



**CHHATTISGARH RAJYA GRAMIN BANK (CRGB)**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV CAMERA SYSTEM  
AT THE CORPORATE OFFICE, REGIONAL OFFICES AND ALL THE BRANCHES AND  
ATMs OF CHHATTISGARH RAJYA GRAMIN BANK ACROSS THE STATE OF  
CHHATTISGARH FOR THE PERIOD  
FROM 01-05-2025 TO 30-04-2026**

**Reference:** RFP No. CRGB/Infra/031/2025-26 dated 21 Apr 2025

**Address for Communication**

General Manager (Administration)  
Chhattisgarh Rajya Gramin Bank  
Plot No. 47, Sector-24  
Atal Nagar, Nava Raipur  
Raipur, Chhattisgarh  
Pin - 492018  
e-Mail: [infra.ho@cgbank.in](mailto:infra.ho@cgbank.in)  
Phone: +91-62320-33020

### **SCHEDULE OF EVENTS**

<b>Sl No.</b>	<b>Particulars</b>	<b>Remarks</b>
1.	Contact details of issuing department (Designation, Email address for sending any kind of correspondence regarding this RFP)	General Manager (Administration) Chhattisgarh Rajya Gramin Bank Plot No. 47, Sector-24 Atal Nagar, Nava Raipur Raipur, Chhattisgarh Pin - 492018 e-Mail: <a href="mailto:infra.ho@cgbank.in">infra.ho@cgbank.in</a>
2.	Bid Document Availability (including changes/amendments, if any to be issued)	GeM Portal
3.	Last date for requesting clarification	On 24/04/2025 till 01:00 PM All communications requiring clarifications / addressing queries shall be through GeM portal or by e-Mail to <a href="mailto:infra.ho@cgbank.in">infra.ho@cgbank.in</a>
4.	Pre-Bid Meeting	On 25/04/2025 at 03:00PM at Corporate Office Chhattisgarh Rajya Gramin Bank Plot No. 47, Sector-24 Atal Nagar, Nava Raipur Raipur, Chhattisgarh Pin – 492018 <a href="https://maps.app.goo.gl/YSq1W58x85Kb4C5D6">https://maps.app.goo.gl/YSq1W58x85Kb4C5D6</a> OR Through VC (Link Will be provided on email on request)
5.	Clarifications to queries raised at pre-bid meeting	CRGB will address to the queries raised at Pre-Bid Meeting through GeM Portal or via e-Mail by 25/04/2025
6.	Last date and time for Technical & Indicative Price Bid submission	On 02/05/2025 up to 12:00PM
7.	Address for submission of Bids	Only through GeM Portal
8.	Date and Time of opening of Technical & Indicative Price Bids	On 02/05/2025 at 01:00PM onwards.
9.	Reverse Auction	On 02/05/2025 at 02:00PM
10.	Earnest money deposit (EMD)	₹ 2,00,000.00 (Rupees Two Lakh Only)
11.	Bank Guarantee/Security Deposit	5% of the Total Contract Value have to be submitted as security deposit as Bank Guarantee

1. **Invitation to Bid.** The Chhattisgarh Rajya Gramin Bank (CRGB), came into existence on 02 Sep 2013 by the amalgamation of erstwhile Chhattisgarh Gramin Bank(CGB), Surguja Kshetriya Gramin Bank(SKGB) and Durg Rajnandgaon Gramin Bank(DRGB) vide notification F. No. 7/9/2011-RRB dated 02 Sep 2013 issued by Department of Financial Services, Ministry of Finance, Govt. of India. State Bank of India is the sponsored bank of CRGB and the share holding pattern is - Central Government – 50%, State Government – 15% Sponsor Bank (SBI) – 35%. CRGB operates in the entire state of Chhattisgarh and has 618 Branches and ATMs under 10 Regional Offices (as on 21 Apr 2025); Corporate Office of CRGB is located at Sector -24, Atal Nagar, Naya Raipur, Chhattisgarh. CRGB continuously strives to elevate its Customer Services *to be the most preferred bank in Chhattisgarh*; and, towards this it is imperative to have a robust IT Infrastructure and efficient support system.

2. This Request for Proposal (RFP) has been issued by the Bank for Tender for Comprehensive Annual Maintenance Contract for CCTV system installed at various ATMs, Branches, Regional Offices and Corporate Office of the Chhattisgarh Rajya Gramin Bank, within the geographical area throughout the State of Chhattisgarh. In order to meet the service requirements, the Bank proposes to invite Bids from eligible Vendors only as per details/scope of work mentioned in this RFP.

- a) Bidder shall mean any entity (i.e. juristic person) that is willing to provide the Services as required in this RFP. The Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- b) Address for submission of Bids, contact details including e-mail address for sending communications are given in Schedule of Events of this RFP.
- c) The purpose behind this RFP is to seek a detailed technical and commercial proposal for procurement of the Services desired in this RFP.
- d) This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- e) The Bidders are advised to go through the entire RFP before submission of Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for providing of proposed Services to the Chhattisgarh Rajya Gramin Bank (CRGB) are invited to submit their Technical and Commercial proposal in response to this RFP.
- f) The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion.
- g) This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to the proposed Services adhering to Bank's requirements outlined in this RFP.

h) The Bidding Document may be obtained/downloaded from Bank's Website [www.cgbank.in](http://www.cgbank.in) / GeM Portal and the bid should be submitted as per Schedule of Events to the office of :

General Manager (Admin)  
Corporate Office,  
Chhattisgarh Rajya Gramin Bank  
Plot No. 47, Sector-24  
Atal Nagar, Nava Raipur  
Raipur, Chhattisgarh  
Pin – 492018

i) Bank reserves the right to change the dates mentioned in this RFP document, which will be published in Bank's website/ GeM portal.

### 3. **Disclaimer**

a) The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of Chhattisgarh Rajya Gramin Bank (CRGB), is subject to the terms and conditions set out in this RFP.

b) This RFP is not an offer by CRGB, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process until and unless a formal contract is signed and executed by the duly authorized officials of CRGB with the selected bidder.

c) The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information that Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

d) The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

e) The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

f) The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

g) The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

#### 4. **General Information**

##### **Objective**

a) Chhattisgarh Rajya Gramin Bank (CRGB), invites technically complete and commercially competitive signed & stamped quotations for Empanelment of vendor for One (1) year for Annual Maintenance Contract of CCTV camera system. Location for AMC will be as per **Annexure - C**.

b) Bank intends to empanel the vendor for a period of one year. At the end of year of empanelment period, the bank may extend the empanelment period for further 2 years (on annual basis) or more years with mutual consent of bank and vendor on same terms & conditions.

c) Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. CRGB also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

**Errors and Omissions.** Each Recipient/ Respondent/ Bidder should notify the Bank of any error, fault, omission, or discrepancy found in this document but not later than last date of document submission.

##### **Confidentiality**

a) This quotation calling document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the bidder to any other person. The Bank may update or revise this document or any part of it.

b) Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

5. **Bidders' Eligibility Criteria.** Bank will examine the bids against Bidder's Eligibility Criteria mentioned in **Annexure-A**.

**Note:**

- a) Bidder must comply with all criteria mentioned in **Annexure-A**. Non-compliance of any of the criteria will entail rejection of the offer summarily.
- b) Duly self-attested photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. CHHATTISGARH RAJYA GRAMIN BANK reserves the right to verify/evaluate the claims made by the bidder independently or by virtue of a third party. Any decision of CHHATTISGARH RAJYA GRAMIN BANK in this regard shall be final, conclusive and binding upon the bidders.

Offers received from the bidders who do not fulfill all or any of the eligibility criteria are liable to be rejected.

6. **Execution of Agreement.** A format of the Agreement to be executed by the successful vendor with the Bank will be provided by the Bank. SLA of Bid and Non-Disclosure Agreement (NDA) will be part of the agreement. In case of failure of the vendor to execute the agreement on the Bank's prescribed format, within the stipulated time, the Bank will be within its rights to cancel the allotment to the vendor and proceed with forfeiting of the EMD and other penal provisions, and allot the same to L2 bidder after he matches the price of L1 bidder.

7. **Earnest Money Deposit (EMD)**

- a) **EMD Amount & Bank Details.** All the eligible Bidders shall have to submit an EMD of ₹ 200000/- preferably by NEFT to below mentioned account details:

Beneficiary Name	: Chhattisgarh Rajya Gramin Bank
Account No.	: 30106271297
Bank Name	: State Bank of India
Branch Code & Name	: Code-00461, Raipur Main Branch, Jaistambh Chowk,
IFSC Code	: SBIN0000461

**Note:** *No interest would be paid on the Earnest Money Deposit.*

- b) **Forfeiture of EMD.** The EMD may be forfeited if,
  - i. A Bidder withdraws his Bid during the period of Bid validity specified in this BID; or
  - ii. A Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
  - iii. In case of successful bidder, if the bidder dishonors its bidding commitments or fails to sign the Contract or fails to accept the work order or fails to furnish Performance Bank Guarantee within 20 (Twenty) days from date of award of the contract.

c) **Refund of EMD.** EMD will be refunded to the unsuccessful bidders within 30 days from the date of issue of letter of intimation to the successful bidder. EMD will be refunded to the successful bidder after the execution of the agreement/acceptance of the work order for AMC and submission of Performance Bank Guarantee (ePBG).

8. **Force Majeure**

a) Notwithstanding the provisions of Tender Terms & Conditions, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

b) 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 restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

c) If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9. **Miscellaneous**

a) The vendor(s) are not permitted to authorize their dealers etc., (including individuals and third-party firms/companies) to either collect or submit the tender-related documents on their behalf. The Bank will refuse such requests and arrangements.

b) In the event of L-1 vendor back outs or Bank rejects the proposal of L1 bidder on the ground of poor supports & services, the Bank may award the AMC to L2 bidder provided they match the prices with that of the L-1 vendor and/or security deposit of the L1 vendor will be forfeited.

c) The selected L-1 bidder should submit duly filled, signed and stamped item-wise **Commercial Price Breakup Schedule** as mentioned in **Annexure-F** within 3 days after reverse auction conducted on vendor's letter head.

d) All the spares of various Makes & Configuration of CCTV camera systems will form an integral part of Annual Maintenance Contract.

e) **In the event of a single vendor attaining the status of L-1 vendor, the Bank, with a view to spreading its dependence on more vendors, may exercise the option of distributing the Purchase Order to L-2 and/ or L-3 vendors etc. provided they match the prices with that of the L-1 vendor.**

10. **Cancellation of Contract and Compensation.** The bank reserves the right to cancel the order/ contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances:-

- a) The selected bidder commits a breach of any of the terms & conditions of the contract.
- b) The bidder goes into liquidation voluntarily or otherwise.
- c) An attachment is levied or continues to be levied for 7 days upon effects of the bidder.

11. **Performance Bank Guarantee (PBG)**

- a) The empaneled vendor shall submit a Performance Bank Guarantee as per GeM Performa or CRGB prescribed format, valid for 15 (Fifteen) months from Scheduled Commercial Bank from the date of empanelment letter at CRGB, CO immediately after acceptance of Bank's empanelment letter but within 20 (Twenty) days of acceptance of empanelment letter.
- b) For further extension of AMC for consecutive year, the vendor shall submit PBG for empanelment period and +3 months from award date.
- c) The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the successful bidder.
- d) The PBG may be discharged/ returned by bank upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the PBG.

12. **Resolution of Disputes.** The bids and any contract resulting there from shall be governed by Indian laws. All dispute or differences whatsoever arising between the selected bidder and Bank out of or in relation to the construction, meaning and operation or effect of the Contract, with the selected bidder, or breach thereof shall be settled amicably. The venue of the arbitration shall be at Raipur, Chhattisgarh under the exclusive jurisdiction of courts in Raipur.

13. **Bank's Address for communication purposes:**

The General Manager (Admin)  
Chhattisgarh Rajya Gramin Bank  
Plot No 47, Sector-24, Atal Nagar  
Raipur, Chhattisgarh - 492018

14. **Termination for Insolvency.** The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.



15. **Payment Receipt Terms**

- a) Payment shall be made in Indian Rupees.
- b) TDS & GST-TDS as applicable shall be deducted from quarterly bills.
- c) Vendor shall raise quarterly invoices to Corporate Office. Payment of AMC will be made quarterly in arrears within 15 days by Corporate Office, after the receipt of Invoice and deduction of penalty charges, if any, imposed by the Bank.
- d) Vendors will have to submit the AMC bill, Preventive Maintenance report for the same quarter and details of the Call Logged i.e. Branch No., Branch Name, Call Logged Date & Time, Call Resolved Date & Time, Complaint Type etc. for the quarters to Head Office.
- e) Corporate Office will verify the bills and evaluate the uptime/downtime efficiency of branches. After computation the same, payments will be made to vendor by Corporate Office.
- f) Vendor has to conduct Preventive Maintenance at least once in six months.

**Note- Vendor has to submit Preventive Maintenance report every six months.**

**Bidder's Eligibility Criteria**

Bidder's eligibility criteria cum check list:

SN	Criteria	Proof to be submitted	Compliance (Y/N)
1	Bid and ATC document	Copy of Bid and ATC document duly signed and stamped on each page (with filled annexures) by authorized signatory as compliance to terms and conditions.	
2	EMD Money	Proof of EMD receipt/ valid certificate for exemption of EMD	
3	The bidder should be a Government Organization/ PSU/ or a Limited Company/ Private Limited Company under Companies Act in India, Partnership, Sole proprietorship, etc.	Copy of the partnership deed / Certificate of Incorporation as the case may be.	
4	The bidder must have service centres in operation area of our Bank.	Attach List of Service Centres along with Address, In-charge & Engineer List with Contact No.	
5	Location of Registered office/ Corporate office and correspondence address	Addresses should be submitted on letter head of bidder.	
6	The Bidder should have an annual turnover of <b>Rs. 400 Lakh</b> or above from <b>Service / Maintenance of CCTV camera system</b> during last 3 years.	Attach Work Order and CA certified copies of the financial statements of AMC Segment for FY- 2022-23, 2023-24 & 2024-25 Evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid.	
7	Past experience required for same/similar service for 7 years	Attach work order/ experience certificates for Past 7 years of work for same/similar service (multiple work order will be accepted)	

8	Bidder must have an at least past 3 years' experience of successfully executing minimum 2 works of Annual Maintenance Contract for minimum 1500 numbers of CCTV camera system during last 3 years in multiple locations in India and out of 1500, Bidder must have AMC of minimum 600 number of CCTV camera system/offices/branches in Chhattisgarh to Government Institutions/ undertakings/ affiliated bodies/ Banks/ Financial Institutions/ PSUs.	The Bidders must submit certified copies of Purchase / Work Order. Also submit latest satisfactory performance certificate from minimum 2 different clients.	
9	Net worth of the vendors must be in positive during the last 3 years.	Attach Balance Sheet & PNL of FY- 2022-23, 2023-24 & 2024-25 of the company/Firm/ Organisation etc. along with financial statements of AMC Segment	
10	The bidder should have been registered for GST.	Attach copies of PAN & GST registration certificate	
11	The bidder should have well established and certified standards / procedures for all the services rendered.		
12	Detail of authorized person to make commitments to the bank: a. Name: b. Telephone/Mobile Number: c. E-mail Address	Should be submitted on letter head of bidder.	

For the purpose of considering the Bidders Eligibility Criteria viz. the certification, licenses etc., the credentials of the Bidding company and its taken over company, if any, shall be taken into account collectively.

Place:

Date:

Seal & Signature of the bidder

**SLA Terms & Conditions for Comprehensive Annual Maintenance Services of  
CCTV Camera System**

(This should be on letter head of bidder duly signed and stamped by authorized signatory)

**1. Period of AMC**

- a) The rates of AMC called for shall remain in force for 1 year from the award of AMC to the vendor. However, the bank may on its discretion, extend/award fresh AMC for the 2 more consecutive year (on annual basis) also at the same rate with mutual consent of the vendor. The bank reserves the right to terminate the AMC at any time without assigning reason thereof. The AMC will be renewed yearly after completion of initial period.
- b) If the Bank opts for continuing AMC with the vendor for the further years also, the vendor shall provide maintenance services for the Equipment at the quoted rates for the extended period also. The vendor shall not increase the AMC rates and shall keep them frozen for the extended period of AMC.
- c) The bank may on its discretion, continue the AMC with the vendor for subsequent years also at the mutually negotiated rates on same terms and conditions with mutual consent of the vendor.
- d) If vendor is not able/intends to continue/extend the contract at any time, a written notice to the Bank must be given at least 3 Months in advance.

**2. Scope of AMC Services**

- a) AMC shall cover maintenance/ up gradation/ change/ replacement/ installation of all types of CCTV Camera System purchased by the bank (existing / new). AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
- b) AMC shall cover all the CCTV Camera System equipment under contract i.e. CCTV Cameras, DVRs, HVRs, NVRs, Monitors, Surveillance Hard disk drive, power supplies etc.
- c) The vendor has to ensure **uninterrupted 90 days** recording of CCTV Camera System covering all location in Branches/Offices and **180 days recording of the ATMs** of CRGB. It includes relocation of CCTV cameras.
- d) Vendor should provide support for various issues relating to Hardware and Software, if required, taking backup before formatting the DVR/HVR/NVR, configuring Cameras etc. without any additional cost, however DVD/CD/Other Storage Device for backup will be provided by the Bank. However, if backup is not available then vendor has to provide the Certificate of **“No Backup Available”** and mention the reason thereof.
- e) Vendor should respond within 24 hours to request made by the Branch/Office to provide necessary backup data for police/court without any additional charges.

- f) The Vendor will maintain inventory of CCTV Camera System equipment at all locations with identified Serial No./Machine No. All CCTV Camera System equipment under AMC will bear tags with Serial No., Machine No., Phone/Mobile No. of AMC vendor. The quarterly AMC payment will be made on the basis of the inventory. **Further the vendor will provide the detailed inventory of the CCTV Camera System equipment of all the branches/offices (under AMC/Warranty) in the Bank provided format and shall be reviewed at least half yearly.**
- g) The AMC vendor will also require to co-ordinate with the vendor for the CCTV Camera Systems which are under warranty for resolution of the problems.
- h) AMC of the CCTV Camera Systems equipment under warranty will commence immediately after the expiry of the warranty.
- i) AMC shall be comprehensive in nature and the AMC Vendor should provide a helpdesk to act as a Single Point of Contact (SPOC) over phone, email for managing all requests for services, complaint logged by our Branches/Offices on all Bank working days from Monday to Saturday support basis. The vendor must provide the user with a complaint number for new service request over Phone or Email or SMS. Escalation matrix and Service Engineer Details for support should also be provided with full details as per **Annexure-E**. However, Bank may also ask the vendor to come on Sunday/Holiday and beyond working hours, if required.
- j) It shall be the responsibility of the vendor to make all CCTV Camera Systems work satisfactorily throughout the contract period and to hand over the system in working condition to the Bank after expiry of the Comprehensive Annual Maintenance Contract.
- k) During the first Quarter, the Vendor has to ensure that all the Video Recorders are placed in a suitable cabinet under lock and Key in the Branch Manager's office. The vendor should also ensure that the monitor displaying CCTV recording is not in the view of the customer/visitor.
- l) During the first Quarter, the Vendor has to ensure that all the Video Recorders are displaying the actual Date and Time; also, ensure that the data can be copied from Video Recorder onto secondary device, viz pendrive, hard disk, CD/DVD etc.
- m) The Vendor has to Provide Basic Hands on training/ maintenance tasks/ fault reporting mechanism to be carried out by the Branch Manager and /or authorized person. The AMC Vendor shall provide hands on training to the branch staff within the Branch/ Office premises on operations of the system including special features, data retrieval, copying data onto different storage media, troubleshooting & routine maintenance of CCTV.
- n) Responsibility for adequate earthing will be Bank's but the vendor has to advise the bank in writing in case earthing is inadequate.
- o) Engineers have to bring their own tool kits and testing instruments required for checking, testing and attending to routine maintenance and breakdowns of CCTV Camera System.

3. **AMC for CCTV Camera Systems Components**

a) Onsite comprehensive AMC for all the CCTV Camera System equipment including free replacement of spare parts, kits, DVR/HVR/NVR, Camera, LED Monitor, Power Supply, Surveillance HDD etc. during the period of the contract.

b) During the AMC period, the vendor will have to undertake comprehensive maintenance/support of the entire CCTV Camera System equipment under the contract at no cost to the Bank.

c) During the AMC period the Vendor shall be responsible for all costs relating to labour, any spares, maintenance (preventive and corrective), compliance of security requirement and transport charges from and to the Site(s) in connection with the repair/ replacement of the equipment/ components or any component/ part there under, which under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to work as specified.

4. **On-site comprehensive AMC.** AMC would be on-site and comprehensive in nature. The comprehensive AMC would include all components and accessories, which are an integral part of the complete system required to operate the system satisfactorily including CCTV Camera, DVR/HVR/NVR, Surveillance HDD, LED Monitor, wiring, power supply etc. The vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.

5. **Maintenance Contract**

a) The vendor shall provide onsite comprehensive maintenance services for all the hardware and software components at quoted rate during the contract period. Payment of AMC will be made quarterly in arrear within 15 days after the receipt of the undisputed invoices.

b) Agreement for Annual Maintenance with the Bank would be executed by the vendor in the standard format designed by CRGB, on a stamp paper of suitable denomination.

6. Vendor's **comprehensive maintenance and administration/ management of CCTV Camera System equipment/ components during AMC period** – The selected vendor shall ensure that services of professionally qualified personnel are available at the specified project site for **providing comprehensive on-site maintenance** of CCTV Camera System equipment/ components for the period of contract, where the CCTV systems have been installed and operationalized. Comprehensive Maintenance shall include, among other things, day to day maintenance of the CCTV Camera systems as per the Bank's policy, repairing of CCTV Camera Systems, compliance to security policy requirements, etc. when required or in the event of system crashes/malfunctioning, arranging and configuring facility as per the requirement of the Bank, fine tuning, system monitoring, log maintenance, etc. The bidder shall provide services of an expert engineer at the Project site or other locale where required whenever essential. In case of failure of CCTV Camera System the vendor shall ensure that system is made operational to the full satisfaction of the Bank. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.

- Diagnostics for identification of systems failures
- Protection of recordings
- Recovery/ restart facility
- Reinstallation of CCTV Camera System

7. During the term of the contract, the VENDOR will maintain all the CCTV Camera System equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services.

a) Free maintenance services during the period of AMC. Professionally qualified personnel who have expertise in the repairing and maintenance of CCTV Camera System will provide these services.

b) The vendor shall rectify any defects, faults and failures in the CCTV Camera System equipment and shall repair/replace worn out or defective parts of the CCTV Camera System equipment as per the SLA requirement. In case any defects, faults and failures in the CCTV Camera System equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spare parts/ other equipments at the premises of the VENDOR.

**Note:** If parts of the CCTV Camera gets faulty due to Power Fluctuations, Water Spillage, Act of God and Physical Damage, then vendor has to replace such parts with brand new parts on Chargeable basis. Vendor has to take pre-approval from Bank by providing all documentary proofs before replacement of parts on chargeable basis and for payment vendor has to generate separate invoice for the parts replaced. Before undertaking major repairs, the vendor should ensure safety of the data of the DVR/HVR/NVR. If required, the vendor should have suitable back-up arrangements. (e.g. imaging the hard disk). The vendor shall ensure to maintain stand-by spares at all 11 Regional Offices & Corporate Office, so as to maintain the required uptime at any point of time for the machines.

c) The vendor will have to carry out the work during the above contract period and in the event of vendor's inability to do the same due to any reason whatsoever, the work will be got done through another AMC vendor & penalty amount directly proportionate to loss suffered by Bank due to non-performance /poor quality of services given will be deducted from AMC dues of the defaulting vendor.

d) The AMC vendor shall be responsible to ensure uninterrupted services on all days to the Bank even if any staff engaged by company / firm is on leave or on weekly rest and/or on holidays to which he/she is entitled under the arrangement with the company / firm.

e) **Support Requirements:**

- i. The engineers shall be dedicated for CRGB use only and shall report to and operate from designated CRGB Corporate Office & Regional Office only. The name, qualification and experience of the service engineer(s) must be submitted along with the agreement and bid as per mentioned in **Annexure-E**. In case of any new engineer joins during AMC, the above details will be immediately furnished to the Bank. **A bid without name(s), experiences, and qualifications of the service engineer(s) will be rejected.**
- ii. The Bank at its own discretion shall ask the AMC provider to depute more service engineers with qualifications prescribed, if deployed engineers are not sufficient to extend the support required by the Bank.
- iii. Vendor will have the right to change Service engineer(s) deputed. But, any such change will be intimated to the Bank well in time and must have the approval of the Bank.
- iv. The Vendor shall be liable to replace the engineer immediately if the Bank is not satisfied with his/her performance.
- v. Call register (spiral)/ system based application will be maintained by the AMC team to enter all the calls received personally or on phone for support. Call sheets must indicate the Branch/office name, name of the bank's official, nature of complaint, the solution provided with time & date and the signature of the complainant.
- vi. All Engineers should be accessible through telephone/mobile phone to facilitate prompt communication; non-availability of Engineer on any particular day should be conveyed in advance to the Corporate Office Naya Raipur as well as respective Regional Office and alternative arrangements worked out.
- vii. Third Party Maintenance- AMC service to be provided by the vendors through their own engineers and not through their dealers / distributors/ stockiest /franchisees etc. (including individuals and third party firms/companies).
- viii. The Vendor / Service Engineer / Field Engineer during their initial visit to the Branches should assess the appropriate location of the CCTV cameras and advice / apprise the concerned Branch Manager / Regional Office on the same.
- ix. During the entire AMC period, it is incumbent on the vendor to provide complete and satisfactory technical support, shifting of CCTV Camera System (Full or Partial) etc. Sometimes these activities may have to be carried out during Holidays/Saturdays/Sundays, it is necessary for the engineers/technical support personnel from the vendor's side to work (along with the technical staff/operating staff from the Bank's side) on these days as well, even though these may be holidays as per their service conditions.
- x. Escalation matrix should be made available to the Bank at the beginning of contract and each time the matrix changes i.e. **Annexure-E**.



f) **Resolution Time**

i. The vendor shall correct any fault and failures in the CCTV Camera System equipment and shall repair and replace worn or defective parts of the CCTV Camera System equipment immediately. The vendor shall ensure that faults and failures intimated by CRGB must be diagnosed and repaired within stipulated timelines as below.

**Maintenance services shall be available on all working days of the Bank's Branches/Offices Monday through Saturday. The services should be available from 10:00 AM to 5:00 PM.**

ii. **Service Levels expected**

Sl No	Particulars	Resolution Time
aa)	Complete CCTV Camera System Non-Functional	<b>T + 1 Day</b>
ab)	Part equipment of CCTV Camera System Non-Functional	<b>T + 3 Days</b>

iii. **The vendor shall arrange for standby CCTV Camera System equipment/part, if they are not able to resolve the problem within the stipulated resolution period or CCTV Camera System equipment/part taken away for repairs. In any case, if the CCTV Camera System equipment/part repair is likely to take more than 24 hours, alternative spare must be arranged to make the CCTV Camera System operational so that Security System of the Branch/Office are not affected.**

iv. **A minimum uptime of 99% for all CCTV Camera System will have to be ensured at all times. The total downtime at a branch will be calculated as the period an item was not working.**

v. **Vendor shall give an undertaking that sufficient quantity of spares for CCTV Camera Systems will be kept as stock during the warranty period.**

vi. **All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.**

vii. **Annual Maintenance Contract will be comprehensive in nature.**

a) **AMC will not cover physical damage due to the following – unauthorized person does any work internally or externally on the machine/equipment.**

b) **In case of branch shifting to new premises, vendor should assist us to uninstall and reinstall all CCTV Camera Systems at new place and shifting charges will be paid as given under-**

Description of Work	Shifting Charges (Excluding GST)
Full Camera Shifting within Branch Premises or Branch Shifting	Rs. 1500.00 (Plus Cable Charges & PVC Pipe on actual consumption basis)
Cable Charges	Rs. 25 per meter (Make D-Link, CP Plus, Hikvision only)
PVC Pipe	Rs. 15 per meter

**NOTE:** Full CCTV Camera Systems shifting of the branch will be done within the district only. In case CCTV Camera Systems of the branch requires to be shifted in other district, Bank shall either arrange to shift the CCTV Camera Systems to the new location on its own or shall pay the transportation charges to the vendor on presenting the transportation invoice.

viii. **Preventive Maintenance.** The **VENDOR shall conduct Preventive Maintenance at least once in six months in consultation with the concerned Branch/Office, during AMC Period.** Preventive Maintenance will include inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the CCTV Camera System equipment, and necessary repair of the equipment, replacement of worn-out parts, checking the hardware equipment. Value additions are welcome from the Vendor.

ix. Notwithstanding the foregoing, the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance. If vendor fails to carryout preventive maintenance during six monthly, pro-rata charges may be deducted by the Bank at its own discretion.

x. All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.

xi. **Uptime Guarantee.** Vendor will have to guarantee a **minimum uptime of 99%** for all CCTV Camera Systems at all times. The total downtime at a branch will be calculated as the period an item was not working 24 hours in a day will be taken for calculation of CCTV Camera System Uptime Efficiency.

xii. CCTV Camera System AMC uptime efficiency shall be computed as under-

$$\frac{(\text{Total Time} - \text{Down Time})}{(\text{Total time})} \times 100$$

xiii. Where downtime is the time involved while any CCTV Camera System is inoperative or operates inconsistently or erratically.

g) **Penalty Provision**

i. If the CCTV Camera System is not up within the time indicated in Para 8.f.(1) above and standby provision is not provided, the following penalty rates would be applied. Subject to the maximum penalty imposed in a Quarter for one or all items based on uptime efficiency maintained during the quarter, clauses for the maximum penalty deduction are as under-

SN	Uptime efficiency maintained during the quarter	Maximum Penalty Amount
1	Uptime >= 95%	10% of Quarterly AMC Value of all items
2	Uptime >=90% < 95%	20% of Quarterly AMC Value of all items
3	Uptime < 90%	25% of Quarterly AMC Value of all items

ii. **Downtime of Complete CCTV Camera System Non-Functional**

SN	Period for delay	Penalty Amount (In Rupees)
1	T* + 1 Day	Nil
2	T* + up to 5 Day (per day)	150
3	T* + beyond 5 Day (per day)	200

\* T denotes Complaint Reporting Day

iii. **Downtime of Part Equipment of CCTV Camera System Non-Functional**

SN	Period for delay	Penalty Amount (In Rupees)
1	T* + 3 Day	Nil
2	T* + up to 7 Day (per day)	100
3	T* + beyond 7 Day (per day)	150

\* T denotes Complaint Reporting Day

iv. The downtime starts from the time of fault reporting by any means (Telephonic/Fax/Email/SMS etc.) and ends at repair / standby provision.

v. However, the down time is due to Force Majeure as stipulated in tender and the Bank is satisfied for the same, the penalty may not be applicable at the discretion of the Bank.

vi. The time of delay/default for determination of penalty will be calculated from the time of lodgment of complaint at the dedicated toll-free number/e-mail/fax provided by the AMC vendor for the purpose, or from the copy of the call sheet duly signed by the Branch officials.

vii. If the delay in repair/maintenance/up gradation is more than 3 days and the same is attributable to the vendor/his representative, the Bank may hire the services of bonafide third party to ensure continuity of Business. Charges/expenditure so incurred will be recovered from the AMC vendor. Proportionate applicable AMC

charges will also not be paid. However, Bank will intimate to the vendor of its intentions of hiring third party.

viii. Any penalty due during AMC period will be adjusted against the quarterly payments.

ix. The vendor shall also guarantee that there shall not be more than three failures of critical components of the equipment in any calendar quarter at any site. In the event of more than three failures in these critical components, the vendor shall REPLACE the defective equipment with NEW compatible equipment, acceptable to the BANK immediately.

x. In the event of repeated failures of the equipment, the vendor shall REPLACE the defective equipment with equipment on demand from the Bank.

xi. If any CCTV Camera System equipment will be declared non-repairable by the Vendor during the AMC period, Bank has rights to take second opinion from outside vendor and if found repairable then Bank will recover the 125% of the repairing cost from AMC Vendor.

**h) Posting of qualified Service Engineers and Team Leader for repair and maintenance services (Annexure-E):**

i. Qualified maintenance engineers very familiar with the CCTV Camera Systems, details provided in this Tender Document, shall perform all repairs and maintenance service described herein. The vendor shall post qualified service engineer(s) during AMC period for trouble shooting, repair and replacement of all kits or parts and spare parts and render such other support services, as may be necessary for satisfactory functioning of the CCTV Camera Systems. No charges, fees, accommodation, boarding etc. shall be paid or provided by the Bank to the service engineer or his assistants, if any.

ii. The Vendor should verify the qualification of the candidate employed by him for the Support Service of the Bank (e.g. Qualification/Experience/Other Personal information) with due diligence and also conduct Police Verification before deputing in Bank. The technical support service engineers:

aa) Should be responsible for the overall technical support of the area he is working.

ab) Should have proven expertise in rendering support services in similar capacity.

ac) Should have a minimum of 2 years experience.

**KYC and Documentary evidence in this regard will have to be produced to us before deployment of staff.**

iii. Every time a preventive or corrective maintenance is carried out, the Vendor's

engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.

iv. Vendor shall ensure that vendor's key personnel with relevant skill are always available to the Bank. Vendor should ensure the quality of methodologies for delivering the services and its adherence to quality standard.

v. The vendor shall be liable to replace resident engineer if bank is not satisfied with his/her performance.

vi. **Minimum one resident engineer per Regional Office and Corporate Office (total 11\* + 1 Corporate Office = 12) with minimum 2 year of experience, One team leader (apart from resident engineer) with minimum 5 year experiences in similar fields at Corporate Office, Naya Raipur will be required to be posted. The service engineer assigned the region/office will report the daily work performance to concerned Technical Officer / Regional Manager/ Reporting Officer at concerned Office. (\*- New Regional office Proposed at Baloda Bazaar)**

vii. All the engineers must be provided with mobile phones and should carry vendor identity card. They should be available on all working days At least one of the engineers should also be available on holidays & odd hours in case of need. In case of any engineer goes on leave or deputed to other work by vendor, he/she must be substituted by another engineer on that day.

viii. The Bank will be within its own rights to refuse permission without assigning any reason to any or all the staff of the AMC vendor from entering the Bank premises.

ix. All employees have to wear the identity cards issued by the company while on duty. In no case any unauthorized person/outsider will be sent to offices of the Bank to carry out AMC work.

x. In case of resident engineers, any shortfall in staff of AMC vendor on any working day is to be made up by substitutes. If there is any shortfall found on any day the Bank will deduct Rs. 100.00 per employee per day from the quarterly payment of the AMC vendor.

8. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR (storage media should be physically damaged by cutting/ breaking/ drilling before handover to vendor) and the parts replacing the withdrawn parts shall become the property of Bank.

9. The VENDOR's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.

10. The Bank reserves the right to shift the equipment at any location.

11. NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.

12. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment covered by the AMC or to any property of the Bank even if it is not covered by the AMC, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK.

13. **Validity of agreement:** The agreement/ SLA will be valid for a period of the AMC contract period i.e. 1 year from the date of PO. Bank reserves the right to terminate the agreement until the agreement/ SLA is executed, the terms and conditions of this bid will prevail on all participating bidders.

14. The Bank reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.

15. **Future addition/deletion of CCTV Camera Systems:**

a) The Bank would have the right to:-

i. Shift supplied CCTV Camera Systems to an alternative site of its choice.

ii. Expand the capacity/ enhance the features/ upgrade the CCTV Camera System technology supplied, either from the vendor, or another vendor, or developed-in-house.

iii. Annual Maintenance Contract in respect of CCTV Camera System under warranty/AMC period will take effect immediately after the expiry of the warranty/AMC period.

iv. Bank may decide to add or remove certain CCTV Camera System from the Comprehensive AMC at any point of time during the contract. Payment for any inclusion/deletion of CCTV Camera System during the Comprehensive AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.

b) The AMC terms would not be considered as violated if any of (a), (b), (c), (d) or (e) above takes place. Should there be a fault in the operations of the CCTV camera system, the vendor, would not unreasonably assume that the causes lie with those components / software not acquired from them.

16. **CONFIDENTIALITY**

a) The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure

to or use by third parties may be damaging or cause loss to the Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the VENDOR, the bank shall be indemnified. The VENDOR agrees to maintain the confidentiality of the Bank's information after the termination of the agreement also. **In this regard vendor has to sign Non-Disclosure Agreement (NDA) in the format provided by the Bank.**

b) The VENDOR / Bank will treat as confidential all data and information about the VENDOR/ Bank/ Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.

Place:

Date:

Seal & Signature of the bidder

**Detail of District wise Bank Locations for AMC of  
CCTV Camera System**

**Subject: For Empanelment of vendor for Comprehensive Annual Maintenance Contract (AMC) of CCTV camera system at various Branches/ Offices of CRGB**

We undertake to provide the service for maintenance of CCTV Camera System installed at various Offices/Branches/ATM locations situated in following Districts of Chhattisgarh.

SI No.	Regional Office / Corporate Office	District	No of Branches/ Offices (including RO)
1.	Ambikapur RO	Balrampur	53
		Surguja	
2.	Baikunthpur RO	Surajpur	62
		Koriya	
		Manendragarh-Chirmiri-Bharatpur	
3.	Bilaspur RO	Bilaspur	73
		Bemetara	
		Gaurella-Pendra-Marwahi	
		Mungeli	
4.	Dhamtari RO	Dhamtari	53
		Kanker	
		Gariaband	
5.	Durg RO	Durg	57
		Balod	
6.	Jagdalpur RO	Bastar	65
		Bijapur	
		Dantewada	
		Kondagaon	
		Narayanpur	
		Sukma	
7.	Korba RO	Korba	51
		Janjgir-Champa	
		Sakti	
8.	Raigarh RO	Raigarh	78
		Jashpur	
		Sarangarh-Bilaigarh	
9.	Raipur RO	Raipur	70
		Baloda Bazar	
		Mahasamund	
10.	Rajnandgaon RO	Rajnandgaon	65
		Kabirdham	
		Khairagarh-Chhuikhadan-Gandai	
		Mohla-Manpur-Chowki	
11.	Corporate Office	Raipur	

Place:

Date:

Seal &amp; Signature of the bidder



**CCTV Camera Systems – Make & Model and Quantity to be covered under AMC**

**Subject: For Comprehensive Annual Maintenance Contract (AMC) of CCTV Camera System at various Branches, ATMs / Offices of CRGB**

Technical & Functional Specifications of systems to be covered under AMC are as under:

1. DVR/ HVR/ NVR Systems of various Make (Digisol, CP Plus, Godrej, Dahua etc) & Model to be covered under AMC are as under:

SI No.	Channel	Qty
a)	4 Ch	316
b)	8 Ch	301
c)	16 Ch	15
d)	26 Ch	03
e)	64 Ch	02

Recorder type break-up to be covered under AMC are as under:

SI No.	Recorder Type	Quantity
a)	DVR	632
b)	NVR	05
	<b>Grand Total</b>	<b>637</b>

2. CCTV Cameras Make & Model to be covered under AMC are as under:

SI No.	Camera	Total
a)	CP PLUS	1558
b)	GODREJ	755
c)	DAHUA	582
d)	DAICHI	28
e)	FOCUS	16
f)	HIK VISION	8
g)	ROHS	4
h)	METHODEX	4
i)	GLARE	4
j)	SECURE EYE	4
k)	UNIARCH	24
l)	VIDEOCON	4
	<b>TOTAL</b>	<b>2991</b>

3. **TFT Monitor Make & Model to be covered under AMC are as under:-**

SI No	Make	Qty
a)	ACER	348
b)	COMPAQ	3
c)	DELL	7
d)	ENTER	15
e)	FOXIN	1
f)	HCL	43
g)	HP	11
h)	INTEL	1
i)	LG	166
j)	PHILIPS	2
k)	SAMSUNG	12
l)	SIMTRONICS	1
m)	SONY	1
n)	THINK VISION	3
o)	WIPRO	4
p)	ZENITH	1
q)	ZEBSTER	1
r)	UNIDENTIFIED	8
	Total	628

4. **Surveillance HDD Make & Model to be covered under AMC are as under:**

SI No	Hard disk Capacity	Hard disk Make	Qty.
a)	512 GB	Surveillance Hard Disk Drive Make- Seagate or WD (Western Digital)	1
b)	1 TB		6
c)	2 TB		3
d)	4 TB		560
e)	6/8 TB		43
f)	UI		11
	<b>Grand Total</b>		<b>624</b>

5. **Quantity & Compliance of systems to be covered under AMC are as under:**

SI No	ITEM	Qty. (Approx)	Compliance (Y/N)
a)	DVR/HVR/NVR Systems-4Ch,8Ch,16Ch,64Ch (Various Makes)	637	
b)	CCTV Cameras (Various Makes)	2991	
c)	Monitor(Various Make)	628	
d)	Surveillance Hard Disk	624	

***(These are indicative configuration & quantity. Actual configuration to be verified and tagged by the bidder at the locations after entering into Annual Maintenance Contract within first quarter along with submission of AMC Quarterly Bill.)***

**Please note that above mentioned quantities may be increased or decreased and payment will be made on actual basis.**

**L1 will be decided on the basis of the total amount quoted in the reverse auction.**

***Note: Bidders has to compliance that, to arrange the spare parts as required for the repairing of the different equipment from the market without any cost to Bank.***

Place:

Date:

Seal & Signature of the bidder

**Escalation Matrix and Service Engineer Details**

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

General Manager (Admin)  
 Chhattisgarh Rajya Gramin Bank  
 Plot No. 47, Sector-24  
 Atal Nagar, Nava Raipur  
 Raipur, Chhattisgarh  
 Pin - 492018

Dear Sir,

**Subject: For Empanelment of vendor for Annual Maintenance Contract (AMC) of CCTV Camera System at various Branches/ Offices of CRGB**

**Escalation Matrix:**

Escalation Level	1st Level	2nd Level	3rd Level
Employee Name			
Designation			
Contact No.			
Email ID			
Address			

**Details of Service Engineers**

Employee Name	Employee No.	Contact No.	Qualification	Experience (Years)	Specialization

Place:

Date:

Seal &amp; Signature of the bidder

**Commercial Price Breakup Schedule**

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

General Manager (Admin)  
Chhattisgarh Rajya Gramin Bank  
Plot No. 47, Sector-24  
Atal Nagar, Nava Raipur  
Raipur, Chhattisgarh  
Pin - 492018

Dear Sir,

**Subject: Commercial Price Breakup Schedule for Empanelment of vendor for Annual Maintenance Contract (AMC) of CCTV Camera System at various Branches/ Offices of CRGB**

Bid Reference Number: \_\_\_\_\_ dated: \_\_\_\_\_ for Empanelment of vendor for Annual Maintenance Contract (AMC) of CCTV Camera System at various Branches/ Offices of CRGB.

We confirm that we have quoted Rs. \_\_\_\_\_ (Price quoted on Total cost to CRGB) as our final lump sum price during the Commercial Bid through Online Reverse Auction conducted on dated \_\_\_\_\_. The price breakup for the same is as under:

Sl No.	ITEM	Tentative quantity (A)	AMC Rate(₹) per Qty. per Year (B)	Total AMC cost (₹) per year (C)
1	DVR Systems – 4 Ch (Including Surveillance Hard Disk Drive)	316		
2	DVR Systems – 8 Ch (Including Surveillance Hard Disk Drive)	301		
3	DVR Systems – 16 Ch (Including Surveillance Hard Disk Drive)	15		
4	HVR Systems – 8 Ch (Including Surveillance Hard Disk Drive)	0		
5	HVR Systems – 16 Ch (Including Surveillance Hard Disk Drive)	0		
6	NVR Systems – 4 Ch (Including Surveillance Hard Disk Drive)	0		
7	NVR Systems – 8 Ch (Including Surveillance Hard Disk Drive)	0		
8	NVR Systems – 16 Ch (Including Surveillance Hard Disk Drive)	0		
9	NVR Systems – 26 Ch (Including Surveillance Hard Disk Drive)	3		
10	NVR System – 64 Ch (Including Surveillance Hard Disk Drive)	2		
11	CCTV Camera	2991		
12	Monitor	628		
<b>Grand Total of (C) in numbers</b>				
<b>Grand Total of (C) in words</b>				

\* Including all applicable taxes but excluding GST (Payable extra on actual Basis)

We understand and note that quantity mentioned above is notional and for illustration purpose only to arrive at L-1 bidder. Actual quantity shall be as per the work order which shall be issued to empanelled vendor separately through letter/e-mail by Bank during the empanelment period.

We confirm that we have quoted price per unit exclusive of any taxes, levies, duties (if any) etc. but inclusive of all charges including charges related to freight, insurance, forwarding, packing, pickup, labour, transportation and visiting charges of representative for repair & maintenance of CCTV Camera Systems.

In case of any kind of discrepancy in commercials quoted and evaluated:-

- a) If there is a discrepancy between words and figures, the amount in words shall prevail.
- b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of bank, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail.
- c) All liability related to non-compliance of minimum wages requirement and any other law will be responsibility of the bidder.
- d) The bank shall not incur any liability to the affected bidder on account of such rejection.
- e) The bidder whose technical and commercial bid is accepted will be referred to as "Selected Bidder" and the bank will notify the same to the selected bidder.

Place:

Date:

Seal & Signature of the bidder