



RFP
FOR
SUPPLY, INSTALLATION, COMMISSIONING
AND MAINTENANCE OF CCTV CAMERAS

Ref: JKGB/GAD/TEND/2021-3367 dated 21/01/2021

**The General Manager
J&K Grameen Bank
Head Office
Narwal
Jammu -180006**

The information provided by the Bidder in response to this Request For Proposal (RFP) will become the property of J&K GRAMEEN BANK and will not be returned. The Bank reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever.

BID DETAILS

SCHEDULE OF EVENTS

Bid Document Availability	Bidding document is available at General Administrative Department (GAD), Head Office, Narwal, Jammu on or after 22.01.2021.
Last date for requesting clarification (optional)	All communications regarding points/ queries requiring clarifications shall be given in writing to General Administrative Department (GAD), J&K Grameen Bank, Head Office, Narwal Jammu or by e-mail: pdg.hoj@jkgb.in by 29.01.2021.
Pre – bid meeting at GAD, JKGB, Head Office Narwal, Jammu.	From 12.00 PM to 12.30 PM on 30.01.2021. Clarifications to queries raised at pre-bid meeting shall be made available on Bank's website www.jkgb.in , as per decision by Bank.
Last date of submission of Bids	16.02.2021 by 4:00 PM.
Opening of Technical Bids	17.02.2021 at 12.00 PM. Authorised representative of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendors' representatives.
Opening of Commercial Bids	On a subsequent date which will be communicated to such bidders who qualify in the Technical Bid.
Cost of RFP document	₹1,180/- (Rupees One Thousand One Hundred and Eighty Only)
EMD	₹1,00,000/- (Rupees One Lakh Only)
Contact Details	
Address for Communication, Pre-Bid meeting and submission of Bids	HoD, General Administration Deptt., J&K Grameen Bank, Head Office Narwal Jammu-180006.
Mobile No.	9797127377
All correspondence relating to this RFP should be sent to email id	pdg.hoj@jkgb.in
RFP Document Fees	Demand Draft/ Pay Order Of ₹1,180/- favouring Chairman J&K Grameen Bank , payable at jammu along with Technical bid in bidding document envelope.
Note: The Bank reserves the right to change the schedule mentioned above or elsewhere mentioned in the RFP, which will be communicated by placing the same as corrigendum on the Bank's website.	



J&K
Grameen Bank
ग्रामीण बैंक گرامین بینک

General Administrative Deptt. (GAD)
HEAD OFFICE
NARWAL, JAMMU
Mobile No.: 9797127377
E-mail: pdg.hoj@jkgb.in
Website: www.jkgb.in

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INTRODUCTION

1. General

The Bank invites technically complete and commercially competitive bids from reputed vendors for supply, installation and maintenance of CCTV Cameras in the branches/offices of the bank located in different districts of J&K UT (Districts: Jammu, Kathua, Samba, Rajouri, Poonch, Kishtwar, Baramulla, Bandipora, Ganderbal, Srinagar, Kupwara) and districts of Ladakh UT (Districts: Kargil and Leh) as per the Technical Specifications provided in this RFP. The two-stage bidding process will comprise Technical Bids & Commercial Bids as per the product-technical specifications, mentioned by J&K Grameen Bank in this RFP.

2. Bidders' Eligibility Criteria

Criteria	Document to be submitted in Technical Bid
The bidder should be profitable registered company/ firm involved in supply, installation & maintenance of CCTV Systems, for last 2 years	Copy of the Certificate of Incorporation should be enclosed. Copy of the last 2 financial years' relevant audited profit/loss statement (2018-19 and 2019-20) should be submitted with the offer.
The Bidder should not have been blacklisted/ debarred by BFSI Company, the Government of India or their undertaking or any Statement Governments or their undertaking previously. In such cases the bid will be summarily rejected and no correspondence in this matter shall be replied by the Bank.	Undertakings from the Bidder.
The Bidder should be the OEM or their authorized representative in India.	Manufacturer's Authorization Letter/ Dealership Certificate from the Original Equipment Manufacturer (OEM) for the relevant CCTV/DVR/NVR system must be enclosed.
The average annual turnover of the company must not be less than ₹2 Crore per year, during last three financial years (2017-18, 2018-2019 and 2019-2020)	Copy of the last 3 financial years' relevant audited balance sheets (2017-18, 2018-2019 and 2019-2020) should be submitted with the offer.
The vendor/OEM should have experience of installation of CCTV cameras system with Network Video Recorder (NVR) based CCTV systems in BFSI Segment during the past three years ending 31.03.2020.	Purchase orders along with completion certificate(s) to substantiate installation thereof should be enclosed.

Bidder should have experience of installing IP based CCTV cameras in J&K (PO Copies required of Similar work).	
The bidder should have a back-to-back support from the OEM of the Network Video Recorder. Any upgrade and updates for the next five years shall be made available by the vendor without any additional cost including installation, configuration and making operational. The bidder should have after sales service registered centres across J&K state equipped with requisite spare parts etc. to cater all branches/offices of the bank. Attach undertaking of the OEM and List of Sales Service Centres (SSCs).	Declaration to this effect must be enclosed.
Other relevant documents:- a) Income Tax Return b) Tax Clearance Certificate c) GST Registration Certificate	Income Tax Return of last three financial years (2017-18, 2018-19, 2019-20). Tax Clearance Certificate and GST Registration Certificate should be enclosed.

The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above (copies of Purchase Orders / Installation Certificates/ Auditor's certificates etc.)

Vendors must comply with all above-mentioned criteria. Non compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant document /certificates should be submitted as proof in support of the claims made. J&K Grameen bank reserves the right to verify/evaluate the claims made by the vendor independently. Any decision of J&K Grameen Bank in this regard shall be final, conclusive and binding on the bidder.

3. Scope of work

Bank has a network of 217 branches, 01 extension counter in aforesaid districts of J&K, which are controlled by 06 Regional Offices and one Head Office. Approved vendor(s) shall be required to install 160 (with quantity variation as desired by bank) such equipment with technical specifications provided in the RFP at various branches/offices of the Bank.

1. Under mentioned type of CCTV camera systems shall be installed at Branches of the Bank in a phased manner:-

(a) CCTV Surveillance system with NVRs (4-channel, 8-channel, 16-channel PoE NVR, 32-channel NVR, as the case may be) & LED Monitor (19", 22", 32" FHD, as the case may be).

(b) Complete maintenance of the systems during warranty period of two years and comprehensive AMC for 3 years thereafter.

(c) Quantities: Quantities shall depend upon the existing branches being opened afresh or those undergoing renovation/relocation or where system have become non repairable /obsolete.

4. Technical Requirement:-

As per Appendix B

INSTRUCTIONS TO BIDDERS:

5. Bidding Process:

5.1. RFP Purchase and Bid Submission:

The interested eligible bidder may collect this RFP from General Administrative Department (GAD), Head Office, Narwal, Jammu. However, Bidder has to submit RFP Fee in the shape of non-refundable Demand Draft/Pay Order for ₹1,180/- (Rupees One Thousand One Hundred and Eighty Only), favoring Chairman, J&K Grameen Bank, payable at Jammu in its technical bid.

The bank shall not consider any request for extension of date of bid-submission on account of late receiving of RFP by any prospective bidder. The bids not accompanied with Tender Fee in form of the Demand Draft/Pay Order of requisite amount and EMD shall be out rightly rejected. Bids duly sealed, addressed to the HoD, General Administrative Department (GAD), J&K Grameen Bank, Head Office, Jammu and should be delivered at following address. No bids will be accepted after last date and time of bid submission.

The General Manager Office,
J&K Grameen Bank
Head Office,
Narwal,
Jammu – 180006
Contact no: 9797127377

In the event of the specified date for bid-submission being declared a holiday for the bank, the bids will be received up to the appointed time on the next working day.

5.2. Cost of Bidding:

The bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

5.3 EMD:

Vendors are required to submit a CDR from a Nationalized Bank/Regional Rural Bank favoring "Chief Manager, GAD, J&K Grameen Bank" for ₹1,00,000/- (Rupees One Lakh Only) as Earnest Money Deposit (EMD) payable at Jammu along with their technical offer. Offer made without EMD will be rejected. No interest will be paid by the Bank on the Earnest Money Deposit. The earnest money deposit of all the unsuccessful bidders will be returned within a period of 60 days from the date of opening of the commercial offer.

5.4 Late Bids:

Any bid received by the Bank after the last date/time for bid-submission will be rejected and return unopened to the bidder.

5.5 Clarification of RFP:

To assist in the scrutiny, evaluation and comparison of offers, the Bank may at its discretion, ask some or all vendors for clarification on the offer made by them. The request for such clarifications and the vendor response will be in writing. Any prospective bidder requiring clarification on any point mentioned in the RFP may notify the Bank in writing or e-mail at the address indicated below by or before 29.01.2021. Response to all queries will be given through e-mail/uploaded on Bank's website.

5.6 Withdrawal/Amendment to RFP Contents:

The Bank reserves the right to accept or reject any/all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more vendors, or to cancel the process in part or whole. The Bank also reserves the right to amend the RFP/ put clarifications/explanations/additions/modifications on a/c of issues arising out of pre-bid meeting on various aspects of RFP on Bank's website.

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 notified on the Bank's website/portal and will be binding on participating bidders. The bank shall not be liable for any communication gap. 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.

5.7 Two Stage Bidding Process:

The bidder will submit its response to the RFP, packaged as a set of following envelopes.

5.8 a) PART-A (TECHNICAL BID) - duly super-scribed on the envelop consisting of:

1. Demand Draft/pay order of ₹1,180/- as Tender/participation fee, in a sealed envelope.
2. EMD for ₹1,00,000/- in the form of CDR favoring "General Manager, J&K Grameen Bank payable at Jammu.
3. Technical Bid Envelop should also include following document, duly filled in stamped and signed.
 - (a) Appendix-'A'- Bidder's general information. The appendix must be attached with the supporting documents required for eligibility of the bidder as per para 2 of the RFP.
 - (b) Appendix-'B'-
Table (A) CCTV cameras (Dome, Bullet) - Technical specification for procurement, installation and services of video surveillance system.
Table (B) NVR - The technical specification for NVR and PoE switch.
Table (C) NVR - The technical specification for Accessories.
 - (c) Appendix -'C' All requisite enclosures as mentioned in 'Other mandatory requirements' (Attach requisite document by marking as indicated).
 - (d) All other document mentioned in para 6.5.
 - (e) Appendix -'F' undertaking of authenticity for CCTV camera system.

5.8 b) PART-B (COMMERCIAL BID)-

Appendix (D) - Table of commercial comparison - the estimated cost of single branch duly super-scribed on the envelope consisting of:-

1. Priced Bid format duly filled, stamped and as per appendix (D)
2. The envelopes must have bidder's Title/Name, Address, Contact person and his Telephone/Mobile no.
3. The Bank expects the bidder to carefully examine all instructions, forms, terms & conditions, technical specification etc mentioned in this RFP. Failure to furnish all information required for submission of a bid not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to bidder.

Both the envelopes (Technical and Commercial) should be placed in a single envelope super scribing "Tender for Supply, Installation, Commissioning and Maintenance of CCTV Cameras".

5.9 STAGES OF BIDDING

5.9.1 First Stage of Opening of Bid:-

- a) First Step: Technical bids of all participating bidders will be opened by the Bank's Purchase Committee at the venue, date & time fixed & conveyed by Head Office, Jammu, in presence of the bidders or their duly authorized representatives. The participating bidders or representatives in the opening process shall sign a document evidencing their attendance.

- b) Second Step: All Technical Bids found in order with participation fee, EMD and all other relevant documents will be evaluated by the Bank against Bidder's Eligibility Criteria mentioned in the RFP.
- c) Third Step: The Bidders, who's Technical Bids, qualify in all respect and specifications mentioned by Bank will be informed and they will be required to arrange a demonstration of the CCTV equipment at Head Office, Jammu or place fixed by bank within 4-7 days of the information at their own cost, to assess performance of product. The participation of a vendor in the Demo does not guarantee for work order.

5.9.2 Second Stage of Opening of Bid:-

Commercial bids of only those firms/companies will be opened who are technically qualified and who provide satisfactory performance during live demonstration of their all equipments to the Committee and also fulfill all other requirements as enlisted in the RFP and qualify in all aforesaid stages to the satisfaction of the Bank.

a) First Step: Commercial bids of qualifying participants bidders will be opened by the Bank's Purchase Committee in presence of the Bidders' representatives who choose to attend, at the given time, date and venue. The bidders' representatives, who participate in the opening process, shall sign a document evidencing their attendance.

b) Second Step: Determination of L-1 Bidder; The L-1 bidder will be reckoned as under:-

- i. While the bidders will be required to quote prices for individual line items in the Appendix – D, the prima facie L-1 bidder will be selected on the basis of net total price of all items listed in the Appendix – D.
- ii. Bidders are required to mandatorily quote for each and every item in Appendix-D.
- iii. The Bidder having lowest total cost of items quoted viz. Grand Total of Appendix-D (serial no. 1 to 22) will be declared as the prima facie L-1 bidder.

c) Third Step: Similarly, next 2,3,4, 5 to so on lowest rate quoting bidders will be declared as L-2, L-3, L-4, L-5 and so on.

d) Fourth Step: The purchase orders for supply & installation of systems will be given by Head Office. A Comprehensive AMC (CAMC) shall include replacement of all defective parts or assemblies of equipment, four mandatory visits, one visit per quarter besides the emergency calls. No additional charges/conveyance will be paid in this regard. Non attending to CAMC properly will invite penalty clauses which are listed below:-

- i. **INR 200.00**; if part equipment remains non-functional for more than six working days of the bank and up to 10 working days.
- ii. **INR 150.00 per day**; if part equipment remains non-functional beyond 10 working days of the bank.
- iii. **INR 250.00 per day**; if complete system is non-functional for more than three working days and up to seven working days of the bank.
- iv. **INR 400.00 per day**; if complete NVR system remains non-functional after seven working days of the bank.

6. BID FEATURES

6.1 Language of the Bid

All bids and supporting documentation must be in English only and a bidder is allowed to bid only once.

6.2 Bid Currency & Price Structure

Prices shall be expressed in Indian Rupees only. The prices quoted by the bidders should be inclusive of supply, installation of all hardware, software and other components. Charges for transportation, forwarding and insurance to cover the equipments during transit will be borne by the bidder. **Rates mentioned in commercial bid should be inclusive of all taxes, duties and levies.** The bank shall neither pay any other cost nor consider any other cost for paying to empanelled vendors. The bidder will offer Two years comprehensive On-site warranty covering all parts, service and visits to the concerned branch and 3 years comprehensive AMC thereafter. The cost will not depend on any variation in USD/£/€ exchange rate or change in tax structure. Prices quoted by the bidders should be inclusive of supply, installation and configuration of the offered equipments.

6.3 Validity Period:

The Bids shall be valid for a period of 180 days from the date of opening of technical bids. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

6.4 Format & Signing of Bid

- a) The Bank in case of non-adherence to the Format or partial submission of bid will not evaluate the bid.
- b) Each bid shall be made in the legal name of the bidder.
- c) Each page of the RFP shall be serially numbered, signed and duly stamped by the bidder or a duly authorized person to sign on behalf of the bidder.
- d) Any interlineations, eraser or overwriting shall be valid only if these are initialed by the person(s) signing the bid.
- e) Executive(s) representing the bidder should be duly authorized to sign the bid, interacting with the Bank for all sorts of communication as well as appearing in for price negotiation meeting, in case the bidder emerges as L-1 as a result of commercial evaluation of all technically qualified bids.
- f) A letter of this intent, issued by the Proprietor/CEO/Director or any top level executive, authorizing representing executive(s) should be submitted as part of the Technical Bid.

6.5 Technical/Commercial Bid Essentials:

- a) All relevant information should be given against the space provided for information in the prescribed Appendices. Writing of 'OK', 'accepted', 'noted', 'sheet attached' will not be accepted. In case, due to insufficient space, a sheet is added, page no. of that sheet should be mentioned and the added sheet should have backward reference on right hand top thereof.

- b) All supporting documents of the particular Appendix should be attached thereafter the bid, writing reference thereon.
- c) **The Technical Bid must contain the following:-**

Participation Fee Demand Draft/Pay order for ₹1,180/- favoring Chairman, J&K Grameen Bank payable at Jammu.

- i) EMD for ₹1.00 lakh in the form of CDR favoring General Manager, J&K Grameen Bank payable at Jammu.
- ii) Letter Authorizing representing executive(s).
- iii) Documents in support of meeting Bidder's Eligibility Criteria as per para-2 of RFP with authenticated supporting documents. Non-attachment of requisite documents will disqualify the bidder.
- iv) Bidder's General Information.
- v) Authorization Letter(s)/Dealership Certificate from OEM.
- vi) Point wise compliance with the scope of work.
- vii) Compliance with Technical Specifications/Requirement of the Equipments as per para-4.
- viii) Details of Service/Support Infrastructure.
- ix) Product Brochures containing detailed description of essential technical and performance characteristics of offered equipments.
- x) Audited Balance Sheet and Profit & Loss Account documents for the last 3 financial years 2017-2018, 2018-2019 and 2019-2020.
- xi) Undertaking to provide comprehensive Two years On-site Warranty including free replacement of CCTV cameras system with NVR system in case performance is not found satisfactory which may include more than two instances of break down or no performance within the first one year or inefficient/ineffective recording or user unfriendliness of the equipment.
- xii) Performance of Bank Guarantee format (Appendix-'E')
- xiii) Undertaking of authenticity for CCTV camera system with NVR based system. (Appendix-'F').

d) The Commercial Bid must contain the following:-

- i) Bill of Material with Pricing Information of all CCTV equipments with various models and software items, with Two-year comprehensive on-site warranty with spare parts (Appendix-'D').
- ii) Rate for Annual Maintenance Charges after warranty period (Annexure-'D').

7. Bid Evaluation:

The purpose of bid evaluation is to determine:-

- (a) Reputation of the CCTV cameras system NVR manufacturer in India or abroad for quality and reliability;
- (b) Capability of the proposed NVR to meet functional requirements outlined in the documents;
- (c) Compliance of the CCTV cameras system NVR(s) offered with Technical specifications laid down in the tender;

- (d) Compliance with technical requirement of equipment as per para-4 of RFP;
- (e) Acceptance of terms and conditions.
- (f) Service and support capabilities of the vendor;
- (g) Vendor standing i.e. experience in supply and support of similar solutions;
- (h) Vendor meeting the qualification criteria as specified in the tender documents;
- (i) Sound financial condition as judged by the Bank and
- (j) The lowest evaluated responsive bid from amongst the substantially responsive bids received by the bank. In order to determine the lowest evaluated responsive bid, the Bank shall adopt a systematic evaluation process.

7.1. General Evaluation

1. The Bank will examine the bids against Bidder's Eligibility Criteria mentioned in the RFP.
2. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
3. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid against this RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the RFP without material deviations.
4. During evaluation of the bids, the Bank May, at its discretion, ask the bidder for providing the clarification on any point mentioned in its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

7.2. Equipment Evaluation

1. After in house evaluation of technical bids by the bank, vendors, who meet the requisite criteria, will be short-listed. The short listed vendors will be asked to give performance demonstration of all their equipments viz. CCTV camera system with NVR, Cameras, Monitors, & their compatibility and accessories viz. wires, switches, cables, conduits etc. All equipments shall be complying with Technical Specifications of the RFP and International quality certifications. All accessories shall be ISI mark or of equivalent quality certifications.
2. Location of the demonstration will be at Head Office, Jammu or place fixed by bank. The date and time shall be intimated through the Bank's Portal/mail. Maximum seven days' notice will be given for the demonstration and they will participate at their own costs.
3. All equipments and accessories used for the demonstration by the bidders should be the one, which has been quoted by them in their bids as part of the RFD. No chance will be given to re-demonstrate.
4. Commercial bid of only those firms/companies will be opened, which provide satisfactory performance demonstration of their all equipments to the Committee and fulfill all other requirements as enlisted in the RFP.

7.3 Commercial Evaluation

Commercial bids submitted will be opened only for those bidders, who have qualified the general and technical evaluation, their price will be compared and the lowest quoting bidder will be declared as L-1. However, the bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all the offers without assigning any reason whatsoever.

8. Award Notification

The acceptance of a bid, subject to contract, commercial considerations & compliance with all terms and conditions will be communicated in writing by means of placing order at the address supplied by the bidder in its bid. Any change of bidder's address, should therefore be promptly notified to:-

General Manager

J&K Grameen Bank

Head Office- Jammu

Phone No. 9797127377

E-mail: pdg.hoj@jkgb.in

9. Bidder's Disqualification

Any bidder not complying with the bidding process is liable for disqualification at any stage without assigning any reason. Decision of the Bank in this regard shall be final, conclusive and binding on the bidder.

10. Terms and Conditions

All under mentioned terms and conditions for vendors, who participate in this bid, are binding on all. These terms and conditions will also form part of the purchase order, to be issued to the successful Bidder. All the terms and conditions from (a) to (v) should be stamped and signed and attached with the Technical Bid as acceptance of these terms and conditions.

(a) **Proposal Ownership:** - The bid and all supporting documentation submitted by the bidders shall become the Bank's property and the Bank reserves the right to accept or reject any request made by any bidder to return or destroy the bid and accompanying documentation.

(b) **Delivery, Installation and Commissioning of Items:-** The vendor shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational at no extra charge within 30 days of the date of purchase order. Appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the bank at the respective site is to be taken by the vendor. The bank shall not be liable for any damage to the equipment, at any stage during supply, installation, commissioning and testing of the equipment. The Bank shall not be liable for any compensation to be paid to the workers on account of any injury or grievous hurt suffered by them, during the execution of work order. Any damage caused to the Bank's property at any stage of supply, installation, commissioning and testing of the equipment shall be borne by the firm.

No Advance payment will be made for installation of the system. Bill will be settled only after installation and commissioning of the system to the Bank's satisfaction.

The bidder has to submit an undertaking (format enclosed as Appendix-F) along with the delivered item, signed by the official not lower the company secretary of the system OEM, certifying that all the components/parts/assembly/software used in the NVR based CCTV Systems i.e. NVR, Camera, Monitor etc. are original with new components/parts/assembly/software and that no refurbished/duplicate/second hand/components/parts/assembly/software are used or would be used.

In case of serious discrepancy in equipments supplied, the Bank may cancel the entire purchase order and return the item(s) back to the vendor at vendor's cost and risks. The vendor shall give acceptance within one week from the date of order. Bank has right to cancel the order, if the same is not accepted within the stipulated period from the date of order and the earnest money of the bidder will be forfeited.

(c) Payment Terms: No advance/mobilization amount will be paid to the vendors. 90% of the cost of installation of the equipment will be allowed after installation, successful commencement, functioning of the systems and submission of bills, and verification of quantities.

(d) Performance Bank Guarantee: The vendor, with whom the Bank places the orders for supply & installation of security systems, will be required to execute a performance guarantee. The Bank Guarantee (equivalent to the 10% of cost of equipment for which orders are placed by the bank) will be given by the vendor to the Bank. The Bank Guarantee will be handed over to the bank within 15 working days of the date of placement of orders by the bank, failing which the orders may be passed on to the L-2 vendor. The BG should be valid for a period of five years i.e. two years warranty period and three years AMC period. **Bank Guarantee will be invoked** if the vendor fails to carry out his obligation mentioned therein.

(e) Order Placement: The Bank may place purchase orders in phases for supply, installation, and maintenance of security systems at the same rate and terms & conditions as per the Rate Contract entered into with finally selected vendor, within 12 months period from the date of first purchase order. However, if during the said 12 months period, any downward price-revision for any equipment occurs, vendor must offer the same to the Bank without any delay and request from the Bank.

(f) Order Cancellation: The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:-

1. Delay in supply, installation and commissioning of equipments, beyond the specified period 30 days.
2. Serious discrepancy in quality of supplied equipments.
3. In the event of order cancellation, the vendor shall be responsible to take back the faulty equipments at their cost & expenses.
4. No commitment to accept lower or any tender.

(g) Manuals/Guides: The equipments will have to be supplied with all the manuals/guides in electronic form and/ or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals/guides should be in English only.

(h) Hardware Warranty: The offer must include comprehensive on-site warrant, covering all parts, for minimum two-year period starting from the date of installation and acceptance of the system by the Bank. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all installed equipments covered by the RFP. Vendor must warrant all equipments, against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and arrange repairing and/or replacement of all defective components at the site for free of charge to the Bank. Also, the warranty of the equipments procured shall not become void if the Bank further buys any other supplemental equipment from a third party and installs it with these equipments in the presence of the representative of the vendor.

(i) Annual Maintenance Contract (AMC): After expiry of two year of warranty period, the Bank may enter into a contract with the vendor(s) for Post-Warranty support required for proper maintenance of equipments supplied by them at agreed rates. The vendor(s) must undertake to provide for equipments and arrange for spare parts for a minimum period of 3 years after expiry of warranty period. The time sheet for attending complaints per site is to be provided by the bidder. A penalty of non release of quarterly payment will be imposed for not attending the sites regularly.

The vendor(s) will not outsource the maintenance work assigned by the Bank, to any second party and will arrange attending of all complaints registered by the Bank officials through its own service/support infrastructure only. The Bank reserves the right to terminate the comprehensive AMC by issuing one month's notice to the concerned vendor(s), if the services rendered by the vendor(s) are found satisfactory. In that case, the vendor(s) will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.

(j) Support: The vendor is required to provide prompt after-sales service/support by arranging timely attending of calls (within 24 – 72 hours) received from the branches/offices where the equipments have been supplied & installed, and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet up time the vendor has to maintain sufficient inventory of spare parts/equipments at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipments.

(k) Spare Parts: Vendor will ensure availability of spare parts for the supplied equipments for a minimum period of five years from the time of their acceptance.

(l) Liquidated Damages: The Bank expects installation of systems at the site within 30 days of the work order. However, if the vendor commits delay in delivery or installation, within the said period, the vendor will be liable to pay a sum of 1% (one percent) of the order value per site for each week of delay beyond the scheduled installation date by way of liquidated damages.

(m) Hardware Failure: If, during the warranty period as well as AMC period, any equipment fails to function properly four or more times during a quarter due to any reason except force majeure event, the vendor shall arrange replacement of the same by new equipment of same or higher configuration, at no cost to the Bank.

(n) Indemnity: Vendor shall indemnify protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademark, copyright etc. or such other statutory infringements in respect of all the network equipments supplied by it.

(o) Publicity: The vendor shall ensure that the name of the Bank does not appear in any of its advertisements, product demonstrations, sales promotion schemes, or any publicity initiatives, without obtaining explicit written permission of the Bank in this regard. The Bank, however, reserves the right to reject any such request made by vendor.

(p) Suspension of Work: The bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the vendor in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

(q) Guarantees: Vendor should guarantee that the equipments delivered to the Bank are brand new. All equipments must be sealed box-packed and supplied with their original and complete electronic and/ or paper printed documentation.

(r) Force Majeure: The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, fire, floods, lock-outs and freight embargoes. If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

(s) Resolution of Disputes: "In the event of disputes, differences, claims and questions between the Parties hereto arising out of this Agreement or in any way relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the Parties shall first endeavor to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the same shall be referred to the arbitration of two arbitrators, one to be appointed by each Party and such arbitrators shall appoint an umpire before commencing the arbitration proceedings. The arbitration shall be held in accordance with the Jammu and Kashmir arbitration and Conciliation Act, 1997 or any statutory modification or re-enactment thereof for the time being in force and shall be held in Jammu and conducted in English language.

The Court in Jammu alone shall have jurisdiction over such arbitration proceedings. The award of the Arbitration shall be final, conclusive and binding upon the Parties

hereto as an award of Jammu and Kashmir Arbitration and Conciliation Act, 1997 or any statutory modification or re-enactment thereof for the time being in force. Such award may be filed in any competent Court in Jammu.

Each Party will bear the expenses/costs incurred by it in appointing the Arbitrator. However, the cost of appointing the Umpire shall be borne equally by both the Parties."

(t) The Bidder should not be black listed from any Bank, Govt. Department in last three years.

(u) **Splitting of Order:** The entire quantity will be awarded to L1 vendor. However, the Bank reserves its right for splitting scope of work between L-1 and L-2 vendors. The splitting of the order will be in 60:40 ratios, provided the L-2 vendor agrees to match the rates quoted by L-1 vendor and agrees for all the terms and conditions. In case L2 vendor is not willing to match L-1 rates, bank may call L-3, L-4 vendor etc., in that order to step into the shoes of L-2 vendor. In the event of L3, L4 etc., vendor not matching the L1 rates, the entire quantity will be awarded to L1.

(v) **Minimum Eligibility Criteria of OEM:**

- 1.All the CCTV components should be from reputed Global OEM being listed among TOP 10 in IHS World report for last 3 years.
- 2.All the Cameras, NVR, etc should be from same OEM for seamless integration and ease of operation.
- 3.The OEM of the IP cameras and NVR should have its registered office in India and have presence in the country directly or through authorized Distributor/ Channel partner since last 3 years.
- 4.The OEM should have an average turnover of ₹1,000 Crores during the last 3 Financial Years ending 31st March 2020.
- 5.The OEM should have ISO 9001:2008 and ISO 14001:2004 certificates for manufacturing of all types of cameras & NVR and all the CCTV components (Camera, NVR, etc) should be from same OEM. The Bidder/s shall attach the copy of the OEM's ISO Certificate along with the bid
- 6.All CCTV hardware products offered in the project should be UL, CE, EN, FCC, CMMI, Cyber Essentials/GDPR certified.
- 7.The authorized distributor should have its own office in J&K for the last one year (relevant document required).
- 8.The MAC Address of the IP cameras/NVR must be registered in the name of OEM.
- 9.Certification should be mentioned on datasheets as well as on global website.

Series based certificate will not be accepted.

The OEM/ its authorized distributor in India, for CCTV camera, NVR must have more than 500 employees on its payroll in India. This is to justify that CCTV OEM has made investment in India and is serious about its business in India which will ensure long term after sales support and spare support.

BIDDER'S GENERAL INFORMATION

APPENDIX-‘A’

Information required (Information to be filled by the Bidder)

1. Name of the bidder:
2. Year of commencement of business:
3. Whether ISO? : Yes/No
If yes, details:
4. Constitution of the bidder (Tick mark the applicable): Limited Company, Private Limited Company, Partnership, Sole Proprietorship or any other type.
5. Bidder's Registered Address:
6. E-mail/Phone/Fax No's:
Email: Fax: Phone No's: _
7. Details of authorized representative(s):
8. Name(s) and addresses of Director(s):
9. Whether registered with the Registrar of Companies/ Registrar of Firms?
If so, mention number and date:
10. Whether Registered for GST.
If yes, mention number and date.
(Attach copies of Tax Clearance Certificate)
11. Is the firm a Manufacturer/ dealer Distributor of CCTV systems.
12. Business Results (in Lacs)

	FY 2017-18	FY 2018-19	FY 2019-20
Net Profit			
Total Turnover			
Revenue earned from sale of CCTV equipment			

13. No. of Service Centers:

(Attach list of the Centers, their addresses, contact person and Telephone & Mobile No's)

DECLARATION

1. I/We have read the instructions appended on the Performa and I/We understand that if any false information is detected at a later date, any future contract made between ourselves and J&K Grameen Bank on the basis of the information given by me /us can be treated as invalid by the bank and I/we will be solely responsible for the consequences.
2. I/We agree that the decision of the J&K Grameen Bank in selection of Contractors will be final and binding on us.
3. All the information furnished by me here above is correct to the best of my knowledge and belief.
4. I/We agree that I/ We have no objection if enquiries are made about the works listed by me/ us in the accompanying sheets.
5. I/We understand the amount of Earnest Money deposit shall be forfeited if I/ We fail to accept the purchase order that may be awarded as L-1 bidder, or failure to carry out the obligations for installation/commissioning & maintenance of the CCTV cameras System.

Signature & Seal of the Bidder

Table—(A) CCTV Camera System

S No	Description/ Features	<u>IP Dome camera</u>	Compliance (Yes/No)
1	Make/Model		
2	Camera Type	Fixed Indoor dome camera	
3	Standard	ONVIF Profile S & G Compliant	
4	Certification	UL, CE, FCC, CMMI, Cyber Essentials/ GDPR.	
5	Edge Storage	In-built MicroSD/ microSDHC/ microSDXC memory card for minimum 32 GB capacity. In the event of failure of connectivity to the network storage the camera shall record video locally on the SD card automatically. After the connectivity is restored these recordings shall be automatically pulled by the network storage recorder such that no manual intervention is required to transfer the SD card based recordings to network storage.	
6	Image Sensor	1/2.8" Progressive Scan CMOS or better	
7	Resolution	2 MP (1920 x 1080) at 25 FPS or better	
8	Compression	H.264/H.265/H.265+	
9	Streaming	Min. Three compressed stream (Individually Configurable)	
10	Security	User Authentication, IP Address filtering, Watermarking	
11	Physical Layer	10/100 base Tx Ethernet	
12	Protocol	Minimum TCP/IP, UDP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1X, QoS, IPv6	
13	Remote Administration	Remote configuration and status using web based tool	
14	System Update	Remote system update over Network using web client	
15	Simultaneous Live View	Up to 6 channels	
16	Lens Type	3mm/2.8mm or better Fixed Lens	
17	User	Up to 32 users	
18	Dynamic Noise Reduction	3D	
19	Illumination	Color: 0.20 Lux , F1.2 or better, 0 Lux with IR.	
20	IR Distance	Upto 30m	
21	Signal Process	Digital Signal Process	
22	Privacy zones	4 or higher	
23	Auto Gain Control	Yes	
24	Back Light Compensation	Yes	
25	Electronic Shutter	1/3 s to 1/100,000 s	
26	Wide Dynamic Range	120db WDR or better	
27	S/N Ratio	≥50dB	

28	Day and Night	Support ICR	
29	Edge based	Line crossing detection, Motion detection, video tampering	
30	Protection Level	IP66, IK10	
31	Operating Temperature	-10 °C to +40 °C, humidity 95% or less (non-condensing)	
32	Power Source	Suitable adaptor shall be supplied to make the equipment work on 12 VDC \pm 25%, and Power over Ethernet PoE (802.3af, class 3)	
33	OEM Letter	The OEM should take the responsibility of the warranty and the compliance on the letter head. Letter should be provided to the Customer.	



S No	Description/ Features	IP Bullet camera	Compliance (Yes/No)
1	Make/Model		
2	Camera Type	Fixed Bullet camera	
3	Standard	ONVIF Profile S Compliant	
4	Certification	UL, CE, FCC, CMMI, Cyber Essentials/GDPR.	
5	Edge Storage	In-built MicroSD/ microSDHC/ microSDXC slot memory card for minimum 32 GB capacity. In the event of failure of connectivity to the network storage the camera shall record video locally on the SD card automatically. After the connectivity is restored these recordings shall be automatically pulled by the network storage recorder such that no manual intervention is required to transfer the SD card based recordings to network storage.	
6	Image Sensor	1/2.8" Progressive Scan CMOS or better	
7	Resolution	2 MP (1920 x 1080) at 25 FPS or better	
8	Compression	H.264/H.265/H.265+	
9	Streaming	Min. Three compressed stream (Individually Configurable)	
10	Security	User Authentication, IP Address filtering, Watermarking	
11	Physical Layer	10/100 base Tx Ethernet	
12	Protocol	TCP/IP, UDP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1X, QoS, IPv6	
13	Remote Administration	Remote configuration and status using web based tool	
14	System Update	Remote system update over Network using web client	
15	Lens Type	3mm/2.8mm or better Fixed Lens	
16	Dynamic Noise Reduction	3D	
17	Illumination	Color: 0.2 Lux, F1.2 or better, 0 Lux with IR.	
18	IR Distance	Up to 30m	
19	Signal Process	Digital Signal Process	
20	Privacy zones	4 or higher	
21	Auto Gain Control	Yes	
22	Back Light Compensation	Yes	
23	Electronic Shutter	1/3 s to 1/100,000 s	
24	Wide Dynamic Range	120dB	
25	S/N Ratio	≥50dB	
26	Day and Night	Support ICR	
27	Edge based	Line crossing detection, Motion detection, video tampering.	

28	Protection Level	IP66/IP67	
29	Operating Temperature	-30°C ~ 60°C, Humidity 20–90% RH (non-condensing)	
30	Power Source	Suitable adaptor shall be supplied to make the equipment work on 230V +10%, 50Hz and Power over Ethernet	
31	OEM Letter	The OEM should take the responsibility of the warranty and the compliance on the letter head. Letter should be provided to the Customer.	



Table—(B) NVR - 4,8,16 CH PoE NVR

The technical specification for 4,8,16 Ch PoE NVR with minimum 100 days storage capacity is as under:-

S No	Category	Parameters	Technical Specifications	Compliance (Yes/No)
1	Video/ Audio input	IP video input	4 Ch / 8 Ch / 16 Ch	
		Two-way audio input	1-ch, RCA (2.0 Vp-p, 1KΩ)	
2	Network	Incoming bandwidth	30Mbps / 50 / 100 Mbps	
		Remote connection	32 or higher	
3	Video/ Audio output	Recording resolution	5MP/3MP/1080P/UXGA/720P/VGA/4CIF/DCIF/2CIF/CIF/QCIF	
		Video Compressor	H.265, H.264	
		Frame rate	Main stream: 50 fps (P) / 60 fps (N)	
			Sub-stream: 50 fps (P) / 60 fps (N)	
		HDMI output	HDMI 1920 × 1080/60Hz, 1600 × 1200/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz, 1024 × 768/60Hz.	
4	Decoding	Audio output	Via HDMI	
		Live view/ Playback resolution	5MP/3MP/1080P/UXGA/720P/VGA/4CIF/DCIF/2CIF/CIF/QCIF	
		Capability	4CH/8CH/16CH @1080P	
5	Hard disk	SATA	4ch - 1 SATA , 8ch - 1 SATA, 16ch - 2 SATA, 32ch - 4 SATA	
		Capacity	Up to 8TB for each disk	
6	External interface	Network interface	1 RJ-45 10/100/1000 Mbps self-adaptive Ethernet Interface 4/8/16 RJ-45 POE+ Ports for IP Cameras	
		USB interface	1 × USB 3.0 / 2 × USB 2.0	
7	Others	Power supply	54V DC / 100~ 240 VAC	
		Consumption (without hard disk)	≤ 30W / ≤ 50W	
		Working temp	-10 °C ~ +55 °C (+14 °F~ + 131 °F)	
		Working humidity	10 % ~ 90 %	
8	Certification	UL, CE, FCC, CMMI, Cyber Essentials/GDPR		

The Offered Cameras, Recorder, VMS, Analytic shall be from the same OEM to ensure seamless integration & better support. However keeping in mind the future scalability, the offered VMS & Cameras should be ONVIF S compliant and ISO 9001:2008, ISO 140001:2004.

The technical specification for 32 Ch PoE NVR with minimum 100 days storage capacity is as under:-

S No	Category	Parameters	Technical Specifications	Compliance (Yes/No)
1	Video/Audio input	IP video input	32Ch	
		Two-way audio input	1-ch, RCA (2.0 Vp-p, 1KΩ)	
2	Network	Incoming bandwidth	256 Mbps	
		Remote connection	32 or higher	
3	Video/Audio output	Recording resolution	5MP/3MP/1080P/UXGA/720P/VGA/4CIF/DCIF/2CIF/CIF/QCIF	
		Video Compressor	H.265, H.264	
		Frame rate	Main stream: 50 fps (P) / 60 fps (N)	
			Sub-stream: 50 fps (P) / 60 fps (N)	
		HDMI output	HDMI 1920 × 1080/60Hz, 1600 × 1200/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz, 1024 × 768/60Hz.	
4	Decoding	Audio output	Via HDMI	
		Live view/ Playback resolution	5MP/3MP/1080P/UXGA/720P/VGA/4CIF/DCIF/2CIF/CIF/QCIF	
		Capability	32CH@1080P	
5	Hard disk	SATA	32ch - 4SATA	
		Capacity	Up to 8TB for each disk	
6	External interface	Network interface	2 RJ-45 10 / 100 / 1000 Mbps self-adaptive Ethernet interface	
		USB interface	1 × USB 3.0 / 2 × USB 2.0	
7	Others	Power supply	12V DC / 100~ 240 VAC	
		Consumption (without hard disk)	≤ 30W / ≤ 60W	
		Working temperature	-10 °C ~ +55 °C (+14 °F ~ + 131 °F)	
		Working humidity	10 % ~ 90 %	
8	Certification	UL, CE, FCC, CMMI, Cyber Essentials/GDPR		

The Offered Cameras, Recorder, VMS, Analytic shall be from the same OEM to ensure seamless integration & better support. However keeping in mind the future scalability, the offered VMS & Cameras should be ONVIF S compliant and ISO 9001:2008, ISO 140001:2004.

The technical specification for 8 Port POE Switch is as under:-

S No	Features	Description	Compliance (Yes/No)
1	Make/Model		
2	Switch Type	Unmanaged	
3	Network Ports	10	
4	PoE Port	8, 10/100Mbps RJ45ports	
5	Uplink Port	2, 1000M Combo Port	
6	Network	IEEE802.3 af and 802.3at	
7	Switching Capacity	1.8 Gbps	
8	Max. Forwarding Rate	1.34 Mpps	
9	MAC Address Table	4k	
10	PoE Power Budget	120W	
11	Surge Protection	4KV	
12	Power Supply	100-240VAC	
13	Power Consumption	≤120W	
14	Working Temperature	Temperature:0°C-40°C	
15	Storage Temperature	-40°C-70°C	
16	OEM Letter	The OEM should take the responsibility of the warranty and the compliance on the letter head. Letter should be provided to the Customer.	

The Offered Cameras, Recorder, VMS, Analytic shall be from the same OEM to ensure seamless integration & better support. However keeping in mind the future scalability, the offered VMS & Cameras should be ONVIF S compliant and ISO 9001:2008, ISO 140001:2004.

TABLE –(C): ACCESSORIES:-

S N o	Category	Parameters	Technical Specifications	Make & Model	Compliance (Yes/No)
1	HDD	Hard Disk	Surveillance Internal Hard disk with AV-GP Technology preferred make Seagate/ Western Digital		
2	Wires	Power Cables	2 core 2.5 Sq.mm power cable Preferred make branded like Finolex/ Havells/ Polycab		
		UTP Cable (Cat6)	Heavy Outdoor Cat-6 Cable Preferred make branded like – (D-Link, Secureye, Schinder, etc)		
3	Display	Monitor	32"/22"/19" Full HD LED preferred make, Brands like Samsung/LG/Dell/Sony		
4	PVC Conduit Casing	PVC Conduit with accessories or casing	Medium grade with 20mm dia ISI Mark		
5	Rack	6U	6U- Fully Loaded with Power Socket		
		12U	12U- Fully Loaded with Power Socket		
6	Connectors		RJ-45 MAKE (D-Link, Schinder)		
7	Installation	Labour of Installation without Conduit Pipe /Per mtr	Labour rate Shall be Inclusive of all expenses to make the System Fully Functional		

OTHER MANDATORY REQUIREMENTS

- 1) All imported products, e.g. Cameras, NVRs should carry quality certification i.e. CE, FCC, UL, CMMI, Cyber Essentials/GDPR. (Copies to be enclosed) and all Cable and PVC conduit i.e. ISI Mark.
(Should be marked as Annexure-1)
- 2) Copies of Back-To-Back OEM Certificates to be Enclosed.
(Should be marked as Annexure-2)
- 3) Local Address & Telephone Number of All Service Centers should be provided.
(Should be marked as Annexure-3)
- 4) Copies of ST/CST/GST/Registration No.
(Should be marked as Annexure-4)
- 5) Copy of PAN No. Registration
(Should be marked as Annexure-5)
- 6) Brochures/Technical Data Sheets of products Offered
(Should be marked as Annexure – 6.1, 6.2, 6.3 etc)
- 7) A letter of this intent, issued by the proprietor/CEO/Director or any top level executive, authorizing representing executive(s).
(Should be marked as Annexure-7)

Signature

Seal of the bidder

J&K Grameen Bank**COMMERCIAL BID**

The rates quoted for the below mentioned items is as under:

S.No	Particulars	Rate per Unit/mtr
1	IP Dome camera	
2	IP Bullet camera	
3	4 Channel PoE NVR	
4	8 Channel PoE NVR	
5	16 Channel PoE NVR	
6	32 Channel NVR	
7	8 Port PoE Switch	
8	Surveillance Hard Disk 1 TB	
9	Surveillance Hard Disk 2 TB	
10	Surveillance Hard Disk 4 TB	
11	Surveillance Hard Disk 6 TB	
12	Power Cable 2 core 2.5 sq.mm	
13	UTP (Heavy Outdoor Cat – 6 Cable)	
14	Display (32" Full HD LED)	
15	Display (22" Full HD LED)	
16	Display (19" Full HD LED)	
17	PVC Conduit with Iron Saddle	
18	Rack 6U-Fully Loaded with Power Socket	
19	Rack 12U-Fully Loaded with Power Socket	
20	Connectors (RJ-45)	
21	Installation (Labour rate shall be inclusive of all expenses per branch/office to make the system fully functional)	
22	Total Expenditure (A)	
	Comprehensive AMC-Onsite services (After two years of installation/commissioning at the site)	
i	AMC quoted third year after warranty period	
ii	AMC quoted fourth year after warranty period	
iii	AMC quoted fifth year after warranty period	
	Total AMC cost for three years (B)	
	Total Rate quoted (A) +(B)	

Terms & Conditions:-

1. CCTV system installed at branches shall carry two-year onsite warranty.
2. The rates quoted above are inclusive of all the taxes.
3. During the warranty period vendor shall provide onsite services without charging any additional fees/charges.
4. AMC rates may be considered while comparing the commercials. However, Bank reserves the right to compare the commercials with/without considering the AMC prices.
5. During AMC period vendor shall provide quarterly preventive maintenance.
6. Agreed AMC amount will be paid half yearly in arrears through Branches/Regional offices after ensuring satisfactory services rendered by vendor.
7. One Mandatory Quarterly visit per branch/office for proper monitoring and reporting.

Name & Address of vendor along with seal

J&K Grameen Bank**Performa for Performance Bank Guarantee**

Bank Guarantee No:.....

Dated:.....

Bank:.....

General Manager
J&K Grameen Bank
Head office, Narwal
Jammu-180006(India)

WHEREAS.....(Company Name) registered under the Indian companies Act 1956 and having its registered office at,hereinafter referred to as the VENDOR has undertaken supply, installation and maintenance of CCTV system at Bank's Branches/offices in terms of the purchase Order bearing No.Dated.....hereinafter referred to as "the CONTRACT".

AND WHEREAS in terms of the conditions stipulated in the said contract, the VENDOR is required to furnish, performance Bank Guarantee issued by a scheduled commercial Bank in your favour to secure due and satisfactory compliance of the obligations of the VENDOR in accordance with the contract;

THEREFORE, WE,..... (Name of the Bank) furnish you this performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We,.....Bank do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand ,which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said vendor of any of the terms and conditions contained in the contract or by reason of the vendor's failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding.....(Rupees.....only)
2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the vendor in any suit or proceeding before any court or tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and the vendor shall have no claim against us for making such payment.
3. We further agree that, if demand as stated above is made on us within the stipulated period, the guarantee herein contained shall remain in full force and

effect and that it shall continue to be enforceable till your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said vendor and accordingly discharge this guarantee. Provided, however, serving of a written claim/demand in terms hereof on us for payment under this guarantee on or before the stipulated period, time being the essence of contract, shall be a condition precedent for accrual of our liability/your rights under this guarantee.

4. We further agree with you that you shall have fullest liberty without our consent and without affecting in any manner our obligation hereunder, to vary any of the terms and conditions of the said contract or to extend time for performance by the said vendor from time to time or to postpone for any time or from time to time any of the powers exercisable by us against the said VENDOR and to forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reason of such variation. Or extension being granted to the said vendor or for any forbearance, act or omission on our part or any indulgence by us to the said vendor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.
5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the vendor.
6. We further agree and undertake unconditionally to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the VENDOR.
7. We lastly undertake not to revoke this guarantee during its currency except with your written consent.

NOTWITHSTANDING anything contained herein above;

- (I) Our liability under this Guarantee shall not exceed.....(Rupees.....only);
- (II) This Guarantee shall be valid up to and including the(mention date);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 the expiry of this guarantee.

Dated the -----day of -----20

For -----BANK

Authorized signatory

(Refer to Para of Terms and Conditions)

Undertaking of Authenticity for CCTV Camera System

Sub: Supply of CCTV Camera System

Ref: 1. Your Purchase Order No-----dated-----
2. Our Invoice no./Quotation no.-----dated-----

With reference to the CCTV Camera System being supplied /quoted to you vide our invoice no cited above. We hereby undertake that all the components/parts/assembly/software used in the NVR based CCTV under the above like Hard Disk, Monitors, Cameras etc. are/shall be original new components/parts/assembly/software only, from respective OEMs of the products and that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Operating System) and also that it shall be sourced from the authorized source).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM Supplier's at the time of delivery or within a reasonable time. In case of default and we are unable to comply with above at the time of delivery or during installation, we agree to take back the systems without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM name) also take full responsibility of both parts & maintenance service as per the content even if there is any defect by our authorized Service Center.

Authorized Signatory

Name:

Designation:

Place:

Date: