



सेन्ट्रल बैंक ऑफ इंडिया  
Central Bank of India

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सेन्ट्रल बैंक ऑफ इंडिया/CENTRAL BANK OF INDIA क्षेत्रीय कार्यालय/REGIONAL  
OFFICE मुजफ्फरपुर/MUZAFFARPUR पावापुरी विहार/PAWAPURI VIHAR

RO/MUZA/SECY/2022-23/09/01

06/09/2022

**CENTRAL BANK OF INDIA, MUZAFFARPUR REGIONAL OFFICE**

**Ref:-** Our office tender notice letter RO:MUZA: SECY:2022-23/08/02 dated 16 /08/2022 stand cancelled by the competent authority due to technical specification issue and invited fresh quote as per the revised specification.

**REQUEST FOR QUOTATION (RFQ) FROM VENDORS FOR RENTAL BASIS (34 BRANCHES, 2 CURRENCY CHEST AND REGIONAL OFFICE) FOR CCTV SYSTEM CENTRAL BANK OF INDIA UNDER MUZAFFARPUR REGIONAL OFFICE**

Central Bank of India invites sealed offers in Single bid system from empanelled manufacturers/ suppliers/ vendors for the installation on rental basis for CCTV system and its related accessories installed at Branches and Administrative Office of Central bank of India under the jurisdiction of Muzaffarpur Regional Office.

As part of vigilance administration, the Central Vigilance Commission (CVC) has been promoting integrity, transparency, equity and competitiveness in Government / PSU transactions. It has, therefore, become imperative for PSBs, Insurance Companies and Financial Institutions also to now adopt Integrity Pact. The Integrity Pact (IP) envisages a panel of Independent External Monitors (IEMs) recommended by the Bank to be approved by CVC. After following the laid down norms, our Bank has appointed Dr Kishore Kumar Sansi, mail ID [kishorekumarsansi1@gmail.com](mailto:kishorekumarsansi1@gmail.com), as IEM. The task of IEM shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under the pact. The IEM shall not be subject to instructions by the parties and perform their functions neutrally and independently. All the parties accept that the IEMs have the right to access all the documents relating to the project / procurement, including minutes of the meetings.

**1. OBJECTIVE & REQUIREMENT**

Bank intends to select a vendor for the installation of CCTV System on rental basis and related accessories installed at Branches and Administrative Office of Central bank of India under the Muzaffarpur Regional Office. The supply of New CCTV System with accessories on Rental requirement at Branches will be on need basis and order will be placed / made by the Muzaffarpur Regional Office.

RFP can be downloaded from the Bank's website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in). However, for RFP downloaded from website the Pay Order/ Demand Draft will have to be submitted along with the BID.

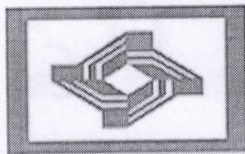
Date of commencement of issue of RFP	06/09/2022
Last date/ time for submission of RFP	27/09/2022 by 1500 Hrs.
Date of opening of the bids	27/09/2022 at 1530 Hrs.
Earnest Money Deposit (Bid security)	Nil
Validity of RFQ	90 Days
Fee for RFP documents (non - refundable)	Rs 200/- (Rs Two Hundred only)

**Note:** - MSME Certificate holders are exempted for RFP Fee & EMD, but should enclose certified true copies of relevant certificates.

**2. SCOPE OF WORK**

The scope of work would include the following:-





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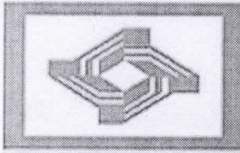
- Providing the CCTV system as per the requirement of branches on rental basis.
- Old/existing CCTV system is to be taken on buyback basis.
- Installation and commissioning of CCTV System and related accessories at new branches and also shifting of existing CCTV system with accessories from Branches in case of merger / closure. Order for such new installation and shifting will be placed / made by the respective Regional Office on need and case to case basis.
- Extraction of footage as and when demanded.
- Quarterly visit of technician and report submission to the respective regional office as well as in branch.

*Interested participants may conduct an initial Survey of some of our Branches (after taking approval from the Regional Office) to assess the current state. The firm has to conduct the survey at their own cost. Bank will not pay anything in this regards.*

### 3. TERMS & CONDITIONS

- The Quotation shall be in the prescribed format only as given below and on the letter head of the party in a sealed cover super scribing "**Quotations for Installation of CCTV on rental basis for Branches under Muzaffarpur Regional Office**" and shall be submitted to the Muzaffarpur Regional Office, on or before due date i.e. 27/09/2022 at 1500 Hrs.
- The tender shall be valid for a period of not less than 90 days after the date of opening of Tender.
- The rates shall have to be quoted only in the prescribed format.
- The rental period will for a period of 05 years (five years) from the date of work order.
- A service level agreement shall be entered with the successful bidder.
- The Bank has got the right to accept or reject one or all the quotations without assigning any reasons.
- The Bank is not responsible for any delay in receipt of quotation sent by post/courier. The parties can submit the quotation at the above mentioned address on or before the due date and obtain the acknowledgement.
- The payment for the Rental charges will be on quarterly basis by Regional Office after submission of satisfactory and timely repairs / supply and installation of CCTV System and its accessories as per specifications with duly vetted report from concerned Branch Manager. The order for any new installation will be placed / made by the Regional Office. All payments will be made through NEFT/online transfer.
- No advance payment shall be made. The payment after the applicable deductions shall be made by online transfer mode only.
- The Company must depute their technicians to attend, any complaint with in specified time, to the concerned Branch / Administrative Office on receiving the information in writing or over the phone. The defects reported from any local Branch / Administrative Office will be attended to and repaired within 48 hours.
- The Company has to depute their technician to make four mandatory quarterly visits to all the Branches / Administrative Offices. A quarterly summery of the visit showing the type of CCTV and its accessories installed and no. of days recording at the Branches and their working status along with the duly signed visit report by the respective Branch Managers / Administrative Office-in-charges are to be submitted to the Security Department positively.
- At the time of installation / maintenance visit the Company representative will give demonstration of operation / use of the CCTV System and its accessories. The company should depute technicians who are competent and capable to maintain / repair the CCTV





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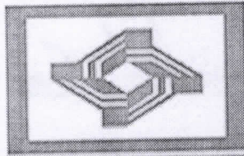
System and its accessories. They should also be equipped with adequate spare parts and tools to carry out repairs at the Branch / Administrative Office at the time of visit.

- **The Bank reserve the right to terminate / modify the contract partly or fully, anytime without assigning any reason whatsoever. The Bank also reserves the right to deduct / forfeit any amount as deemed fit, payable for the installation / maintenance in case the required standards / specification of repairs / maintenance and installations are not kept / maintained and time schedule as laid down is not adhered to by the Company.**
- Any new installation of CCTV and Accessories at any Branch / Administrative Office, whenever ordered, will be installed by the Company within 10 days from the receipt of confirmed order, from the Regional Office. Any delay in this will call for cancellation of order and penalty as decided by the Bank.
- The copy of the invoice along with the original installation certificate duly signed by the Branch Manager has to be submitted with the Regional Office (BSD/ Security Department) for the office record.
- In case of the defects not being attended to on time, Bank reserves the right to carry out the work through any other agency / agencies and such expenditure will be recovered from the vendor in due course of time.
- No advance shall be paid. Payment shall be done on completion of work. The bill shall be paid only on completion of the work to the satisfaction of Bank.
- The storing of material shall be the vendor's responsibility at his cost.
- The vendor shall be responsible and liable for compliance of all applicable labour laws including Workmen's Compensation Act, Contract Labour, Shops & Establishment, Policy of Insurance, Fire insurance. At no time shall you claim the above from the Bank.
- The vendor shall take care that the work is carried out without causing damage to the premises, electrical cables, etc. Any damage caused shall be rectified by the vendor at his own cost.
- The vendor shall vouch for safe, bonafied conduct and fidelity of the staff employed by him. Any damages caused willfully or in negligence to the work executed by him or other agencies shall be borne by him.
- Watch and ward in respect of all materials / equipment at the site for use in work shall be the vendor's responsibility.
- The vendor has to keep the upkeep time of 99% and provide a suitable mechanism for lodging and monitoring of complaint. An escalation matrix shall form part of the SLA.
- Any other conditions stipulated at the time of the placing the Orders have to be complied with.
- In the event of any dispute the sole arbitrator will be appointed by the consent of both the parties.
- **The vendor participating in the tender process should have their operational office in Bihar state and should have been working in Bank for at least 03 year. A proof regarding the same must be submitted along the financial bid in separate envelope.**

#### 4. SPECIFICATIONS/ REQUIREMENT FOR THE CCTV SYSTEM

- All the vital areas of the branch i.e Entrance, Customer Lobby, Cash Counters, Strong Room, Locker Room, Parking Area, BM Cabin, ATM room etc has to be covered.
- The available cameras to be positioned in such a manner that blind spots in the branch are nullified.
- The recording has to be motion based and minimum 180 days recording need to be maintained in the branches providing Safe deposit lockers facility and other branches should have minimum 90 days recording .





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- The DVR should be suitably hidden so that it is not easily sighted and is not tampered with. It should have CMS port for future connectivity and capability to integrate with the existing Alarm System.
- Cabling should be of ISI standard, inside conduits pipe
- The CCTV unit should be able to operate equally well on AC and DC mode.
- The CCTV should have uninterrupted UPS power supply.

#### 5. OTHER TERMS & CONDITIONS

The offer should be submitted in a sealed cover super scribing on the envelop "Quotations for rental basis CCTV system with all related accessories at Branches under Muzaffarpur Regional Office" The price bids should be unconditional and submitted as per Annexure-I (No change is permitted in the format). The offer should be submitted to the Regional Manager, at Muzaffarpur Regional Office, on or before due date i.e. 27/09/2022 at 1500 Hrs. The Offer should be complete in all respects and contain all information asked for in this document.

**Note: The RFQ documents should be submitted in original, duly signed and stamped at each page. Fax/ telegram/telex will not be acceptable.**

#### 6. PROCESS

*Interested participants may conduct an initial Survey of some of our Branches (after taking approval from the Regional Office) to assess the current state. Subsequently, the firms are required to submit the Offers.*

Order will be placed to the suppliers/vendors/manufacturers finally selected for supply, installation and maintenance of CCTV System installed at Branches under Muzaffarpur Regional Office. **The bank reserves the right of placement of order over a period of three months from the date of finalization of the vendor.**

#### 7. OPENING OF OFFERS

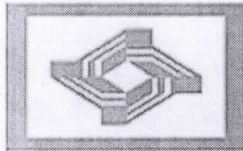
The tender will be opened at **1530 Hrs. on 27.09.2022**. The bidders/ their representatives may be present at the time of opening of the Offers. No separate intimation will be sent in this regard to the suppliers for deputing their representatives. The offers will be opened at the time and date stipulated above irrespective of the number of offers/ bidders or their representatives present.

**8. RENTAL CONTRACT:-** Bank decide to install the CCTV system on rental basis as per the requirement of branches, the supplier needs to install the same within 10 days of order issued. The rental charges shall be paid on quarterly basis by the respective Regional Office post submission of quarterly inspection report duly signed by the concerned Branch Managers/Staff. All the defect/repair/replacement shall be under the purview of the supplier. The supplier should ensure quality power supply being fed to the CCTV system and any claim arising due to faulty power supply shall not be entertained. The devices should have surge protection installed to safeguard from any such failure. The Bank shall not pay any amount over and above the agreed price for rental value and supplier should provide a complete functional CCTV system to the branches.

#### 9. PENALTY CLAUSE

The vendor shall have to resolve the issue within 02 working day of raising the service request (excluding Sundays and three National Holidays). Penalty will be charged Rs 100/- per day of delay after 24 hours. However, if problem remains unresolved after one week, the Bank reserves the right to cancel the order / contract. **Due to faulty System, if bank suffers any loss / penalty imposed by**





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the Regulator / Central Office, vendor shall be responsible for the same and bank has right to recover the same from the service provider.

#### 10. PAYMENTS

Payment shall be released by the Regional Office on submission of report duly authenticated by the concerned Branch Manager/Staff. No penalty or interest etc. shall be payable by the Bank for any overdue charges. The full payment shall be made post acceptance of the system only. Payment for new wiring will be paid by the concerned branch on actual basis. Rates of cable/wire will be approved by RO.

#### 11. SELECTION CRITERIA

The contract will be awarded to the participant whose rates will be the lowest.

#### 12. INDEMNITY

The selected agency/ organization shall indemnify and hold the Bank harmless from & against any & all claims, liability, loss, demands, damages, actions, costs and charges including legal expenses & counsel fees suffered or ascertained by the Bank or any third party dues for the Acts or omission on the part of vendor in operating, maintaining, monitoring the equipment, to which the Bank may become subject to or which it may have to pay or be held liable there for reason of any injury to persons, reputation or property suffered or sustained by any agency or employee of the Bank or arising out of negligence or omission of the selected agency/ organization.

#### 13. THIRD-PARTY INFRINGEMENT CLAIMS

Supplier will defend at its expense or settle any third-party claim against Customer or its Affiliates alleging that Products, Services or Deliverables provided under this Agreement infringe intellectual property rights in the country where they were sold. Supplier will pay infringement claim defense cost, Supplier-negotiated settlement amounts, and damages finally awarded by the court. Supplier has no obligation for any claim of infringement arising from, and Customer will indemnify Supplier against any third-party claim arising from: (i) Supplier's compliance with Customer or third-party designs, specifications, instructions, or technical information; (ii) modifications made by any party other than Supplier; (iii) Customer's non-compliance with applicable Documentation (iv) Use of Products, Services or Deliverables for purposes not contemplated by this Agreement or applicable Documentation (including distribution to third parties); (v) Customer use or combination of Products, Services or Deliverables with products, software, or services that are not provided by Supplier; or (vi) a Product, Service, or Deliverable that is not at the most current release level if the most current release level is non-infringing.

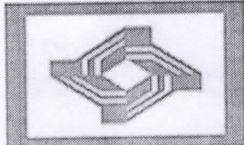
#### 14. LIMITATION OF LIABILITY

The Bank shall not be liable for any special or consequential damages that results from the use of, or the inability to use the materials on the site or the performance of the products. Applicable law may not allow the limitation or exclusion of liability or incidental or consequential damages so the above limitation or exclusion may not apply to you.

#### 15. FORCE MAJEURE

- Any failure or delay by bidder or Bank in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination. If Force Majeure situation arises the Vendor shall promptly notify Bank





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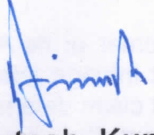
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in writing of such conditions and the cause thereof. Unless otherwise agreed by bank in writing, the Vendor shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

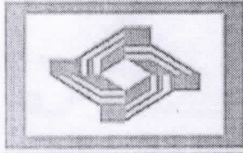
**Governing Law and Disputes (Applicable in case of successful bidder only)**

- All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (Central Bank of India or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Patna.
- The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Arbitration proceeding shall be held at Patna, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

  
(Ashutosh Kumar Singh)  
Chief Manager

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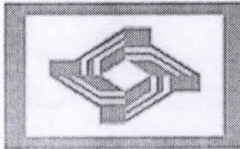
Annexure -I

SUPPLY, INSTALLATION ON RENTAL FOR CCTV SYSTEM WITH  
ACCESSORIES AT BRANCHES UNDER MUZAFFARPUR REGION

EQUIPMENT (Table-1)

Sr No	Item description	Make & Model	Unit	Qty	Rental charges per Month in Rs.
1	<p>'8' Channel 2 SATA DVR with CMS port - CMS compatible and 8 TB HDD Synchronous play back at 1080 resolution.</p> <p>Upto 2/ 5 Mega Pixel IR Camera – 05, 6MM Lens Verifocal bullet Cameras – 01, 02 IP camera with 07 days onboard recording with parallel recording for 180 days in DVR for SDL branches)</p> <p>18.9 "/22: LED Full HD Display</p> <p>10 Amp 12 Volt Camera Power Supply Surveillance HDD (Make – Seagate) New Hard Disk with Serial No. is to be provided to RO</p> <p>(All cameras should be 2/5 Megapixel. Preference will be given for 5 Megapixel cameras)</p> <p>All accessories including DVR Rack and Wall Mounting</p>	<p>Hikvision/Dauha</p> <p>Hikvision/Dauha</p> <p>L.G, Samsung, HP, Sony</p>	Nos	1	
2	<p>'16' Channel 2 SATA DVR with CMS port - CMS compatible. Synchronous play back at 1080 resolution.</p> <p>Upto 2/ 5 MegaPixel IR Camera – 12, 6MM Lens Verifocal Bullet Cameras -02 , 02 IP cameras with seven days onboard recording with parallel recording for 180 days in DVR for SDL branches 18.9 "/22: LED Full HD Display</p>	<p>Hikvision/Dauha</p> <p>Hikvision/Dauha</p> <p>Samsung</p> <p>Sony, LG, HP,</p>	Nos	1	





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	10 Amp 12 Volt Camera Power Supply				
	Surveillance HDD (Make – Seagate) New Hard Disk with Serial No. is to be provided to RO				
	(All cameras should be 2/5 Mega Pixel, Preference will be given for 5 Megapixel cameras)				
	All accessories including DVR Rack and wall mounting				
3	Cost of 4 channel CCTV with all accessories				
	Installation Charge per branch for 08 channel CCTV				
4	Installation Charge per branch for 16 Channel CCTV				
5	Cost of 2 TB HDD in case Required	Seagate/WD		1	
6	Cost of 4 TB HDD in case Required	Seagate/WD		1	
7	Cost of 8 TB HDD in case Required	Seagate/WD		1	
8	Buy Back of existing '8' Ch DVR (Full Set)		Nos	1	Less
9	Buy Back of Existing '4' Channel (Full Set)		Nos	1	Less
10	Cabling with RG 6 video cable and Power cable in PVC conduit.		Mtrs	Per Mtr.	
11	CCTV Monitor should be Wall mount in front of Branch Manager	Wall mounting and DVR rack installation will be included in rental basis and no extra cost will be paid by the bank for this.			
12	DVR should be kept inside the rack with locking arrangement				

\* Payment for cabling will be done by the branch purely on actual measurement of the cable.

  
(Ashutosh Kumar Singh)  
Chief Manager

Signature of the Service Provider