Authorized Signatory.
- e. Failure at the part of the firm to deposit the PG within stipulated time will make the Empanelment of the firm Null and Void.
- f. The validity of PG for AMC contract shall be valid up to 6 months from the

expiry of the Empanelment period or 3 months from the expiry of the warranty whichever is later provided he has satisfactorily rectified all the defects in accordance with the conditions of the contract. In the case of extension of the empanelment period, the PG shall be renewed as per this clause.

- g. Retention amount for new installation shall be released after 3 months from the expiry of the warranty period provided he has satisfactorily rectified all the defects in accordance with the conditions of the contract.
- h. Performance guarantee/retention amount will be returned after completion of bidder's performance obligations under the contract.
- i. If the bidder fails or neglects any of his obligations under the contract it shall be lawful for the Bank to forfeit either whole or any part of performance security/retention amount furnished by the bidder as compensation for any loss resulting from such failure.
- j. The PG/retention amount shall be forfeited in case contractor fails to perform his duties to the satisfaction of the Bank.
- k. Where the Currency of Warranty of any item / equipments is in force, even after the expiry of Empanelment, the retention amount shall be returned only after 3 months from the expiry of the warranty period.***
- l. The Sec Vendor will have to furnish the PG on the format to be prescribed by the Bank at the time of awarding the contract.

**XV. PENALTY**

- a. In case the Sec Vendor is not able to provide proper support during Empanelment. **Penalty clause** shall be applicable as per details given below. The penalty will be levied over and above related recoveries if any.

Nature of Default Observed/Caused/Reported - etc	Penalty to be imposed
Failure to depute the engineer/ technician to the branch within 24/48 hours (48 hours for outstation) from the time of registering of the complaint. This would not include bank holidays	Rs 100 per day

Failure to repair the system or provide proper replacement within 48 / 72 (72 hours for outstation) hours from the time of registering of the complaint, if the repair is of minor nature and can be carried out at branch. This would not include bank holidays	Rs 200 per day (After first two days)
Failure to repair the system at site / or failure to provide replacement system in case of major repairs where system needs to be taken to workshop	Rs 500 per day (After first two days till closure of the complaints)
Non Compliance of any other aspects specified in the Contract.	Rs 1000 per day

*b. If the services (Supply, Installation, AMC/ as the case may be) are not provided after 5 Bank working days, or repeated defaulting of above instances by the Sec Vendor, CO may consider feasibility of imposing further penalty.*

- i. Reduction of Branches / Sites for support with one month notice*
- ii. Termination of the Contract and forfeiture the PBGs/EMD*
- iii. de-empanelment,*
- iv. black listing from CO / Bank / Letter to IBA*

c. The Bank reserves, the right to encash/seize the PGs/EMD deposited by the Sec Vendors in case any deviation is found in the terms and conditions specified in the RFP/Contract. The Bank shall give the reasons in writing to the Sec Vendor pointing out the deviations while forfeiting the Performance Guarantee/EMD.

d. In case of any occurrence of defaults specified above at any Branch /ATM, concerned branch can take up case with CO for imposing penalty. The right of imposing Penalty shall be with the Circle Office Only.

**Liquidated damage**

e. If the Sec Vendor fails to deliver any or all the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5%( half percent) of the delivered price of the delayed goods or unperformed services for each week of delay or part thereof until actual delivery or performance, up to a maximum deduction of 10%(ten percent) of the delayed goods' or services' contract price.

f. Once the maximum is reached, the Bank may consider termination of the contract, if the same have not been terminated already. Further, during the above mentioned delayed period of supply and/ or performance, the Sec Vendor, notwithstanding any stipulation in the contract for increase in price for any ground, shall not be entitled to any increase in price and cost, whatsoever, which take place during the period of delay. But, nevertheless, the Bank shall be entitled to the benefit any decrease in price and cost on any ground during

that period of delay.

#### **XVI. TERMINATION:**

The Bank reserves the right to modify/ cancel the RFP whole or in part or re-tender without assigning any reasons whatsoever. Bank shall not incur any liability to the affected bidder(s) on account of such action.

The Bank reserves its right to cancel the entire / unexecuted part of Purchase Order at any time by assigning appropriate reasons in the event of one or more of the below mentioned conditions treating it as default / non-performance of the contract:

If the selected bidder -

- a) Fails to accept the purchase order within the specified time.
- b) Fails to sign the agreement within the specified time.
- c) Fails to deposit the Security deposit /performance guarantee within the specified time.
- d) Delay in delivery beyond the specified period.
- e) Partial Delivery.
- f) Serious discrepancies noted in the items delivered.
- g) Breaches in the terms and conditions of the Order.
- h) Becomes or is declared bankrupt or goes in liquidation voluntary or compulsory, except for the purpose of amalgamation or reconstruction; or
- i) Ceases to carry on its business or suspends all or substantially all of its operation; or
- j) There is any material adverse change or any change in applicable law, rules, regulations, directives or guidelines, which prevents the continuing of the arrangement under this Agreement; or
- k) If an event of any Force Majeure conditions continues for a period in excess of thirty (30) days;
- l) Engages in fraud or other illegal or unethical activities.

In case the selected Bidder fails to fulfill the Order as per the agreed terms of delivery the Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected bidder.

In addition to the cancellation of purchase order, the Bank shall invoke the Bank Guarantee or forfeit the Security Deposit/retention given by the bidder towards nonperformance/noncompliance of the terms and conditions of the contract, to appropriate any loss or damages incurred by the Bank.”

#### **XVII. PLACE OF SUBMISSION OF OFFER DOCUMENTS:-**

Offer documents duly completed in all respect are to be submitted along with required documents in the tender box of **Premises & Estate Section, Canara Bank, Circle Office, Canara Bank Rajendra Centre, Sector 12A Awas Vikas Colony, Sikandara, Agra- 282007**, before specified time and date mentioned in the Schedule to RFP.

Late/delayed/Non Submission of Offer shall not be opened and returned in original to the bidder.

**XVIII. BID SYSTEM- TWOBID SYSTEM:-**

**First only Technical Bids will be opened of the Bidders. Price Bids will be opened of Sec Vendors who will be technically qualified after proper verification / assessment of Technical Bids.**

**1. Technical Bid:-**

All bidders are required to submit their offers as under :- (*Documents specified here are compulsorily (mandatory) required to be submitted along with the Bid / Application (in addition to those specified in Para X((d) & (e) if any,):- All documents shall be flagged as specified in the table below. (Flag 'A' - 'J', 'M', 'N', 'P', 'S' - 'U' are general for a Bidder and Flag 'K', 'L', 'O', 'Q', to 'R' is required to be kept separately.)*)

	<b>Parameters</b>	<b>Bid Ref.</b>	<b>Page No.(From- To)</b>
a.	The copy of RFP with sign & seal of authorized signatory in all pages. ( <b>Mandatory</b> )	<i>Flag - 'A'</i>	
b.	EMD as specified in Para IX.( <b>Original - Mandatory</b> )	<i>Flag - 'B'</i>	
c.	Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) letter of Proprietorship (or) Partnership Deed in the case there may be. In case of Ltd. Company, copy of MoU /Article of Association shall also be submitted ( <b>Mandatory</b> ). ( <i>Refer Para X.d.</i> )	<i>Flag - 'c'</i>	
d.	Solvency Certificate as specified in Para X.d.5( <b>Original in the letter head of the banker-Mandatory</b> )	<i>Flag - 'D'</i>	
e.	Audited Balance Sheet of Last 3 years:- As asked for in Para X.d.1 ( <i>self-attested copy to be attached -Mandatory</i> ). ( <i>Refer Para X.d.1 Annexure-L</i> )	<i>Flag - 'E'</i>	
f.	Format <u>Annexure 'A', 'B' &amp; 'C'</u> attached shall be duly filled and signed by authorized signatory with Name, Designation and Office Seal ( <b>Mandatory</b> )	<i>Flag - 'F1, F2 &amp; F3'</i>	
g.	Income Tax Return (latest) & PAN No along with proof of having filed the IT return for the last three financial year ( <i>Copy of PAN &amp; Income Tax Returns -(Mandatory)</i> ). ( <i>Refer Para X.d.10</i> )	<i>Flag - 'G'</i>	

	<b>Annexure-L</b>		
h.	Other Certifications like SSI, NSIC, ISO etc-Not Mandatory	Flag - 'H'	
i.	OEM Certification. -Mandatory for each Make specified in Annexure-N (Refer Para X.d.11)	Flag - 'I'	
j.	Registration under Shops & establishment Act (Mandatory). (Refer Para X.d.3)	Flag - 'J'	
k.	Certificate of GST Registration - Registration Number with Date (Mandatory). (Refer Para X.d.4)	Flag - 'K'	
l.	Experience in the field: As asked for in Para X.d.2 (Mandatory).	Flag - 'L'	
m.	Experience in similar domain - Proof of Empanelment with other PSBs/PSUs/Central / State Govt undertakings and copies of supply orders. As asked for in Para X.d.2 (Mandatory).	Flag - 'M'	
n.	Service process - Proof of Proximity of service stations to furthest Branch of our Bank (the telephone / mobile numbers of stations / persons with STD code to be provided) as asked for in Para X.d.9(Mandatory).	Flag - 'N'	
o.	Proof of Detailed description of works done & value of work done for other organizations /Establishments & our Bank for past 3 years as per Para X.d.2. (Mandatory).	Flag - 'O'	
p.	Should have effective infrastructure /workshop for undertaking repair of equipments. As asked for in Para X.d.9(Mandatory).	Flag - 'P'	
q.	<u>Annexure 'D' to 'G'</u> , duly filled and signed by authorized signatory with Name, Designation and Office Seal. (Mandatory)	Flag - 'Q1 to Q4'	
r.	<u>Annexure - 'J'</u>	Flag - 'R'	
s.	<u>Annexure 'K'</u>	Flag - 'S'	
t.	<u>Annexure 'm'</u>	Flag - 'T'	
u.	<u>Annexure - 'N' - Kindly Provide Make &amp; Model Of Each item Being Proposed.</u>	Flag - 'u'	
v.	<u>Annexure - 'O'</u>	Flag - 'v'	
w.	<u>Annexure - P- Undertaking regarding non conviction</u>	Flag - 'w'	

- x. **Separate Undertaking shall be given in separate sheets stating the following:** (These undertaking should be in Company letter head, signed by authorized signatory with Name, Designation and Office Seal) **.(Mandatory)**

**Undertaking 1. (Flag - 'X-1')**

- No criminal cases/charges is pending with the police against the Proprietor/Firm/Partner or Directors/Partners of our Company.
- The Company has not been blacklisted by any entity (Govt/PSU/PSB/MNC or any other reputed firm).
- No criminal case is pending with the police against the proposed staff who will be deputed for service in the Branches / ATMs / Office etc.
- No Govt/PSU/PSB/MNC had declared our Companies services / Performance as Poor during the last one year.

**Undertaking 2. (Flag - 'X-2')**

- Will be undertaking to provide trouble free & uninterrupted Maintenance contract for at least Three years after the expiry of minimum of Three year warranty period at agreed Terms & conditions at the time of placing purchase order itself.
- Will be providing AMC of all equipments / items as specified in Para I a to c, installed in all allotted Branches, as the case may be.
- Will be providing services as per SLA to the branches / offices in our jurisdiction.

**Undertaking 3.Flag - 'X-3')**

- Will be Installing items as per specifications approved by the Bank
- Will be using genuine spare parts during Maintenance Support.

**2. SYSTEM OF SUBMISSION OF BIDS:**

- a. Tenders shall be on prescribed Form as issued by the Bank / hosted by the Bank in website ([www.canarabank.com](http://www.canarabank.com)) & Central Public Procurement (CPP) portal [www.eprocure.gov.in](http://www.eprocure.gov.in)
- b. Tender documents can be downloaded only from the Bank's ([www.canarabank.com](http://www.canarabank.com)) website. The Tender documents shall be in 12 size font & A-4 size paper and neatly bounded (hard bound / spiral bound) in two separate books (i.e. Technical bid and Financial bid) and submitted.

- c. Nature of the document: **TWO BID CONCEPT**. This Tender document comprises of the following :
- i. **TECHNICAL BID: (First envelope)** consisting of following as in Tender Document as specified in preceding Para.
  - ii. **FINANCIAL BID (Second envelope)**
- d. Tenders on prescribed form should be placed in two envelopes, as specified above, one sealed envelope consisting of “Technical bid” duly super scribed as “Technical bid” and other sealed envelope consisting “Financial bid” duly super scribed as “Financial Bid” and both envelopes shall be kept in one bigger sealed single envelope, with the name of work as (Empanelment of Vendors for supply, installation & AMC of security equipments for all Office under CO Agra with RFP Ref. No. quoted), Name of Tenderer and due date written on the envelopes.
- e. The bidders have to submit their indicative Financial Bid/ Price Bid in a separate sealed envelope super scribed “Price Bid” in **Annexure O**. **Price bid of those Bidders who qualified the Technical Criteria will be opened only.**
- i. No separate sheets or any other conditions shall be accepted.
  - ii. Only the rates shall be mentioned against each.
  - iii. Warranty of all items / Equipments shall be for 2 year.
  - iv. The AMC rates once finalized will be valid till completion of the contract.
- f. *The bidder shall not offer any price quotes / rates of any equipment / item / AMC anywhere in the Technical Bid. However, they can submit copy of previous invoices with regard to documentation of experience.*
- g. *Vendors applying for CCTV, Fire Alarm and Burglar Alarm have to apply for all three together. Applying for only one/two of the items will not be considered.*
- h. *Vendors applying for Fire Extinguishers are to apply separately even if the same vendor is applying for CCTV and alarm Systems.*
- i. **Same Vendor applying for both CCTV/Alarm system and Fire Extinguishers separately should attach separate EMDs in separate tender documents/bids.**
- j. *Technical bid along with supporting documents should be in sealed envelope duly superscripted “**TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CCTV/FIRE ALARM/SECURITY ALARM SYSTEMS AND FIRE EXTINGUISHERS**” (whichever is applicable).*
- k. *Financial/Price bid along with supporting documents should be in sealed envelope duly superscripted “**FINANCIAL BID-RATES OF CAMC AND SPARE PARTS ITEMS OF CCTV, FIRE ALARM AND SECURITY ALARM SYSTEM AND FIRE EXTINGUISHERS**” (whichever is applicable).*

**XIX. PAYMENT TERMS -**  
**(After empanelment and allotment of branches.)**

- a. In the event of installation, payment will be released after verification of successful Installation / activation & working of all equipments specified in the work-order by Branch and RO. However, no payment shall be processed if submitted without required PG.
- b. In the case of AMC, payment will be made on quarterly basis by RO/Branches after completion of every successful service period of three months after submission of Service Report with branch Seal and Sign.
- c. Terms and conditions which will be specified in the Price Bid Format & Contract will stand valid
- d. Tax shall be deducted at source (TDS) as per the provisions of the Income Tax Department by the Bank while making payment and a certificate to this effect shall be provided by the Bank.

**XX. ARBITRATION:-**

Canara Bank and the Sec Vendor shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract/Agreement in the following manner:

The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within fifteen (15) days of receipt of the notice. The matter will be referred for negotiation between AGM/DM P&E Section, Circle Office Agra and Sec Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15(fifteen) days.

Any dispute or difference between the Sec Vendor and Canara Bank which cannot be settled by negotiation in the manner, described above ,may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30(thirty) days of the failure of negotiations. Arbitration shall be held at Agra, Uttar Pradesh, India and Conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. The arbitration award shall be final, conclusive and binding upon the Parties. The cost of preparing and presenting its case and the cost of arbitration, including fees and expenses of the arbitrators, shall be borne by the Sec Vendor unless the award otherwise provides.”

**XXI. JURISDICTION OF COURT:**

The courts in the geographical area of Uttar Pradesh concerned or clearly Specified in the Contract, shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

**XXII. INDEMNITY:**

- a) The selected bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- i) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- ii) Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;
- iii) Willful Negligence, Fraud or gross misconduct solely attributable to the bidder or its employees or its representatives, agents, security analysts, consultants and advisors.
- b) The selected bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of services provided by them.
- i) All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- ii) All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- c) For the purpose of the Agreement, the bidder shall include the bidder, its personnel, employees, consultants, and / or other authorized persons.
- d) The responsibility to indemnify set forth in this Clause shall survive the termination of this Agreement for any reason with regard to any indemnity claims arising in relation to the performance hereof.”

**XXIII. CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT.**

- 1.The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend; indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information.
- 2.No media release/public announcement or any other reference to the RFP or any

program there under shall be made without the written consent of the Bank, by photographic, electronic or other means. The bidder shall sign Non-Disclosure Agreement (NDA) with Bank as part of the Contract. The format of the same will be provided with the Contract.

#### **XXIV. EVALUATION PROCESS.**

- i. The Bids will be opened by a Board of Officers detailed by the Competent Authority, on the date and time as specified in the RFP document.
  - a. The Technical Bids will be evaluated by the Committee constituted by the Bank, for the purpose. The Committee may call for a presentation by the Sec Vendors, which will include verifying the financial turn-over, registration certificates, legal, financial, statutory, taxation and other associated compliance of contract conditions in addition to the technical presentation / demonstration of items to showcase / prove the compliance of specifications asked for each item / equipment. Credential of all the applications will be examined by committee. Their recommendations /decisions will be final and no correspondence /representation will be accepted in this regard.
  - b. The Committee, may evaluate/verify the performance of the Sec Vendor at any of their existing contracts which may include obtaining references /or visiting the clients and the quality of services rendered by the Sec Vendor etc.
  - c. The Committee or any Team so detailed, may also visit the office / premises / repair Infrastructure / workshop/factory etc of the Sec Vendor to ascertain the facts being specified in the Bid / Application. The Visit report will be annexed with the Technical Evaluation Report.
  - d. The Committee may ask for presentation / demo of the solutions being offered by the Sec Vendors for assessment of technical as well as qualitative specifications / specialties of each item / product / equipment.
  - e. Offers / Applications will be evaluated in the following stages:
    1. Stage I - Incomplete Offers, i.e. offers not accompanied by the mandatory documents as mentioned in the RFP document, cost of RFP Forms and EMD shall be rejected.
    2. Stage II - Each offer will be evaluated against the stipulated minimum eligibility criteria purely based on valid proof / documents submitted. Offers not meeting the eligibility criteria will be rejected.
    3. Stage III - Short-listing of Sec Vendors based on satisfactory feedback from reference sites / past performance.
    4. Stage IV - Finalization of Technical Evaluation and final short listing of suitable bids / selection of Vendors; based on final outcome of Stages II, III, & IV shown above. (*Technically Qualified vendors*).

5. Stage V - Display/Demo of Security gadgets by short listed vendors.
6. Stage VI - Opening of Indicative price Bids of Technically Qualified vendors, based on the solution / items / gadgets finalized / AMC.
7. Stage VII - Rate rationalization; Reference-Rate Bench Mark Finalization; - meeting of all bidders. (For Details;- Refer Annexure- I)
8. Stage VIII - Final selection of eligible firms and allotment of Branches for AMC as per their overall standing in the ranking.
9. Stage IX -Formal Award of Empanelment Order and Signing of Contracts.

#### **XXV. CORRUPT AND FRAUDULENT PRACTICES**

- i. The bidder / consultant shall further ensure the compliance of the guidelines issued by Central Vigilance Commission for the purpose of selection and employment of consultants.
- ii. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of contracts:
- iii. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- iv. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

#### **XXVI. Augmentation of New ROs, other Offices:**

- a. During the currency of empanelment, after the commencement of the empanelment process, if new Offices are introduced in our systems, the Sec Vendors who are selected for installation shall undertake warranty and on completion of warranty AMC shall be commenced will expiry of the empanelment period.

#### **XXVII. AMENDMENTS IN THE RFP CONDITIONS:**

- a. At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP contents by amendment. Amendment will be published on Bank's website only and will be binding on bidders.
- b. The Bank shall not be liable for any communication gap, although it will take ample care to communicate to all the concerned well in time.

- c. In order to provide prospective bidders, reasonable time to take the amendment into account for preparation of their bid, the Bank may, at its discretion, extend the last date for bid-submission.
- d. Further, the Bank reserves the right to scrap the RFP or drop the empanelment process at any stage without assigning any reason.

**Assistant General Manager**

**ANNEXURE - A**

**INDEMNITY FORMAT**

THIS DEED OF INDEMNITY executed at ..... (Place) on this ..... day of .....month of year two thousand and twenty Four(2024) By.....(herein after called the Bidder) duly represented by proprietor/one of its partners/director Sri ....., aged.....years, son of Sri.....residing at .....

In favour of Canara Bank, a body corporate constituted under the Banking companies (Acquisition and Transfer of undertakings) Act, 1970, having its Head Office, at 112, J.C.Road, Bangalore - 560002 & represented by its Circle Office-\_\_\_\_\_.

Whereas the Bidder had applied for the tender .....  
.....

Whereas the tender submitted by the Bidder for the above mentioned work was accepted by Canara Bank and the work of ..... has been awarded in favor of the Bidder vide Ref No .....

And whereas for undertaking the work warded as per the above noted reference, the Bidder has entered into contract with Canara Bank on .....

Now this Deed Witnessed that in pursuance of the aforesaid contract dated .....and in consideration of Canara Bank having agreed to make payment on the bills claimed by the Bidder herein based on the works completed in respect of the above referred contract, the Bidder hereby indemnifies and keep harmless Canara Bank & its Architect/consultant and its officials/staff from time to time and at all times against all actions, prosecutions proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses,

damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Purchaser arising out of:

- i) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the Bidder, non-compliance of safety rules, regulations, instructions by the Bidder and mishaps occurring at the site due to faulty work executed by the Bidder.
- ii) Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder.

Further, the Bidder indemnifies to protect and save Canara Bank & its Architect/consultant and its officials / staff from against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of the services offered by the Bidder.

All Indemnities shall survive notwithstanding expiry or termination of the contract and Bidder shall continue to be liable under the indemnities.

There is no limit to claims made by the Purchaser/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited ”.

**Signature of Bidder with Seal**

Annexure 'B'

**RFP ACCEPTANCE LETTER**

(To be given on Company Letter Head)

To

The Assistant General Manager,  
P&E Section, Canara Bank Circle Office,  
Agra  
Uttar Pradesh-282007

Sub: **-Acceptance of Terms & Conditions of RFP**

Services being offered with reference to RFP No. -----

-----

Dear Sir,

1. I/We here by certify that I/we have read the entire terms and conditions of the RFP documents from page No.\_\_\_\_ to \_\_\_\_ (including all documents like annexure(s), appendix(s), schedule(s), etc), which may form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.

2. The corrigendum(s) issued from time to time by your Bank to have also been taken into consideration, while submitting this acceptance letter.

3. I/We hereby unconditionally accept the RFP conditions of above mentioned RFP document(s)/corrigendum(s) in its totality/entirety.

4. I /We do hereby declare that the information furnished in the application and in the supplementary sheets from pages \_\_\_\_to \_\_\_\_ are correct to the best of my/our knowledge and belief.

5. In case any provisions of this offer are found violated, then your Bank shall without prejudice to any other right or remedy be at liberty to reject this offer/bid.

Yours faithfully,

(Authorized Signatory)

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Place: Date:

Official Seal of Applicant:

**LIST NO-1**

**BIDDERS SHOULD FURNISH SPECIFIC ANSWERS TO ALL THE QUESTIONS GIVEN BELOW. BIDDERS MAY PLEASE NOTE THAT IF THE ANSWERS FURNISHED ARE NOT CLEAR AND/OR ARE EVASIVE, THE OFFER WILL BE LIABLE TO BE IGNORED.**

**(No Conditional acceptance will be entertained)**

1.	RFP No	:	
2.	Name of the Sec Vendor Firm	:	
3.	Address	:	
4.	Year of Establishment	:	
5.	Status of the firm (whether Company / Firm / Proprietary/ Partnership)	:	
6.	Do you offer services of all categories / Equipments as per RFP in the Offices/ Branches / ATMs under the CO (Yes or No against each may be prescribed)	:	
7.	Name of Directors /Partners /Proprietor: (Enclose relevant document/ deed)	:	i)  ii)  iii)
8.	Whether registered with the Registrar of Companies/ Registrar of firms. If so, mention number and date		
9.	<u>Proprietorship</u> (a) Identity proof of the owner (b) Address proof of the owner		
10.	<u>Private Limited Company</u> (a) Date of Certificate of Registration with Registrar of Companies (b) Article of Association		
11.	<u>Partnership</u> Partnership Deed:		
12.	<u>Income Tax Documents - Proprietorship</u> (a) PAN Number & IT Returns Enclosed (ITR for AY 2022-23, 2021-22 & 2020-21 Mandatory)		

	(b) IT Return being filed since (mention first year of IT return submission here) - Yes / No		
	(c) IT returns as per Para XVII.1.h attached - Yes / No ( <i>Documentary proof required</i> )		
13.	<b>Income Tax Documents - Private Limited Company</b> (a) PAN Number & IT Returns Enclosed (ITR for AY 2022-23, 2021-22 & 2020-21 Mandatory)		
	(b) IT Return being filed since (mention first year of IT return submission here) - Yes / No		
	(c) IT returns as per Para XVII.1.h attached - Yes / No ( <i>Documentary proof required</i> )		
14.	<b>Income Tax Documents - Partnership</b> (a) PAN Numbers of partners	i)	
		ii)	
		iii)	
	(b) IT Returns of each partner Enclosed, as per Para XVII.1.h (ITR for AY 2022-23, 2021-22 & 2020-21 Mandatory)		
15.	a) Name and address of Bankers	:	i)
			ii)
			iii)
	b) Enclosed Solvency Certificate as specified in Para X.d.5	:	
	c) Whether able to furnish performance guarantee for full cost of work if entrusted	:	
16.	Whether registered under GST authorities. If so, mention No. and date. Also Furnish Copies	:	
17.	Whether Furnished copies of audited Balance Sheet and Profit & Loss Account (audited) For the last three years - Yes / No (Records for FY 2021-22, 2020-21 & 2019-20 Mandatory)	:	
18.	If you are registered in the panel of other organizations/statutory bodies, such as CPWD, PWD, MES, Banks etc. furnish their names, category and date of registration.	:	i)
			ii)
			iii)
19.	Detailed description and value of works done for others in the past. (Supported with copies of relevant documents)	:	

20.	Detailed description and value of works done for Canara Bank	:	
21.	Furnish the names of three responsible persons in Bank's, CPWD, PWD, MES etc who will be in a position to certify about the quality as well as past performance of your organization.	:	i) ii) iii)
22.	Whether the bidder is ready to offer Service as specified in the RFP. If not, mention here details of deviations. - Yes / No	:	
23.	Do you agree to the arbitration clause specified in this RFP - Yes / No	:	
24.	Do you agree to the penalty clause specified in this RFP - Yes / No	:	
25.	Do you agree to the Payment clause specified in this RFP - Yes / No	:	
26.	State whether business dealings with you have been banned or black listed by any Govt. agencies / PSUs / Nationalized Banks.? - Yes / No	:	
27.	Please confirm that you have read all the instructions carefully and have complied with accordingly. - Yes / No	:	

**Note:**

1. Where copies are required to be furnished, these are to be NPC unless and until it is separately specified as "Self attested Copies".

**Annexure 'D'**

**PARTICULARS IN RESPECT OF WORK EXECUTED FOR THE LAST 3 YEARS**

S No	Name of work project with address	Short Description of work executed	Name & address of owner	Value of work executed	Stipulated time of completion	Actual time of completion

Place: Date:

Official Seal of Applicant:

**(Authorized Signatory)**  
 Signature \_\_\_\_\_  
 Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Address \_\_\_\_\_

**Annexure 'E'**

**KEY PERSONNEL PERMANENTLY EMPLOYED**

Sl. No.	Name	Designation	Qualification	Experience	Years with the Firm	Any Other

**Place: Date:**

**Official Seal of Applicant:**

*(Authorized Signatory)*

Signature \_\_\_\_\_  
 Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Address \_\_\_\_\_

**Annexure 'F'**

**OTHER RELEVANT INFORMATION**

	Permanently Employed	No.	Any Other info	Years with the Firm
a	Executives			
b	Managers			
c	Technicians			
d	Others			

**Infrastructure / Workshop Facilities (Uttar Pradesh or National capital Territory)**

	Location	Land Area	Type of Structure	Type of Facilities
a				
b				
c				
d				
e				

**Note:** Please attach copy of proof for all the items mentioned in the application

**Contact / Office Facilities (Uttar Pradesh or National Capital Territory)**

Address of the Office	
Contact person / Support Engineer -1  Name: Designation: Landline No.: Cell No.: E-mail id: Fax No	Contact person / Support Engineer -2  Name: Designation: Landline No.: Cell No.: E-mail id: Fax No

*(Authorized Signatory)*

Signature \_\_\_\_\_  
 Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Address \_\_\_\_\_

**Place: Date:**  
**Official Seal of Applicant:**

**Annexure-‘G’**

**REFERENCE DETAILS - AOR of CO)**

Name of the company/PSU / Banks /Govt Body	
Address of the company /PSU / Banks	
Contact person (All details are Mandatory)	Name: Designation: Landline No.: Cell No.: E-mail id: Fax No
Details of installation / of equipments (Ref.No.,date of order and quantity)	

Place: Date:  
 Official Seal of Applicant:

**(Authorized Signatory)**  
 Signature \_\_\_\_\_  
 Name \_\_\_\_\_  
 Designation \_\_\_\_\_  
 Address \_\_\_\_\_

Note: - **Should provide Minimum 3 References**

Annexure 'H'

**INDICATIVE QRs / SPECIFICATION / OTHER ASPECTS / REQUIREMENTS - SECURITY AND FIRE SAFETY EQUIPMENTS**

**I. GENERAL**

1. As specified in the RFP, we are requiring security services i.e. Supply / Installation and Maintenance Support for Four major Equipment / Category viz-e-viz.
  - i. Burglar Alarm systems / Security Alarm System
  - ii. Fire alarm Systems / AFDAS
  - iii. Surveillance Systems / CCTV System.
  - iv. Fire Extinguishers
2. The solution being offered shall accommodate all these aspects either as separate entities or as an Integrated Model excluding Fire Extinguishers. The control shall be separate or integrated. Except Fire Extinguishers, we may be using the same in Standalone mode as of now and may be switching to networking mode during the currency of empanelment (the scope of scalability shall be there in the standalone modes). In accordance with the same the Fire Alarm, burglar alarm and CCTV systems being proposed should be networkable and hence shall be compatible with / scalable to IPV4/IPV6 networks and compatible to any third party CMS software for central monitoring.
3. Surveillance equipments solutions should be catering for the latest compression techniques and storage solutions for increasing demand higher storage at affordable cost without compromising the picture quality and networking capabilities for central monitoring and analytics.
4. Alarm Systems shall be intelligent enough to self-diagnose periodically and also should be able to isolate faulty components / zones and resume functioning and simultaneously give calls/ SMS alerts to all stake holders. Systems should have remote VIRUS programming/access facility using secure codes. Proper alert / indication / warning shall be repeatedly showing / broadcasting in this regard till repair / clearance of the faults. Keypad should be separated from the control panels
5. With changing scenario & technological advancements, these systems should be compatible to wireless technologies as well, if so desired by the Bank.
6. Surveillance and Alarm Systems shall have the capacity of capturing and maintaining logs of each and every activity with proper time stamp.
7. Systems shall be dust / weather -proof; or accommodate in such a manner without extra cost. Operating temperature: -10° C to +55° C. Humidity: 10% to 90% non-condensing. Vibration, Tremors and normally applied jerks resistant.

8. Systems and wiring shall be tamper-proof.
  9. Shall maintain redundancy in major components like power management / output through hooter etc for the best results under any adverse circumstances.
  10. Components of all systems (including wiring) shall be placed in a concealed manner unless and until it is required to be placed so.
  11. Better efficiency in Power management & surge protection. Shall be adaptive to Standard Voltage Range.
  12. Self-Test facility
  13. System operating frequency should have immunity to external Radio Frequency interference.
- II. Bidders can assess this Indicative specifications shown in the Indicative Financial Bid (PART-III) Format and propose their solution accordingly.

Annexure 'I'

**PROCESSES FOR FINALIZATION OF SEC VENDORS FOR AMC**

- a. The Indicative Financial bid of the Sec Vendors who has qualified /finalized by the technical evaluation committee, will only be opened.
- b. The priority shall be for AMC support as new Installation is not a continuous process / requirement.
- c. It is absolutely essential for the Sec vendors to quote correctly and unambiguously, at the time of submitting the Bid, as the Bank will not enter into any negotiation during the scrutiny/processing of the Technical part.
- d. As far as AMC services are concerned Bank may go for splitting of the order between L1 and L2 or among L1, L2 and L3 or L1, L2, L3 and L4. The decision of the Bank regarding this shall be final.
- e. The splitting of work order will be in 60:40 ratios in case of splitting of order between two SEC VENDORS and in 50:30:20 ratios for three SEC VENDORS, and 40:30:20:10 in case of four SEC VENDORS; provided L-2, L3 & L4 agrees to rates quoted by L-1 SEC VENDOR and agree for all terms and conditions. In case L-2 SEC VENDOR is not willing to match L-1 rates, the Bank will call L-3, L-4 SEC VENDOR etc., in that order. If no SEC VENDOR (L2 /L3/L4 etc) is accepting the L-1 rates the entire work order may be awarded to L-1. The decision of BANK will be final in this regard.
- f. The L1 rates of AMC shall be arrived by adding the rates quoted for CCTV, FAS & SAS but separately for Fire extinguishers for a Branch/Unit.

Willingness letter will be obtained from shortlisted firms to work on same "Approved Rates" (Rates of L1 finalized) from L1 to L4. The splitting of work order will be in 60:40 ratios in case of splitting of order between two Sec Vendors and in 50:30:20 ratios for three Sec Vendors, and 40:30:20:10 in case of four Sec Vendors. The decision on this taken by the Bank will be final and binding to all Sec Vendors.

- g. Bank may access the rates of all other items quoted by each qualified Sec Vendors i.e L1/L2/L3 & L4 and shall also access the market trends and rates being followed

by peer Banks and Circles. After accessing all these aspects, Bank shall draw the approved rates of all items, which will be further circulated amongst Sec Vendors who had qualified for providing AMC. (L1/L2/L3 & L4). However, AMC shall be awarded only if the SecVendors are accepting the approved rates.

- h. In case any Sec Vendor out of L1/L2/L3/L4 is not accepting the approved rates, the option shall be given for L5 who shall be awarded the work in place of L4 if he accepts L1 rates, approved rates and other T & C. Likewise options shall be given to L6..L7 etc if required / deemed fit by the Bank.

Annexure 'J'

**BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT**

To

The Divisional Manager/Assistant General Manager,  
P&E Section, Canara Bank Circle Office,  
Agra  
Uttar Pradesh-282007

WHEREAS \_\_\_\_\_ (Name of Bidder) (hereinafter called "the Tenderer" has submitted its Bid dated \_\_\_\_\_ (Date) in response to the RFP for Empanelment of Venders for Supply, installation and AMC of Security Equipments / Gadgets for Branches/ Offices coming under Agra Circle Office floated by Canara Bank (hereinafter called "the Bidder") in favour of \_\_\_\_\_ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, \_\_\_\_\_ (name of the issuing Bank), a body corporate constituted under the \_\_\_\_\_ having its Head Office at \_\_\_\_\_ amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

(a) If the Bidder withdraws its Bid during the period of Bid validity specified in the RFP;  
or

(b) If the Bidder having been notified of the acceptance of his Bid by the Beneficiary during the period of Bid validity;

(i) fails or refuses to execute the Agreement, if required; or

(ii) fails or refuses to furnish the performance security, in accordance with clause \_\_\_\_\_ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)

- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and  
iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 2023.

SIGNATURE & SEAL OF THE BANK

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch:

IFSC Code:

**Note: - EMD Amount shall be as per Instructions issued at Para IX.a of the RFP**

Annexure-‘K’

Pre Contract Integrity Pact as per below format to be submitted on a Non Judicial Stamp Paper of Rs 200/- along with Technical Proposal

**PRE CONTRACT INTEGRITY PACT**

**GENERAL**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of \_\_\_\_\_ month, 20\_\_\_\_, between, on one hand, Canara Bank, a body corporate constituted under the Banking Companies (Acquisitions and Transfer of Undertakings) Act, 1970 having its Circle Office at **Canara Bank, Circle Office, Rajendra Centre, Sector 12A, Awas Vikas Colony, Sikandara, Agra "BANK"**, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s \_\_\_\_\_ represented by Mr. / Mrs. \_\_\_\_\_, Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure / avail Security Services i.e Supply & AMC of Security & Fire Equipment/Gadgets, Supply & refilling of Fire Extinguishers of various categories specified in the RFP and the BIDDER is willing to offer / has offered the said services

And

WHEREAS the BIDDER is a Private Company / Public Company / Government Undertaking / Partnership / LLP / LLC /Firm, constituted in accordance with the relevant law in the matter and the BANK is a Public Sector Bank.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BANK to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

## 1. COMMITMENTS OF THE BANK

- 1.1 The BANK undertakes that no official of the BANK, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BANK will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BANK will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BANK with full and verifiable facts and the same is prima facie found to be correct by the BANK, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BANK and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BANK the proceedings under the contract would not be stalled.

## 2. COMMITMENTS OF BIDDERS

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour , any material or immaterial benefit or other advantage , commission, fees, brokerage or inducement to any official of the BANK or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- 2.4 BIDDERS shall disclose the name and address of Agents and Representatives and Indian BIDDERS shall disclose their foreign Principals or Associates.
- 2.5 BIDDERS shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.
- 2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BANK or their Agents, Brokers or any other Intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BANK, or alternatively, if any relative of an officer of the BANK has financial interest/stake in the BIDDER's firm, the same shall be closed by the BIDDER at the time of filing of tender. The term 'relative' for

this purpose would be as defined in Section 1(77) of the Companies Act, 2013.

- 2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BANK.

### **3. PREVIOUS TRANSGRESSION**

- 3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **4. EARNEST MONEY (SECURITY DEPOSIT)**

While submitting the Bid, which will be submitted pursuant to this RFP process, the BIDDER shall deposit an amount as specified in the RFP as Earnest Money / Security Deposit, with the BUYER through the following instruments -

- 4.1 A confirmed Bank Guarantee by a Scheduled Commercial Bank other than Canara Bank, promising payment of the guaranteed sum to the BANK on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BANK shall be treated as conclusive proof of payment.
- 4.2 The Earnest Money / Security Deposit shall be valid up to a period of twelve months or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BANK, including warranty period.
- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bank Guarantee in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bank Guarantee in case of decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

- 4.4 No interest shall be payable by the BANK to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

## 5. SANCTIONS FOR VIOLATIONS

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BANK to take all or any one of the following actions, wherever required:-
- 5.1.1 To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- 5.1.2 The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BANK and the BANK shall not be required to assign any reason therefore.
- 5.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- 5.1.4 To recover all sums already paid by the BANK with interest thereon at 2% higher than the prevailing Base Rate of Canara Bank, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- 5.1.5 To encash the Advance Bank Guarantee and Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BANK, along with interest.
- 5.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BANK resulting from such cancellation / rescission and the BANK shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- 5.1.7 To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BANK.

- 5.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
- 5.1.9 Forfeiture of Performance Bank Guarantee in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.2 The BANK will be entitled to take all or any of the actions mentioned at para 5.1(5.1.1 to 5.1.9) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BANK to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6. FALL CLAUSE**

The BIDDER undertakes that it has not provided any services to any Ministry / Department of the Government of India or PSU or PSB or any other company by violating the labour laws.

## **7. INDEPENDENT MONITORS**

- 7.1 The BUYER shall appoint Independent External Monitors (hereinafter referred to as monitors) for this Pact in consultation with the Central Vigilance Commission.
- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BANK.

- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BANK including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub contractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7 The BANK will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BANK within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## 8. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BANK or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## 9. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law. The place of performance and jurisdiction shall be as specified in Para XIX & XX of the RFP.

## 10. OTHER LEGAL ACTIONS

The actions stipulated in this **INTEGRITY PACT** are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## 11. VALIDITY

This **INTEGRITY PACT** begins when both parties have legally signed it. It expires for the Vendor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. If any claim is made/lodged during this time, the same shall be binding and continue to be

valid despite the lapse of this pact as specified above, unless it is discharged/ determined by MD&CEO, Canara Bank. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**12. OTHER PROVISIONS**

12.1 Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions

12.2 Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

12.3 In the event of any contradiction between the Integrity Pact and its Annexures, the Clause in the Integrity Pact will prevail.

The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

<p><b>BUYER</b>                  Name of the Officer:                  Department</p>	<p><b>BIDDER</b>                  Chief Executive Officer / Authorized                  Representative Designation:</p>
<p>Witness                  1.....</p>	<p>Witness                  1.....</p>
<p>Witness                  2.....</p>	<p>Witness                  2.....</p>

**Annexure 'L'**

This is to certify that -----is an empaneled vendor with----- for maintenance contract of Security gadgets like Burglar Alarm System, Fire Alarm System ,CCTVsystem,Fire Extinguishers and other security gadgets as specified in the RFP. Status of Branches/Offices under their maintenance contract as on1<sup>st</sup>April 2023 is as under:

Ser	District	State	Gadgets, Pl mention Only BAS / FAS/CCTV,Fire Extinguishers, Any of the above or All the above gadgets	No. of Branches/offic es

**(Off site ATMs/other offices etc are not to be included in the details above)**

Performance of M/s -----has been Good/satisfactory/poor during period of Maintenance contract.

Signature of the Reporting Officer\* with office seal

Contact number & e-mail id

\*Security Officer the Bank, Officer of the rank of Asst. Executive Engineer/Divisional Manager or equivalent

Annexure 'M'

**CHARTERED ACCOUNTANTS CERTIFICATE FORMAT  
(In Letter Head of Auditor Firm)**

No.

Date:

To

The Divisional Manager/Assistant General Manager,  
Premises & Estate Section,  
Canara Bank Circle Office,  
Agra, Uttar Pradesh-282007

Dear Sir,

Tender Reference No. \_\_\_\_\_

This is to certify that we,

\_\_\_\_\_, vide our registration

No. \_\_\_\_\_, Auditors of the company/firm

M/s \_\_\_\_\_

do hereby certify that, the company/firm has turnover and net profit for last three financial Year from the type of work for which empanelment application is submitted is given as under:-

Financial Year	Assessment Year	Turnover (Rs. In Lacs)	Net profit after tax (Rs. In Lacs)
2021-22	2022-23		
2020-21	2021-22		
2019-20	2020-21		

The certificate has been based on information and documents produced before us. (Copy of the certified documents attached for your reference)

Yours faithfully

(Name & Signature with Seal)

For and on behalf of M/s

\_\_\_\_\_ (UDIN: \_\_\_\_\_)

Place:

Note: This CA Certificate should be on the letter head of the Auditor Firm and should be signed by a competent person of the Firm.

Annexure 'N'

To,  
The Assistant General Manager,  
Premises & Estate Section,  
Canara Bank Circle office, Agra

TENDER NO: \_\_\_\_\_

Subject:- Manufacture's/products Authorization Form for inviting Tender on Rate Contract Basis for supply, installation, commissioning and maintenance of \_\_\_\_\_ (equipment) at Bank branches/offices located in the state of Uttar Pradesh.

Dear Sir,

We \_\_\_\_\_ (OEM Name) who are reputable manufacture of Fire Alarm System/Burglar Alarm System having our registered Office at \_\_\_\_\_ and manufacturing unit at \_\_\_\_\_ do hereby authorize \_\_\_\_\_ ( Company Name applying for tender) having their registered address at \_\_\_\_\_ to submit quote negotiable, supply, install and provide after sales support for our range of under mentioned products quoted by them to meet the mentioned tender.

We also confirm that the product meet the technical specifications/features as per the RPF.

We as OEM are responsible that the system integrator uses genuine products. We will conduct Audit of the products being installed by the system integrator as and when required by the Bank without any extra cost as a service support to the Bank.

We hereby confirm to extend our Back to Back technical support and meet warranty terms of 2 years i.e 24 months, also we as in OEM assure that we will provide back to back support for 5 years and the quoted models are not end of life and necessary spares would be provided to bidder for period of Five years as per OEM standards for this tender/project.

We duly authorize the said system integrator/vendor to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

Thanking you

Yours Faithfully,  
Authorized Signatory  
Name  
Company Seal  
Date:

Seal and Signature of the bidder with date

**MANUFACTURE'S/PRODUCT AUTHORIZATION FORM BY OEM (MANDATORY)**

**AFFIDAVIT FOR SOLE PROPRIETORSHIP OF FIRM**  
 (On Non-Judicial Stamp Paper of appropriate value in case the individual who is the sole proprietor of the firm)

I, ..... S/o ..... Age ..... years,  
 occupation ..... business ..... R/o .....  
 ..... do hereby state  
 on oath as under:

That I am residing in  
 .....  
 .....  
 .....  
 ..... locality of District  
 ..... Since last ..... Years.

That I am the sole proprietor of a proprietary concern name and style as  
 “.....” having its office at  
 ..... District ..... dealing in the  
 business of Government’s/Private civil contracts and ancillary works attached therefor.

Hence this affidavit.

Deponent .....

**Note: This Affidavit should be notarised.**

**FORMAT OF FINANCIAL BID**

**PART-I**

**FINANCIAL BID FOR AMC**

**CAMC SERVICING RATES EXCL GST (TO BE QUOTED RATES IN RUPEES PER ANNUM PER BRANCH including ATM/Currency Chest/ Admin Units)**

SNo	Item Description	Rates per annum per system (Exc GST)
1	CAMC Rate for 4 CH DVR	
2	CAMC Rate for 8 CH DVR	
3	CAMC Rate for 16 CH DVR	
4	CAMC Rate for 32 CH DVR	
5	CAMC Rate for 4 CH NVR	
6	CAMC Rate for 8 CH NVR	
7	CAMC Rate for 16 CH NVR	
8	CAMC Rate for 32 CH NVR	
9	ATM Alarm	
10	CAMC of Burglar Alarm System	
11	CAMC of Fire Alarm System	
12	CAMC of Integrated Alarm System	
13	CCTV Footage retrieval Charge per day (Per Camera)	

To be submitted in Company's Letter Head with seal and signature

**PART-II**

**FORMAT OF INDICATIVE FINANCIAL BID FOR OTHER ITEMS**

**A. SURVEILLANCE SYSTEM**

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
1.	NETWORK VIDEO RECORDER - 4 CHANNEL	4 CHANNEL, COMPACT 1U, NVR, UL/ EN / EU/ CE CERTIFIED H.265+/H.265 CODEC DECODING, MAX 80MBPS INCOMING BANDWIDTH, UP TO 6MP RESOLUTION PREVIEW&PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT,SUPPORT TCP/IP PICA UPNP, 4POE PORTS,ONVIF COMPATIBLE, 2 SATA III PORT, UP TO 6TB CAPACITY FOR EACH HDD AND FREE PROGRAMMING SOFTWARE		
2.	NETWORK VIDEO	8 CHANNEL, 1 U, 8 POE NVR, UL/ EN / EU/ CE CERTIFIED		

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
	RECORDER - 8 CHANNEL	H.265+/H.265 CODEC DECODING, MAX 320MBPS INCOMING BANDWIDTH, UP TO 6MP RESOLUTION PREVIEW&PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT,SUPPORT TCP/IP IPC UPNP, 4POE PORTS,ONVIF COMPATIBLE, 2 SATA III PORTS, UP TO 6TB CAPACITY FOR EACH HDD		
3.	NETWORK VIDEO RECORDER - 16 CHANNEL	16 CHANNEL 1.5 U 16 POE, NVR, UL/ EN / EU/ CE CERTIFIED H.265+/H.265 , SMART H.264+ CODEC DECODING, MAX 320MBPS INCOMING BANDWIDTH, UP TO 6MP RESOLUTION PREVIEW&PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT,SUPPORT IPC UPNP, 16 POE PORTS,ONVIF COMPATIBLE, 4 SATA III PORTS, UP TO 6TB CAPACITY FOR EACH HDD		
4.	NETWORK VIDEO RECORDER - 32 CHANNEL	32 CHANNEL 1.5 U 16 POE, NVR, UL/ EN / EU/ CE CERTIFIED H.265+/H.265 , SMART H.264+ CODEC DECODING, MAX 320MBPS INCOMING BANDWIDTH, UP TO 6MP RESOLUTION PREVIEW&PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT,SUPPORT TCP/IP IPC UPNP, 32 POE PORTS,ONVIF COMPATIBLE, 4 SATA III PORTS, UP TO 8TB CAPACITY FOR EACH HDD		
5.	8 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE		
6.	6 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE		
7.	4 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE		
8.	2 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE		

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
9.	FIXED DOME IP IR CAMERA ( UL/ EN/EU/CE CERTIFIED)	2 MP HD NETWORK IR CAMERA H.265+& H.265, H.264 & MJPEG DUAL-STREAM ENCODING & DWDR		
10.	BULLET IP IR CAMERA ( UL/ EN/EU/CE CERTIFIED)	2 MP HD NETWORK IR BULLET CAMERA. H.264&MJPEG DUAL-STREAM ENCODING & DWDR		
11.	PINHOLE IP IR CAMERA ( UL/ EN/EU/CE CERTIFIED)	2MP HD NETWORK PINHOLE CAMERA. H.265, H.264 & MJPEG DUAL-STREAM ENCODING & DWDR		
12.	IP IR WIFI HD CUBE CAMERA	2 MP HD IR CUBE CAMERA WIFI-10 MTR, DWDR, H.265 H.264 & MJPEG, MICRO SD CARD SLOT, BUILT- IN MIC & SPEAKER, MOBILE SOFTWARE: iCMOB, gCMOB, WCMOB		
13.	ROUTER FOR CUBE CAMERA WITH MICRO SIM CARD SLOT	4G ROUTERS NETWORK TYPE 4G :- FDD - LTE:-DC-HSPA+/HSPA+/HSPA/UMTS B1 /B8 (2100/900 MHZ) , INTERFACE 3 10/100MBPS LAN PORTS, 1 10/100MBPS LAN/WAN PORT, 1 MICRO SIM CARD SLOT WIRELESS STANDARDS IEEE 802 11AC /N/A 5GHZ IEEE 802.11B/G/N 2.4GHZ FREQUENCY 2.4GHZ AND 5GHZ.		
14.	3MP FISHEYE CAMEA 2 MP WITH MCRO SD CARD	3MP IP NETWORK IR CAMERA H.265 +& H.265 ,H.264&MJPEG TRIPLE-STREAM ENCODING & DWDR, 1/2.7" 3MP PROGRESSIVE CMOS ,25/30 FPS @1080(1920X1080) WDR 3DNR, AWB,AGC,BLC, MULTIPLE NETWORK MONITORING :WEB VIEWER 1.4MM FIXES LENSE, BUILT-IN MIC. MICRO SD MEMORY IP67 POE.		
15.	NETWORK ATTACHED STORAGE(NAS) -1 BAY	NAS WITH 1 BAY, WITH 01 ESATA (IF AVAILABLE) PORT, MIN 01 ETHERNET PORT, 02 USB(3.0) PORTS. Max Cap: 6TB (1x 6TB HDD) (Capacity may vary by RAID types), WITH PROVISION TO CONNECT MIN 4 IP CAMERAS		
16.	NETWORK	NAS WITH 2 BAY, WITH MIN 02 ETHERNET		

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
	ATTACHED STORAGE(NAS) -2 BAY	PORT, 02 USB(3.0) PORT RAID 0, 1 and JBOD SUPPORTED, Max Capacity - 12 TB (Capacity may vary by RAID types). WITH PROVISION TO CONNECT MIN 4 IP CAMERAS.		
17.	4 PORT NETWORK SWITCH	FULL POE PLUS SWITCHES		
18.	8 PORT NETWORK SWITCH	FULL POE PLUS SWITCHES		
19.	16 PORT NETWORK SWITCH	FULL POE PLUS SWITCHES		
20.	24 PORT POE NETWORK SWITCH WITH 32 CHL NVR	ETHERNET PORTSTWO (2) 1000 BASE-X PORTS (COMBO PORTS) TWO (2) 10/100/1000 BASE-T PORTS 24 10/100 BASE-T PORTS (POE POWER SUPPLY, POE FEATURES HI-POE PORTS 1 AND 2CONSUMPTION UPTO 60W PER PORT IEEE802. 3AF IEEE802.3AT PORTS 3 TO 24 CONSUMPTION UP TO 30 W PER PORT ENHANCED POE(EPOE) PORTS 1 TO 8 TOTAL POE BUDGER <360 W LAYER 2 MANAGED NETWORK EPOE SWITCH SUPPORTS LNG DISTANCE EPOE TRANSMISSION , UP TO 800M (2524 FT) SUPPORTS IEEE,E100 , AND E10 TRANSMISSION MODES (PORTS 1 TO 8) SUPPORTS TWISTED PAIR AND COAXIAL CABLE TRANSMISSION (PORTS 1 TO 8) SUPPORTS POE MANAEMENT, GREEN POE, AND LEGACY SUPPORT.		
21.	MONITOR- LED 18.5” 27”	LG OR SAMSUNG OR EQUIVALENT		
22.	CAT 6 CABLE	DLINK / DIGISOL OR EQUIVALENT		/mtr
23.	ARMOURED CAT 6 CABLE	ARMOURED CAT 6 , CORE DIAMETER 0.585MM,305M CCA, TRANSMISSION DISTANCE UPTO 85M), PER METRE.		/mtr
24.	VGA CABLE 5MTR , 10MTR, 20MTR	VGA Hddb 15 MALE TO MX Hddb 15 MALE PLUG CORD WITH FERRITE IS A LEAD USED FOR TRANSMITTING VIDEO SIGNALS.MX VGA CORD MOST COMMONLY USED TO LINK		/mtr

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
		COMPUTERS WITH MONITORS HOWEVER IT IS NOW USED ON SOME HIGH DEFINITION TELEVISIONS MX VGA CABLE ARE ALWAYS USED SOLELY TO CARRY ANALOG COMPONENT RGBHV (RED -GREEN -BLUE- HORIZONTAL SYNC -VERTICAL SYNC)VIDEO SIGNALS ALONG WITH DATA.		
25.	RJ45 TO HDMI EXTENDER(ONLY WHERE THE DISTANCE BETWEEN NVR/XVR AND MONITOR IS MORE THAN 60 MTR)	EXTENDS HDMI SIGNAL OVER ONE CAT 5E /6 CABLE, MAX DATA RATE -3.4 GBPS HDMI 1.3 AND HDCP COMPLIANCE TRANSMISSION , RESOLUTION UP TO 1080P/60HZ/48 BITS DISTANCE 100 MTR (MAX) HDMI CONNECTOR TYPE A POWER SUPPLY REGULATED 5V/2AMP POWER CONSUMPTION :1.2 AMP (MAX) , TEMPERATURE: 0 TO 55 DEGREE C.		/mtr
26.	HDMI CABLE 5 MTR ,10 MTR , 20MTR	HDMI VERSION 1.4(HIGH DEFINATION MULTIMEDIA INTERFACE) GOLD PLATED CABLE PROVIDES AN UNCOMPRESSED DIGITAL LINK BETWEEN CONSUMER ELECTRONICS EQUIPMENT.		/mtr
27.	WIRELESS MOUSE	WITH WORKING PRINCIPLE 2.4 GHZ RADIO FREQUENCY , USB INTERFACE ,DPI BUTTON :600 /1200/1600 DPI ADJUSTABLE BUTTONS :LEFT ,RIGHT, WHEEL USB SONGLE RECEIVER WITH WORKING RANGE OF MAX 10 M.		
28.	HDMI SPLTTER	FOR CONNECTING TWO MONITORS FROM NVR/XVR		
29.	VGA SPLITTER	FOR CONNECTING TWO MONITORS FROM NVR/XVR		
30.	PVC ROUND CONDUIT WHITE COLOUR			/mtr
31.	PVC FLAT CONDUIT WHITE COLOUR			/mtr
32.	Rack 4 U WITH LOCK	FOR 4 & 8 CHANNEL NVR		
33.	Rack 6 U WITH LOCK	FOR 16 & 32 CHANNEL NVR		

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
34.	OFFSITE ATM CCTV DVR WITH BUILT-IN 7 INCH SCREEN	UL/EL/UN CERTIFIED TRIBRID SUPPORT HDCVI/ANALOG /IP VIDEO INPUT , HIGH PROFILE H.264 DUAL-STREAM VIDEO COMPRESSION HDMI/VGA/TV SIMULTANEOUS VIDEO OUTPUT , ONVIF VERSION 2.3 CONFORMANCE, SUPPORT 2SATA HDDS UP TO 20TB MULTIPLE NETWORK MONITORING WEB VIEWER, CMS(DSS/SMART PSS) &SMART PHONE (DMSS) , BUILT -IN 7 INCH SCREEN.		
35.	HD DVR/XVR(PENTA BRID) -4 CHANNEL	4 CHANNEL, HD DVR/ XVR,UL/ EN / EU/ CE CERTIFIED, SUPPORTING PENTA BRID CAMERA TECHNOLOGIES( CVBS/HDTV/ HDCVI/IP/ANALOG), WITH 01 SATA HDD SUPPORT, ONVIF.		
36.	HD DVR/XVR(PENTA BRID) -08 CHANNEL	08 CHANNEL, HD DVR/ XVR, UL/ EN / EU/ CE CERTIFIED, SUPPORTING PENTA BRID CAMERA TECHNOLOGIES( CVBS/HDTV/ HDCVI/IP/ANALOG), WITH 02 SATA HDD SUPPORT, ONVIF.		
37.	HD DVR/XVR(PENTA BRID) -16 CHANNEL	16 CHANNEL, HD DVR/XVR, UL/ EN / EU/ CE CERTIFIED, SUPPORTING PENTA BRID CAMERA TECHNOLOGIES( CVBS/HDTV/ HDCVI/IP/ANALOG), WITH 02 SATA HDD SUPPORT, ONVIF.		
38.	FIXED DOME IR COLOUR CAMERA, HD CAMERA( UL/ EN/EU/CE CERTIFIED)	MINIMUM 2 MP, WITH GLASS LENSES, WITH WDR AND ALL IN ONE TECHNOLOGY( SUPPORTING HDTV/ HDCVI/AHD/CVBC)		
39.	HD INFRARED BULLET CAMERAS ( UL/ EN/EU/CE CERTIFIED)	MINIMUM 2 MP, WITH GLASS LENSES, WITH WDR AND ALL IN ONE TECHNOLOGY( SUPPORTING HDTV/ HDCVI/AHD/CVBC)		

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
40.	PIN HOLE CAMERA ( UL/ EN/EU/CE CERTIFIED)	MINIMUM 700 TVL AND ABOVE WITH WDR, FIXED WITHIN A “ NO SMOKING” BOARD/ OR OTHER CAMOUFLAGING DEVICES SUCH AS PIR SENSOR OR SMOKE DETECTORS OR SIMILAR.		
41.	RG 6 CO-AXIAL UN ARMoured VIDEO CABLE	POLYCAB/FINOLEX OR EQUIVALENT		/mtr
42.	POWER CABLE OF 2 CORE COPPER CONDUCTOR 2 X 1.0 SQ MM	POLYCAB/FINOLEX OR EQUIVALENT		/mtr
43.	HDMI SWITCHER 1X2 (1OUTPUTX02 INPUTS)	FOR CONNECTING TWO NVRS/XVRS TO SINGLE MONITOR		
44.	VGA SWITCHER 1X2 (1OUTPUTX02 INPUTS)	FOR CONNECTING TWO NVRS/XVRS TO SINGLE MONITOR		
45.	64 GB MICRO SD CARD	64GB		
46.	128 GB MICRO SD CARD	128GB		
47.	SURGE PROTECTOR WITH 6 SOCKETS(IN LIGHTING EFFECTED / HEAVY POWER FLUCTUATION S AREAS).	6 SOCKETS.		
48.	POE INJECTOR (WHERE LENGTH OF 0.1 CAMERA CABLE IS MORE THAN	COMPLIES WITH IEEE802.3AF STANDARD ,DELIVERS POWER AND DATA OVER THE SINGLE CABLE UP TO 100 METERS NO POWER CABLING FOR ETHERNETWORK DEVICE,ADVANCED AUTO -SENSING ALGORITHMENABLES PROVIDING POWER		

S.N O.	ITEM	INDICATIVE SPECIFICATIONS & CERTIFICATIONS	Make and Model Number	Price per unit
	100 MTR)	WITH 802.3AF,PDSUPPORTS POWER CLASSIFICATION ,AUTO -DETERMINE THE NECESSARY POWER REQUIREMENTSHIGH SAFETY WITH SHORT CIRCUIT PROTECTIONPLUG & PLAY INSTALLATION , REQUIRES NOCON GURATIONEXTERNAL 48VDC POWER SUPPLY.		
49.	PINHOLE CAMERA HOUSING	18 SWG METALBOX (GREY) IN THE SHAPE OF SPEAKER WITH HOLES AND WITH PROVISION TO HOST PINHOLE CAMERA (HD/IP) VIEW FROM ONE OF THE HOLES		
50.	SMPS POWER SUPPLY FOR CAMERAS	RATING 12V, 8 -10 AMPS		

**Note:-**

- a. *Warranty shall be for 2 Years*
- b. *Make and Model number of each items should be specified. If Make / Model is not specified against any item, the Fin-Bid shall not be accepted.*
- c. *The Make / Model, once specified cannot be changed. However, in case of any change after the empanelment, the request with proper justification shall be submitted to Bank. The discretion of Bank shall be final in such case.*
- d. *Price shall be excluding GST.*

#### **B. ALARM SYSTEM**

S. N O	ITEM	INDICATIVE SPECIFICATIONS	Make & Model Number	PRICE PER UNIT
1.	SMART BRANCH SECURITY AND FIRE ALARM CONTROL	SUPPORTING BOTH SECURITY AND FIRE ALARM DETECTORS - CONTROL PANEL WITH SEPARATE KEY PAD AND PSTN INBUILT SPEECH DIALER AND CMS ENABLED ( COMPATIBLE TO ANY THIRD PARTY CMS) WITH BATTERY BACK UP AND IVR		
2.	SMART ATM SECURITY AND FIRE ALARM	SUPPORTING BOTH SECURITY AND FIRE ALARM DETECTORS- CONTROL PANEL WITH/WITHOUT SEPARATE KEY PAD AND PSTN INBUILT AUTO DIALER AND CMS ENABLED( COMPATIBLE TO ANY THIRD PARTY CMS) WITH BATTERY BACK UP AND IVR		
3.	STAND ALONE	OPERATING VOLTAGE 180-240 V , WITH		

	BRANCH BURGLAR ALARM CONTROL PANEL	EXTENDABLE ZONE INDICATOR, CAPABLE OF CATERING FOR ATLEAST 20 ALARM SENSORS WITH BATTERY BACKUP. WITH DAY AND NIGHT MODE WITH KEY/CODE TYPE OPERATIONS, METAL CASE WITH PSTN AUTO DIALER. GSM/IP COMPATIBLE FOR CONNECTIVITY TO THIRD PARTY CMS IN FUTURE.		
4.	STAND ALONE BRANCH FIRE ALARM (FADES) CONTROL PANEL	2 ZONE CONTROL PANEL . WITH FOLLOWING SPECIFICATIONS : OPERATING VOLTAGE 180-240 V WITH VISUAL ZONE INDICATORS MAINS, BATTERY, SHOWING FIRE, OPEN, SHORT FAULT, RESET, ZONE AND HOOTER TESTS, ETC, PUSH BUTTONS TO DISABLE AUDIO ALARM WITH BATTERY BACKUP. METAL CASE WITH PSTN AUTO DIALER. GSM/IP COMPATIBLE FOR CONNECTIVITY TO THIRD PARTY CMS IN FUTURE.		
5.	STANDALONE ATM BURGLAR ALARM PANEL	CONTROL PANEL (22 GAUGE THICKNESS-METAL BOX), WITH AUTO DIALER, GSM/IP COMPATIBLE FOR CONNECTIVITY TO CMS IN FUTURE.		
6.	PSTN AUTO DIALER	HAVING FOLLOWING BASIC FEATURES - 8 TELEPHONE NUMBERS HAVING 16 DIGIT TELEPHONE NUMBER (EACH) MESSAGE SEQUENTIAL MANNER		
7.	SMART GSM (GPRS) COMMUNICATOR FOR HEALTH MONITORING OF OLD CONVENTIONAL PANELS	SIA DC-09/CID PROTOCOL ENABLED GSM(GPRS) COMMUNICATOR FOR HEALTH MONITORING OF OLD CONVENTIONAL PANELS.		
8.	SMART ETHERNET (IP) COMMUNICATOR FOR HEALTH MONITORING OF OLD CONVENTIONAL PANELS.	SIA DC-09/CID PROTOCOL ENABLED GSM(IP) COMMUNICATOR FOR HEALTH MONITORING OF OLD CONVENTIONAL PANELS.		
9.	GSM AUTO DIALER	GSM BASED ,03 VOICE MESSAGE ,MIN 10 TELEPHONE NUMBERS.		
10.	SIM CARD WITH	WITH MIN 1GB DATA,100SMS PER MONTH		

	DATA CONNECTION PACKAGE RATE PER MONTH.			
11.	BATTERY 12V 7 AH	EXIDE /EQUIVALENT		
12.	SHUTTER GUARD GSM BASED ,WITH BUILT IN BATTERY AND BUILT IN HOOTER.	GSM BASED ,HOOTER IN BUILT ,IN BUILT 2.7V LITHIUM ION BATTERY ALERT THOUGH CALL,SMS AND INBUILT HOOTER ALARM *LED INDICATORS FOR CHARGING & ACTIVITY MINIMUM 5 PHONE NUMBER FOR ALERTS PROGRAMBLE ENTRY /EXIT DELAY TIME,PASSCODE PROTECTED.		
13.	ZONE MONITOR MODULE	ZONE MONITOR WITH ISOLATOR POWERS AND CONTROLS THE OPERATION OF A ZONE OF UP TO 20 ORBIS.IN BUILD BIDIRECTIONAL SHORT CIRCUIT ISOLATOR APPROVALS -LPCB,VDS.		
14.	CASH CABIN ALARM	WITH MAGNETIC CONTACT AND BEEP SOUND TO ALERT THE CASHIER WHEN THE CASH CABIN DOOR IS OPEN.WITH/WITHOUT INBUILT BATTERY DELAY ADJUSTABLE.		
15.	HOOTERS	SECUIRCO/ EQUIVALENT		
16.	SOUNDER WITH INBUILT BATTERY BACKUP	SOUNDER WITH MIN 120DB SOUND LEVEL ,THAT SUPPORTS THE EVENTS OF TAMPER OR POWER CUT TO THE SOUNDER HAVING UNBUILT BATTERY FOR 24HRS MIN.		
17.	PIR SENSORS(PET SAFE)	SECUIRCO/ EQUIVALENT		
18.	PANIC SWITCHES	SECUIRCO/ EQUIVALENT		
19.	MAGNETIC CONTACT	SECUIRCO/ EQUIVALENT		
20.	VIBRATION SENSOR	SECUIRCO/ EQUIVALENT		
21.	TEMPERATURE SENSOR	SECUIRCO/ EQUIVALENT		
22.	SHUTTER SENSOR	SECUIRCO/ EQUIVALENT		
23.	SMOKE DETECTOR	SYSTEMS SENSOR / EQUIVALENT		
24.	HEAT DETECTOR	SYSTEMS SENSOR / EQUIVALENT		
25.	RESPONSE INDICATOR	SECUIRCO/ EQUIVALENT		
26.	MCP			
27.	REPEATER PANEL	SUPPLY OF REPEATER PANEL WITH 128X64 DOTS GRAPHICS LCD DISPLAY.THAT		

		SHOULD DISPLAY ALL EVENTS /DETECTORS DEVICES STATUS OF COMPLETE SYSTEMS .CONNECTIVITY THOUGH RS-485 COMMUNICATION LED INDICATIONS FOR FIRE& COMMON FAULT MODES ON FRONT PANEL. LOCAL BUZZER INDICATION FOR FIRE & FAULT NO NEED OF SEPARATE POWER SUPPLY .POWER IS DRAWN FROM MAIN FIRE PANEL. FULL CONTROL OF MAIN FIRE PANEL FROM MAIN FIRE PANEL FULL CONTROL OF MAIN FIRE PANEL FROM THE REPEATER PANEL AUTO LEARN OF MAIN FIRE PANEL PROVIDED.		
28.	WHITE ACRYLIC SHEET ( 1FT X 1FT) WITH “EMERGENCY CALL POLICE” PRINTED IN RED ON IT FOR ATM BURGLAR ALARM	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">EMERGENCY CALL (PANIC SWITCH) POLICE 100</div>		
29.	ARMORED CABLE 2 CORE 1.5 SQ MM, ISI MARKED	POLYCAB OR FINOLEX OR EQUIVALENT		/mtr
30.	CABLE OF 2 CORE COPPER CONDUCTOR 2 X 1.0 SQ MM	POLYCAB OR FINOLEX OR EQUIVALENT		/mtr
31.	PVC ROUND CONDUIT WHITE COLOUR			/mtr
32.	BLACK CONDUIT			/mtr
33.	SURGE PROTECTOR WITH 6 SOCKETS(IN LIGHTING EFFECTED/HEAVY POWER FLUCTUATIONS AREAS).	6 SOCKETS		

**Note:-**

**a. Warranty shall be for 2 Years**

**b. Make and Model number of each items should be specified. If Make / Model is not specified against any item, the Fin-Bid shall not be accepted.**

- c. *The Make / Model, once specified cannot be changed. However, in case of any change after the empanelment, the request with proper justification shall be submitted to Bank. The discretion of Bank shall be final in such case.*
- d. *Price shall be excluding GST.*

**FIRE EXTINGUISHERS**

S No	Items	Price In INR Exc. of GST	
		NEW	REFILLING CHARGE
1	Water type FE -9liters. Capacity supplied complete with wall mounting brackets as per IS:15683/2006 specification with ISI Mark		
2	ABC-6kg capacity complete with initial charge and wall mounting bracket as per IS:15683/2006 specification with ISI Mark		
3	ABC type 5kg FE with ISI Mark (Powder with recharged CO2 Gas Cartridge)		
4	Dry Chemical powder type FW with ISI Mark (powder with recharged CO2 Gas Cartridge)		
5	ABC Stored pressure type FE of 4 kg. Capacity with Mono Ammonium Phosphate powder as per IS:15683/2006 specification with ISI Mark		
6	ABC Stored pressure type FE of 2 kg. Capacity with Mono Ammonium Phosphate powder as per IS:15683/2006 specification with ISI Mark		
7	CO2 type FE of 2 Kg		
8	CO2 Type FE of 4.5 Kg		
9	CO2 Type FE of 9 Kg		
10	ABC 5 Kg -modular type FE (Automatic)		
11	ABC 9 Kg -modular type FE (Automatic)		
12	50 ltrs Mechanical Foam FE Cartridge type		
13	01 Kg Clean Agent FE		
14	02 Kg Clean Agent FE		
15	05 Kg Clean Agent FE		
16	Gun Metal Valve-CO2		
17	CO2 Valve		

18	<i>CO2 Hose and Hon</i>		
19	<i>CO2 wheel operating</i>		
20	<i>CO2 body handle</i>		
21	<i>CO2 body handle gripper</i>		
22	<i>Cap and Gauge washer</i>		
23	<i>Hose for DCP/ABC/Water Co2</i>		
24	<i>Hydraulic Pressure testing for CO2 type FE</i>		
25	<i>Floor Stand for FE</i>		
26	<i>Modular ABC Valve</i>		
27	<i>Pressure Gauge</i>		
28	<i>Bend &amp; Horn</i>		
29	<i>ABC 4/6 Kg Hose</i>		
30	<i>ABC 4/6 Kg Valve</i>		
31	<i>ABC 4/6 Kg Pressure Gauge</i>		
32	<i>SP Mechanical Foam 9 ltrs Hose</i>		
33	<i>SP Mechanical Foam 9 ltrs Valve</i>		
34	<i>SP Mechanical Foam 9 ltrs Pressure Gauge</i>		
35	<i>Mechanical Foam 50 Ltr hose</i>		
36	<i>Mechanical 50 ltr Union Cap</i>		
37	<i>SP Wco2 9 ltrs Hose</i>		
38	<i>SP Wco2 9 ltrs Valve</i>		
39	<i>SP Wco2 9 ltrs Pressure guage</i>		
40	<i>DCP 25 Kg Hose</i>		
41	<i>DCP 25 Kg Union Cap</i>		
42	<i>SP Mechanical Foam/ Wco2 Safety pin</i>		

<b>43</b>	<b>Labor Charge for refilling (per branch)</b>		
<b>44</b>	<b>Shifting/installation Charges</b>		
<b>45</b>	<b>Wall mount stand for FE</b>		
<b>46</b>	<b>Floor stand for FE</b>		

*\*FE shall be read as Fire Extinguisher.*

**Date:**

**Place:**

**SIGNATURE OF AUTHORIZED SIGNATORY**

*Seal of the company*

**(PRICE BID TO BE SUBMITTED IN COMPANY LETTER HEAD OF THE BIDDERS WITH SIGNATURE & SEAL OF THE AUTHORISED SIGNATORY OF THE COMPANY IN ALL PAGES)**

Annexure 'P'

**UNDERTAKING LETTER**

*We certify that there has been no conviction by a Court of Law or contemplated by court for misconduct, guilty or indictment/adverse order by a regulatory authority for an offence, against us or orders against any of our Partner (s)/ Employee(s) and if it arises we will intimate the Bank of the same*

(Authorized Signatory)

Place: Date:  
Official Seal of Applicant:

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_

**Annexure 'Q'**

**CHECK LIST**

Sl.	Requirements to be checked by the Bidders before submission of the Offer.	Compliance (To be indicated by the Bidder with "YES" after compliance of the requirements)
1.	The Copy of RFP signed & Sealed in all pages	
2.	Submission of RFP Acceptance Letter (Annexure -B)	
3.	List No-I duly filled along with copies of required documents (Annexure -C)	
4.	Particulars In Respect of Work Executed (Annexure -D)	
5.	Key Personnel Permanently Employed (Annexure -E)	
6.	Other Relevant Information (Annexure -F)	
7.	Reference Site Details (Annexure -G)	
8.	Compliance of Tech Specifications (Annexure -H)	
9.	Compliance of Modality Tech Specifications (Annexure -I)	
10.	Pre-Contract Integrity Pact (Annexure -K)	
11.	Check List with Compliance / reference (Annexure -Q)	
12.	Proof of payment of Cost of RFP.	
13.	EMD in accordance with the aspects specified in Para.IX	
14.	Solvency Certificate in accordance with the aspects specified	
15.	Submission of attested copy of "Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) letter of Proprietorship"	
16.	Submission of attested copy of "Registration under Shops & establishment Act"	
17.	Submission of attested copy of Income Tax Return (latest) & PAN No along with proof of having filed the IT return for the last 3 financial years	
18.	Submission of attested copy of Audited Balance Sheet of last 3 financial years	
19.	Submission of attested copy of Certificate of GST Registration with Registration Number with Date	
20.	Submission of Proof of Detailed description of	

	works done & value of work done for other organizations /Establishments & our Bank for past 3 years which specifies the requirement asked for vide Para X.d.2	
21.	Submission of Proof of Experience in similar domain - Proof of Empanelment with other PSBs/PSUs/Central / State Govt undertakings	
22.	Proof of having Should have effective infrastructure /workshop for undertaking repair of equipments.	
23.	Submission of all other documents specified in Para X.d	
24.	Undertaking 1 as per Para XVII1.t	
25.	Undertaking 2 as per Para XVII1.t	
26.	Undertaking 3 as per Para XVII1.t	
27.	Supporting documents for Additional Qualification as per Para X.e	
28.	OEM Certificate/Product authorization Form	

***This list is not exhaustive. The Bidder may go through each and every clause specified in the RFP document and should submitted all required as well as supporting documents, failing which will may cause rejection during screening of Offer Documents.***

Frequently Asked Questions (FAQs)

1.	Q	As a Company dealing with CCTV, I want to apply for services related to CCTV Only. Will it be possible
	A	<p>No. Any Company who can provide all services related to Equipments / Category specified in specified in Para I 'a' to 'c' or Similar solutions covering all these aspects and AMC/ in the AOR of CO can only participate in the Bidding process.</p> <p>Even if a Company is ready to offer installation and support services for more than one equipment but not covering all three equipment (specified in Para I 'a' to 'c') or similar solutions as specified in the RFP; their Bids shall be rejected. However a company can apply for all categories i.e as specified in Para I 'a' to 'd' or separately for Para I 'd' only. Company should cover CCTV/Fire and Burglar Alarm System and separate tender for these three system shall not be entertained. Whereas company may apply for Fire Extinguishers separately or along with CCTV/Fire and Burglar Alarm system.</p> <p>Services offered shall cover all Equipments / services as specified in Para II.b</p>
2.	Q	As a Company dealing with all aspects of above services for the last 14 years, I want to apply for this bid, but I do not have any specific experience with PSU/PSB/Central & State Govt. entities as asked for in your PQC; but have experience with private bodies.
	A	No. Even if you submit your offer, it will be disqualified as the aspects specified in the PQC are the pre-requisite for empanelment.
3.	Q	As my Company is exempted from RFP / Tender Cost as well as EMD due to my registration with NSIC / MSME. How can I submit the bids.
	A	<p>You may very well submit your bids if your firm is having all other PQC fulfilled.</p> <p>In place of EMD / RFP Cost, you may submit the Copy of the Order / Sanction issued by the concerned Govt. Authority, with regard to NSIC / MSME. In case any ceiling of amount (financial limit) is specified in these sanctions, kindly confirm (undertaking) in your letter head that your firm</p>

		<p>is still eligible for this waiver. Refer Para IX. in this regard.</p> <p>In such cases, no rejection of bids will be made with regard to EMD/ RFP Cost. However, all other conditions specified will be taken account during technical evaluation which shall be the decisive factor for final selection.</p>
4.	Q	<p>My firm was a proprietary firm which became a partnership firm last year. Will the experience of my firm as proprietary firm be counted for assessing PQC in this system.</p>
	A	<p>Logically Yes. However, in such typical cases, the aspects specified in the Partnership-deed, definition of liability, stake of partners, continuing the names and resources of the pervious firm etc is to be looked into during Technical bid evaluation. However if the Committee finds any discrepancy in the documentation part, during technical scrutiny, your bid will be liable for rejection.</p> <p><i>This applies to all firms which had recently changed (during the currency of experience period specified in the PQC) their type / constitution of the firm due to any reason.</i></p>
5.	Q	<p>I do services for all aspects specified in RFP in many parts of the Country to many organizations which also includes Govt/PSU/PSBs etc. But I am not having OEM Authorization. How best can I offer my Service.</p>
	A	<p>As per PQC specified in this RFP, Sec Vendors who are having OEM Certifications regarding all Make of items quoted in Annexure-O will only be considered for empanelment.</p>

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