

**The Kangra Central Cooperative Bank Ltd
Dharamshala (HP) - 176 215**



Website: <https://www.kccb.in> , Email: it@kccb.in
Telephone No.: 01892- 222269,223237 Ext. 301,328

**Tender for Empanelment of Vendors for Maintenance
of CCTV Cameras/Surveillance System
(As amended after the Pre- Bid meeting dated 20-11-2021)**

Ref. No.	:	KCCB/CCTV/2021/1
Last Date of Bid Submission	:	09.02.2022 upto 01:00 PM
Bid Opening Date	:	09.02.2022, 03:00 PM

Tender document may be downloaded from KCCB websites:
<https://www.kccb.in>

**Note: For subsequent updates/amendments/corrigendum etc., please visit
above website regularly.**

Tender Fee: Rs. 5000 (Rupees Five Thousand only)

January, 2022

General Instructions

1. Tenders in Two Bid format (Technical & Financial) are invited by **The Managing Director, The Kangra Central Co-operative Bank Ltd Head Office, Sehkar Jyoti Bhawan, Civil Lines, College Road, Dharamshala (HP) - 176215** from interested parties.
2. Bids shall be addressed to **The Managing Director, The Kangra Central Co-operative Bank Ltd Head Office, Sehkar Jyoti Bhawan, Civil Lines, College Road, Dharamshala (HP) – 176215**.
3. The sealed quotations should reach at the address given above, latest by 09-02-2022 upto 1:00 PM and it will be opened on the 09-02-2022 at 3:00 PM in the Conference Hall at Head Office of the Bank at Dharamshala in the presence of the bidder(s) or their authorized representative(s), who wish to be present at the scheduled date and time.
4. The Bid should be submitted in Seven separate sealed covers for this tender.
 - a. Bid Covering Letter, Cost of RFP Document and EMD.
 - b. Technical Bid.
 - c. 1st Copy of Technical Bid.
 - d. 2nd Copy of Technical Bid.
 - e. Commercial Bid.
 - f. 1st Copy of Commercial Bid.
 - g. 2nd Copy of Commercial Bid.

Please note that Rates should not be indicated in the Technical Bid.

5. All the above covers prepared and sealed and are to be kept in a single sealed cover super-scribed with Bid reference number, date of submission and the words “Proposal for Empanelment of Vendors for Maintenance of CCTV Cameras/Surveillance System”, due on 1:00 PM on 09-02-2022 NOT TO BE OPENED BEFORE TIME”.
6. The cover thus prepared should also indicate clearly the name and address of the Bidder, to enable the Bid to be returned unopened in case it is received after the specified date and time.
7. The Bidder shall deposit Rs. 5000/-(Five Thousand Only) in the form of Demand Draft in favour of “The Managing Director, Kangra Central Cooperative Bank Limited, Dharamshala (HP)” payable at Dharamshala.
8. The bidder shall pay the respective amount of Bid Security (EMD) Rs. 2,00,000/-(Rupees Two Lacs only) by way of Fixed Deposit/bank guarantee in favour of “The Managing Director, Kangra Central Cooperative Bank Limited, Dharamshala (HP)” drawn on any Nationalized Bank/Scheduled Bank and payable at Dharamshala and must be valid for (6) six month. Bids received without tender fees and Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc. at any stage.
9. All the pages of bid being submitted must be serially numbered by the bidder irrespective of nature of content of the documents. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
10. Any future clarification by the Bank and/or corrigendum(s) shall be communicated through Bank website <https://www.kccb.in>. The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only those bids, taking care of such corrigendum(s) shall be considered for finalization of the tender.
11. Bidder should necessarily enclose a Check list of documents enclosed with proper page numbering along with letter of bid (Section-1).

12. The pre-bid meeting shall be held as per the schedule given on title page of this document in the Conference Hall of The Kangra Central Cooperative Bank Limited, Dharamshala (HP). The pre-bid meeting may also be joined in the online mode through the link to be provided on the KCCB website. All firms' representatives who attend the pre-bid meeting, shall produce an authorization letter from their firm on the firm's letter head. Pre-Bid queries/clarifications alongwith authorization letter preferably be sent in writing via email at it@kccb.in prior two days before the schedule date of pre-bid meeting so as to examine the queries thoroughly and address the bidders accordingly. Hard copy duly signed may be submitted on the day of pre-bid meeting. Decision of the pre-bid meeting and the revised Tender Document shall be uploaded on the given websites.
13. All the duly filled/completed pages of the tender should be given serial/page number on each page and signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney (in case of partnership firm)/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions. Tender with unsigned pages/incomplete/partial/part of tender if submitted will be rejected out rightly.
14. The competent authority of The Kangra Central Cooperative Bank Limited, Dharamshala (HP) reserves all rights to accept or reject any/all tender(s) without assigning any reason. It can also impose/relax any administrative term and condition/specifications of the tender enquiry after due discussion in pre-bid conference. This will be communicated and shown over the website.
15. No representation will be considered after pre-bid meeting and bidders may ensure their queries only in pre-bid meeting. The Kangra Central Cooperative Bank Limited, Dharamshala (HP) also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

s/d

The Managing Director,
The Kangra Central Co-operative Bank Ltd
Head Office Dharamshala (HP) - 176215

SECTION-1

TECHNICAL BID SUBMISSION FORMS

Bid Submission Form
(To be printed on Bidder's letterhead)

Ref. No.....

Dated:

To
The Managing Director
The Kangra Central Cooperative Bank Limited
Dharamshala. H.P.
176 215.

Ref. No RFP Notice Number KCCB/CCTV/2021/1: Empanelment of vendors for Maintenance of CCTV Cameras/Surveillance System.

Dear Sir,

We the undersigned, declare and affirm that:

1. We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the Bidding Documents to undertake Annual Maintenance Contract (AMC) for Maintenance of CCTV Cameras/Surveillance System of The Kangra Central Co-operative Bank Ltd Dharamshala (HP) - 176215.
3. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is acceptable only when we commit to submit a performance security in accordance with the instructions given in the Bidding Document.
5. We also declare that Government of H.P. or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We have not been convicted in any case related for providing Annual Maintenance Contract or in any other case/tender by any department.
7. We also accept all the terms & conditions of this bidding document and undertake to abide by them including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.
8. The requisite documents as mentioned in the Tender are enclosed herewith.

Yours sincerely,

Authorized Signatory

(Authorized person shall attached a copy of Authorization for signing on behalf of the company)

Full Name and Designation

SECTION-2

INSTRUCTIONS TO THE BIDDERS

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

- i. For the Bidding/Tender Document Purposes, "The Managing Director, The Kangra Central Co-operative Bank Ltd, Head Office Dharamshala (HP) – 176215" shall be referred to as "Client" and the Bidder/Successful Bidder shall be referred to as "Contractor"/Tenderer and/or Bidder or interchangeably.
- ii. While all efforts have been made to avoid errors in the drafting of the Tender Document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the Tender Document shall be entertained.
- iii. Each page of the Tender Document must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. **NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.**
- iv. The bidder shall attach the copy of the authorization letter/power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- v. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are **liable to be rejected**.
- vi. The Bidding firm should be duly registered with the authorities as specified in para 2.1 below.
- vii. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to The Managing Director, The Kangra Central Co-operative Bank Ltd, Head Office Dharamshala (HP) - 176215. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

2. MINIMUM ELIGIBILITY CRITERIA FOR SELECTION OF VENDOR TECHNICALLY

A three-stage process, as explained hereinafter, will be adopted for evaluation of Bids. No correspondence will be entertained outside the process of evaluation with the Committee

2.1 PRE-QUALIFICATION AND TECHNICAL ELIGIBILITY CRITERIA

The bidders will be assessed and shortlisted as per the criteria defined in the Tender. The bidders who qualify pre-qualification and technical shall be eligible for financial evaluation only. Non-conforming Bids will be rejected and will not be considered for further processing. A pre-qualification criterion is as below:

S.N.	Basic Requirement	Specific Requirements	Documents Required
i	Legal Entity	a. Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008. or Bidder should be Proprietorship Firms fulfill all other eligibility criteria	Certificate of Incorporation
		b. Should have been in operation for last five years as on 31 st August, 2021.	Authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA).
		c. The bidder should have PAN and GST numbers.	Copies of relevant certificates.
ii	Relevant Business Continuity	The Bidder should be in the business of Surveillance system Services/AMC for at least 5 years as of 31 st August, 2021.	Memorandum and Articles of Association or Copy of Work orders confirming dates and area of activities only.
iii	Total Turnover	Average Annual Sales Turnover of the firm should be at least Rupees Two Crores (Rs. 2.0 Cr.) for ICT/CCTV Cameras/Surveillance system during the last three (3) financial years as on 31 st March, 2021.	Authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover from AMC.
iv	Turnover from AMC	Average Annual Sales Turnover should be Rupees Thirty Lacs (Rs. 30 Lacs) or more generated from services related to AMC during the last three (3) financial years as of 31 st March, 2021.	Authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover from AMC.
v	Certifications	The Bidder should be a ISO 9000 certified organization	Copy of relevant certification and the same must be valid on the date of submission of bid.
vi	Relevant Experience in AMC	The bidder should have maintained minimum 1 project related to CCTV Cameras/Surveillance system domain in banking/Government/PSU organization during last three years as on date of submission of bid.	Projects considered in this criterion would be based on the Purchase Order/LOI/Contract / Work order or Client Certificate issued to the responding bidder. In absence of the supporting documents, the bidder shall not be considered for further consideration and evaluation.

vii	Blacklisting	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices. And should not be blacklisted by any State Govt. / Central Govt./ PSU for any reason.	Self-certified undertaking
viii	OEM Authorization	The bidder must attach Manufactures Authorization certificate from major OEM's for providing Comprehensive Maintenance support and services of the equipment's covered under this Tender.	Manufacturer authorization certificate

3. EARNEST MONEY DEPOSIT

- i. This bids should be accompanied by an Earnest Money Deposit of **Rs. 2,000,00/- (Rupees Two Lacs only)** in the form of Bank Guarantee/Fixed Deposit of any nationalized bank. The validity of the Bank Guarantee/Fixed Deposit must be up to 6 (six) months starting from the last date of submission of the bids. The Bank Guarantee/Fixed Deposit shall be in favour of The Managing Director, The Kangra Central Co-operative Bank Ltd Head Office.
- ii. No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- iii. Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited.
- iv. No claim shall lie against the KCCB in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- v. The bid security may be forfeited:
 - A. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - B. In case of successful bidder, if the bidder
 - (a) Fails to sign the contract in accordance with the terms of the tender document
 - (b) Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client.
 - (c) Fails or refuses to honor its quoted prices for the services or part thereof.

4. VALIDITY OF BIDS

- i. Bids shall remain valid and open for acceptance for a period of **180 days** from the last date of submission of Bids.
- ii. In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

5. SUBMISSION OF BIDS

Technical Bid: Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, Valid EMD of requisite amount and cost of tender document.)

Documents comprising the Bid:

- a. Bid Covering Letter duly signed and printed on Company's letterhead (Section-1).
- b. Complete tender document Signed and Stamped on each page.
- c. Contact Details Form, duly filled and signed
- d. Financial Capacity form – filled in signed and stamped
- e. Earnest Money Deposit of Rs. 2,00,000/- (Rupees Two Lacs only).
- f. Cost of Tender document Rs. 5,000/- (Rupees Five Thousands only).
- g. All supporting document in proof of having fully adhered to minimum eligibility criteria as referred in Section-2.

The Bidders shall submit required documents, information required as per tender document. It shall contain all requisite documents, certificates etc. as specified in the tender document duly filled in and signed. The documents should be clear and legible

Commercial Bid: It shall contain commercial bid/BoQ. The financial bid/BOQ will be opened only of those Bidders who qualify the criteria given in Clause 1, 2 and 3 of Section-2 given above. Date & Time for opening of Financial Bid/Price Bid/BOQ shall be published on the aforesaid website after technical evaluation. It may be noted that the Gross Price of AMC charges for all the three years taken together shall be clubbed for the purposes of arriving at the L1 Bidder(s).

6 BID OPENING PROCEDURE

- i. The Technical Bids shall be opened as per opening date & time notified in the Tender Notice in the office of the undersigned by the Committee authorized by the competent authority in the presence of such bidders who may wish to be present or their authorized representatives.
- ii. The financial bids of only those bidders whose Technical Bids are qualified, shall be opened by the Committee authorized for the purpose. The date and time of opening of the financial bids shall be intimated to the technically qualified bidders through their email.
- iii. A letter of authorization shall be submitted by the Bidder's representative before opening of the Bids.
- iv. Absence of bidder or their representative shall not impair the legality of the opening procedure.
- v. The receipt of the Original hard copy of the EMD and Tender Fee in the requisite format and before the specified date and time shall be condition precedent for the opening of the technical bids. Bids shall be declared as Valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD/Tender Fee, by the Tender Opening Committee. Further, Opening and evaluation shall be done only in the case of valid bids. In the absence of EMD and tender fee in the required form and by the due date and time the technical bids shall not be considered.
- vi. The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, time and venue remaining unaltered.

7. CLARIFICATION ON TECHNICAL BID EVALUATION

- i. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing.

- ii. If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.
- iii. Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per Clause 2.1.

8. RIGHT OF ACCEPTANCE

- i. The Managing Director, The Kangra Central Co-operative Bank Ltd, Head Office Dharamshala (HP) – 176215 reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority in this regard shall be final and binding.
- ii. Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- iii. The competent authority reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the bidders.
- iv. In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, The Kangra Central Co-operative Bank Ltd, Head Office Dharamshala (HP) - 176215 reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
- v. The Kangra Central Co-operative Bank Ltd Head Office Dharamshala (HP) - 176215 may terminate the Contract if it is found that the Contractor is black listed on previous occasions by any of the Government Departments /Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

9. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

- i. After ascertaining the successful bidder in accordance with the pre-qualification and technical eligibility criterion given in the tender, the client shall issue a Letter of Acceptance (LoA) to the firm in duplicate, who will return one copy to the client duly acknowledged, accepted and signed by the authorized signatory, within **Seven (7) days** of receipt of the same by him.
- ii. The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.
- iii. The time taken between the date of issue of LoA and Notice to Proceed shall not prevent the contractor to mobilize the man power.

10. RETURNING OF EARNEST MONEY DEPOSIT (BID SECURITY AMOUNT)

- i. The Earnest Money Deposit of the unsuccessful bidders in the **Technical Bid evaluation stage** shall be returned within thirty (30) days after opening of the eligible financial Bids.
- ii. The Earnest money Deposit of the unsuccessful bidders in the **Financial Bid evaluation stage** shall be returned within fifteen (15) days, on award of contract to the Successful bidder.

SECTION-3

GENERAL CONDITIONS OF CONTRACT

3.1 GENERAL CONDITIONS

- i. Minimum validity of the Proposal must be 180 days from the date of its opening.
- ii. The Bank reserves the right, not an obligation, to carry out the capability assessment of the Bidder(s) and pre dispatch inspections at the cost of the Bidder. This right inter alia includes seeking technical demonstrations, presentations and live site visits.
- iii. The Bank reserves its absolute right to seek any clarifications from the respective Bidder(s).
- iv. The Bank will neither provide nor shall pay any charges for boarding, lodging and transportation facilities for the Bidder(s) or their Representative.
- v. The products/services offered should strictly conform to the specifications given in the product literature. The models proposed /marked for withdrawal from the market or models under quality testing should not be offered.
- vi. Equipment offered should be capable of being fully integrated with the existing system of the Bank immediately on installation.
- vii. The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of the Bank shall be final, conclusive and binding on the Bidder(s).
- viii. It is implicit that the Bidder has guaranteed that all the equipment supplied are original & new including all its components and as per the technical specifications. All the hardware and software supplied is licensed and legally obtained in the name of the Bank.

3.2 PURCHASER'S RIGHT TO REJECT ANY / ALL BIDS

- i. The Bank reserves the right to accept or reject any bid partially or fully or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, thereby incurring no liability to the affected Bidder(s). The bank is under no obligation to inform the affected Bidder(s) of the ground for its action.
- ii. The Bank reserves the right to accept or reject any technology proposed by the Bidder(s).
- iii. The Bank reserves the right to re-issue the Request for Proposal or any part thereof without assigning any reason whatsoever, at the sole discretion of the bank.
- iv. The Bank reserves the right to issue Purchase Order in phases or to alter the quantities specified in the offer. The bank also reserves the right to delete one or more items from the list of items specified in offer.
- v. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder(s).

3.3 BID REJECTION CRITERIA

The bid(s) will be rejected in case of any one or more of the following conditions:

- i. Bids which are not substantially responsive to the Request for Proposal Document.
- ii. Bids not made in compliance with the procedure mentioned in this document or not substantively responsive.
- iii. Failure on part of the Bidder to provide appropriate information as required in the bid proposal or any additional information as requested by the bank, including any supporting document.
- iv. Incomplete or conditional bids or bids that do not fulfill all or any of the conditions as specified in this document.
- v. Bids without earnest money deposit.
- vi. The submission of more than one bid under different names by one Bidder. If the same is found at any stage, all the bids by that bidder will be rejected.

- vii. Material inconsistencies in the information submitted.
- viii. Misrepresentations in the bid proposal or any supporting documentation.
- ix. Bid proposal received after the last date and time specified in this document.
- x. Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and unsigned corrections in the bids.
- xi. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.

3.4 BID EVALUATION PROCESS

- i. The Bidder must meet all the eligibility criteria and requirement as mentioned in Section-2.
- ii. The Technical Bids of all the Bidders who meet the eligibility criteria shall be evaluated further for compliance of offers/scope of work and other such parameters as may be needed. The decision of the bank in this matter shall be final conclusive and binding.
- iii. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through email or any other mode of communication. Such information has to be supplied within the time frame as provided by Evaluation Committee, otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the bid is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the bid. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee. The bidders shall also assist the committee in getting relevant information from the bidders' references.
- iv. The Commercial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Commercial bids of only those bidders would be opened who qualify the pre-qualification and technical evaluation.
- v. The proposal with lowest Commercial Bid will be designated as L1.
- vi. The Bank may opt to empanel more than one vendor, at L1 price, if agreed upon by bidders.

3.5 RESPONSIBILITIES OF THE BIDDER(S)

- i. The Bidder(s) shall provide requisite AMC and technical support for Maintenance of CCTV Cameras/Surveillance System and shall also ensure smooth operation and maintenance of CCTV Cameras/Surveillance System of KCCB as asked in the Tender. Therefore, the rates must include all the charges e.g. spare, OEM support, repair & maintenance, manpower deployment, handling, packing, forwarding, insurance, freight, commissioning, demonstration, etc. if any.
- ii. They vendor is required to run, operate, install, troubleshoot, configure and commission the CCTV Cameras/Surveillance System of the Bank as per the agreed upon SLA.
- iii. They shall install, implement, configure and commission the software as per the requirements specified in this document.
- iv. The Bidder(s) shall maintain the infrastructure provided by the bank for the implementation and operation of the project and allied services flawlessly.
- v. Bidder shall be responsible for the discipline and conduct of the staff deployed. The staff deployed by the Bidder shall be the responsibility of the Bidder at all times and it is expressly understood that such staff shall be the employees of the Bidder. KCCB should not be held responsible for any default and obligation at any time.

3.6 RESPONSIBILITIES OF THE BANK

The bank shall provide necessary environment to the staff deputed by the service provider to perform the operation and maintenance of CCTV Cameras/Surveillance System equipment and components, etc. Beside this, the bank may ask any of the staff of the vendor to perform and carry out any or all the activities or works as warranted under the contract agreement or tender.

3.7 SCHEDULE OF PAYMENT

- i. Payment for providing AMC and operation shall be made on postpaid Quarterly basis after submission of invoices.
- ii. Quarterly payment for any additional item during the contract period shall be calculated on the basis of total remaining quarters of the contract from the date of such addition. Price of any such additional item shall be calculated as per quoted price on pro-rata basis.
- iii. Service provider will submit the invoice along with supporting documents/proofs.
- iv. The KCCB will release the payment within 30 days of submission of Invoice subject to necessary approval of invoice by the bank and only after proper verification of the Bill raised by the firm requesting the due payment.
- v. The KCCB may ask Service provider to provide the supporting documents in order to verify the invoice and make payments. The satisfactory report based on the work done and services rendered by the firm during AMC and contract engagement can also be sought by the bank.
- vi. Payment shall be made through RTGS/NEFT mode after statutory deductions of applicable taxes and deduction of penalties as calculated against the non-performance and not providing the desired services to the client.
- vii. Payment will be released after submission of Asset Report, MIS Report, and Preventive Maintenance Report. Any other report as asked by KCCB and Invoice after completion of every quarter.
- viii. Any failure to perform the services as stipulated in the contract will attract non-performance charges as mentioned in the Tender and such non-performance charges for the quarter will be deducted from the bill amount before making payment for the next quarter. The payment for the last quarter of the year will be made at the end of the quarter and all charges and advance will be adjusted before making this payment.
- ix. The cost and consequences, if any, would be borne entirely by the Bidder for the maintenance of CCTV Cameras/Surveillance System.
- x. All payments and salaries due to the staff engaged and deployed by the firm shall be made by the vendor only. In this case, KCCB should not be held responsible and has no obligation to pay salaries, allowances and any other compensation to them.

3.8 TIME SCHEDULE

All repair and maintenance has to be carried out within standard time limits as defined in the Service Level Agreement (SLA).

3.9 RATES

The rates quoted shall remain firm throughout the period of contract and this contract will remain valid upto 03 years and shall not be subject to any upward modification whatsoever.

3.10 PENALTIES

In case the complaints lodged by the KCCB is not resolved, the penalty as per SLA shall be charged. The decision of the KCCB in this regard shall be final, conclusive and binding.

3.11 TAXES AND DUTIES

The Bidder shall be solely responsible for the payment of all taxes including GST, duties, license fees, octroi, insurance, etc. incurred until completion of the project.

3.12 PERFORMANCE GUARANTEE

The successful Bidder(s) shall furnish a security in the form of bank guarantee @ 5% of the total value of the order to the Bidder, valid for 03 years from the date of order, which shall be discharged thereafter.

3.13 INSURANCE

The bank will not pay for any insurance charges against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery etc. The insurance shall be purchased by the Bidder, naming the bank as the beneficiary, in an amount equal to the exact value of the Goods up to the installation at site on all risks basis, including war Risks and strike clauses etc.

3.14 INDEMNITY

- i. The Bidder(s) shall indemnify the KCCB against all third party claims of infringement of Intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the Goods, or any part thereof in India.
- ii. The Bidder(s) shall, at their own expense, defend and indemnify the bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- iii. The Bidder(s) shall expeditiously extinguish any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement, the Bidder(s) shall be fully responsible therefore, including all expenses and court and legal fees.
- iv. The KCCB will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

3.15 CONFIDENTIALITY

- i. The Bidder shall not, and without the Bank's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the bank in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- ii. The Bidder shall not without the Bank's prior written consent, make use of any document or information.
- iii. Any document other than the contract itself shall remain the property of the Bank and shall be returned (in all copies) to the bank on completion of the Bidder's performance under the contract if so required by the bank.

3.16 CONFLICT OF INTEREST

Absence of, actual or potential conflict of interest on the part of the Bidder due to prior, current, or proposed contracts, engagements, or affiliations with KCCB needs to be meticulously ensured. Additionally, they shall proactively disclose and address any and all potential elements, which would adversely impact their ability to complete the requirements as given in the RFP.

3.17 TRAININGS

The Bidder shall be responsible for training the Bank personnel in the areas of implementation, operations, management, error handling, troubleshooting, system administration and any other related areas. This training can be arranged at the premises of the Bidder or at the Bank. The final training schedule shall be decided according to a mutually agreed time table.

3.18 FORCE MAJEURE DURING THE PENDENCY

During the pendency of the contract if the performance in whole or part thereof by either party is prevented / delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from

the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.

3.19 OTHER CONDITIONS

If some latest technology or equivalent is introduced the Bidder is duty bound to offer their proposal on mutually agreed rates on similar terms and conditions during the pendency of the agreement / contract.

3.20 ARBITRATION

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by The Managing Director, The Kangra Central Co-operative Bank Ltd, Head Office, Sehkar Jyoti Bhawan, Civil Lines, College Road, Dharamshala (HP) – 176215. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1966 or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Dharamshala.

3.21 APPLICABLE LAWS & JURISDICTION OF COURTS

In all matters and disputes arising hereunder, shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts having jurisdiction in Kangra/Dharamshala, H.P.

SECTION-4

Scope of Work and Deliverables

Detailed Scope of Work, Project Requirements and Deliverables

4.1 GENERAL NOTE

- i. The bidder is expected to maintain the following CCTV Cameras/Surveillance System/infrastructure and provide required services and support as needed to run, operate, configure and fine-tune the CCTV Cameras/Surveillance System. The vendor is also expected to facilitate and provide the bank necessary help and technical assistance to the as per the SLA offered by the Bank.
- ii. The service provider needs to deploy the requisite manpower to handle and manage the following inventory. Further, maintenance services consist of onsite preventive and corrective maintenance of CCTV Cameras/Surveillance System as per the requirement.

EXISTING CCTV/SURVEILLANCE SYSTEM

S No	Item	Make of System	
	Maintenance of Dome Indoor IR CCTV Color Cameras	DAHUA	
1.1	Annual Maintenance Contract		
	Maintenance of Box IR CCTV Color Cameras with Outdoor Housing	DAHUA	
2.1	Annual Maintenance Contract		
	Maintenance of 4 Channel Digital Video Recorder (DVR) Including HDD	DAHUA	
3.1	Annual Maintenance Contract		
	Maintenance of 8 Channel Digital Video Recorder (DVR) Including HDD	DAHUA	
4.1	Annual Maintenance Contract		
	Maintenance of 16 Channel Digital Video Recorder (DVR) Including HDD	DAHUA	
5.1	Annual Maintenance Contract		
	Maintenance of 23" HD LED Display	LG/SAMSUNG/NEC	
6.1	Annual Maintenance Contract		
	Maintenance of 32" HD LED Display	LG/SAMSUNG/NEC	
7.1	Annual Maintenance Contract		
	Maintenance of 42" HD LED Display	LG/SAMSUNG/NEC	
8.1	Annual Maintenance Contract		
	AMC/Replacement of Cables	ISI MARKED	
9.1	Annual Maintenance Contract		
	AMC/Replacement of PVC Conduit	ISI MARKED	
10.1	Annual Maintenance Contract		

LIST OF BANK LOCATION IN HIMACHAL PARDESH(Existing Surveillance and CCTV System)

DISTRICT KANGRA			
Head Office			
Sr. No.	Name of Branch	Tehsil	PIN
1	Est. Section	Dharamshala	176215
2	IT Section	Dharamshala	176215
3	IA Section	Dharamshala	176215
4	Office of MD	Dharamshala	176215
Zonal Office Alampur			
Sr. No.	Name of Branch	Tehsil	PIN
1	Alampur	Jaisinghour	176062
2	Bheri	Jaisinghour	176082
3	Dagoh	Jaisinghour	176076
4	Duhak	Palampur	176075
5	Gander	Palampur	176097
6	Harsi	Jaisinghour	176082
7	Jaisinghour	Jaisinghour	176095
8	Kotlu	Jaisinghour	176096
9	Lambagoan	Jaisinghour	176096
10	Thural	Palampur	176107
11	Upper Lambagaon	Jaisinghour	176096
12	Wahe Da Patt	Palampur	176107
13	ZO Alampur	Jaisinghour	176062
Zonal Office Palampur			
Sr. No.	Name of Branch	Tehsil	PIN
1	Bhawarna	Palampur	176083
2	Daroh	Palampur	176107
3	Dheera	Palampur	176101
4	Garh Jamula	Palampur	176093
5	MB Palampur	Palampur	176061
6	Nagri	Palampur	176059
7	Pahra	Palampur	176087
8	Raipura	Palampur	176051
9	Sulah	Palampur	176085
10	SA Palampur	Palampur	176061
11	Thakurdwara	Palampur	176102
12	Jalag	Jaisinghour	176094
13	ZO Palampur	Palampur	176061
Zonal Office Baiinath			
Sr. No.	Name of Branch	Tehsil	PIN
1	Baiinath	Baiinath	176225
2	Bir	Baiinath	175041
3	Chadiar	Baiinath	176088
4	Deol	Baiinath	176125
5	GAC Paorola	Baiinath	176115
6	Mahakaal	Baiinath	176125
7	Padhiharkar	Palampur	176061

8	Panchrukhi	Palampur	176103
9	Paprola	Baiinath	176115
10	Rakkar Bheri	Baiinath	176063
11	Sansal	Baiinath	176125
12	TC Bir	Baiinath	176077
Zonla Office Dehra			
Sr. No.	Name of Branch		PIN
1	Bankhandi	Dehra	177114
2	Dehra	Dehra	177101
3	Hariour	Dehra	176028
4	Jawalamukhi	Dehra	176031
5	Khundian	Khundian	176030
6	Maiheen	Khundian	176032
7	Muhal	Dehra	177117
8	Nagrota Surivan	Jawali	176027
9	Paisa Road	Dehra	177101
10	Ranital	Kangra	176029
11	ZO Dehra	Dehra	177101
Zonal Office Dadasiba			
Sr. No.	Name of Branch	Tehsil	PIN
1	Adhwani	Jawalamukhi	176066
2	Chanour	Dehra	177113
3	Dadasiba	Jaswan Kotla	177106
4	Jourbar	Jaswan Kotla	177112
5	Kasba Kotla	Jaswan Kotla	177111
6	Nehran Pukhar	Dehra	177104
7	Pragpur	Dehra	177107
8	Rakkar	Dehra	177043
9	Sansarpur Tarrace	Jaswan	176501
10	Shantla	Dehra	177034
11	ZO Dadasiba	Jaswan Kotla	177106
Zonal Office Indora			
Sr. No.	Name of Branch	Tehsil	PIN
1	Badukhar	Indora	176058
2	Dah Kulara	Indora	176402
3	Damtal	Indora	176403
4	Dhameta	Fatehpur	176025
5	Dhangupeer	Indora	176403
6	Indora	Indora	176401
7	Kandrori	Indora	176402
8	Lohara at Fatehpur	Fatehpur	176053
9	Makroli	Indora	176022
10	Rehan	Nurpur	176022
11	Sathana	Fatehpur	176025
12	Thakurdara	Indora	176403
13	ZO Indora	Indora	176401
Zonal Office Nurpur			
Sr. No.	Name of Branch	Tehsil	PIN

1	Bhadwar	Nurbour	174321
2	Bharmar	Jawali	176021
3	Baranda	Nurbour	176201
4	CB Nurbour	Nurbour	176202
5	Chalwara	Nurbour	176023
6	Gangath	Nurbour	176204
7	Ganoh	Nurbour	176051
8	Harsar	Jawali	176023
9	Jassur	Nurbour	176201
10	Jawali	Jawali	176023
11	Kotla	Nurbour	176205
12	Lubh	Jawali	176023
13	Nurbour	Nurbour	176202
14	Raia Ka Talab	Jawali	176051
15	Sadwan	Nurbour	176202
16	ZO Nurbour	Nurbour	176202
Zonal Office Kangra			
Sr. No.	Name of Branch	Tehsil	PIN
1	Bagli	Kangra	176209
2	Charri	Shapur	176217
3	Dramman	Shapur	176206
4	Gaggal	Kangra	176212
5	Gahlian	Kangra	176029
6	Kangra	Kangra	176001
7	Lapiana	Harchakian	176210
8	Masrer	Dharamshala	176001
9	Purana Kangra	Kangra	176002
10	Rait	Shapur	176208
11	Raiol	Raiol	176213
12	Reulehd	Shahpur	176206
13	Salol	Kangra	176214
14	Shahpur	Shapur	-176206
15	Zamanabaad	Kangra	176001
Zonal Office Nagrota Bagwan			
Sr. No.	Name of Branch	Tehsil	PIN
1	Shri Chamunda	Dharamshala	176052
2	Danoa	Baroh	176054
3	Darang	Palamour	176060
4	Dari	Dharamshala	176052
5	Dharamshala	Dharamshala	176215
6	KB Dharamshala	Dharamshala	176215
7	Meclodgani	Dharamshala	176219
8	Nagrota Bagwan	Kangra	176047
9	Pathiar	Kangra	176047
10	Raiiana	Kangra	176056
11	Tang Narwana	Dharamshala	176057
12	Yol Cantt	Dharamshala	176052
13	ZO Nagrota Bagwan	Kangra	176047

DISTRICT KULLU			
Zonal Office Kullu			
Sr. No.	Name of Branch	Tehsil	PIN
1	Bhuttv Colonv	Kullu	175126
2	Gandhi Nagar	Kullu	175101
3	Katrian	Kullu	175129
4	Kullu	Kullu	175101
5	Laren Kelo	Kullu	175104
6	Lag Vallav	Kullu	175102
7	Manali	Manali	175131
8	Naggar	Kullu	175129
9	Raison	Kullu	175128
10	Saiila at Khakhnal	Kullu	175143
11	ZO Kullu	Kullu	175101
12	Katrian ATM	Kullu	175129
Zonal Office Baniar			
Sr. No.	Name of Branch	Tehsil	PIN
1	Baioura	Kullu	175125
2	Baniar	Baniar	175123
3	Bhunter	Kullu	175125
4	Gushani	Baniar	175123
5	Garsa	Baniar	175122
6	Jari	Kullu	175105
7	Larii	Kullu	175125
8	Parla Bhunter	Kullu	175125
9	Saini	Saini	175134
10	ZO Baniar	Baniar	175123
Zonal Office Anni			
Sr. No.	Name of Branch	Tehsil	PIN
1	Anni	Anni	172026
2	Bail	Nirmand	172023
3	Brow	Baniar	172001
4	Dalash	Anni	172025
5	Durah	Nirmand	172032
6	Jaban	Nirmand	176032
7	Nirmand	Nirmand	172023
8	ZO Anni	Anni	172026
DISTRICT HAMIRPUR			
Zonal Office Hamirpur			
Sr. No.	Name of Branch	Tehsil	PIN
1	Anoo	Hamirpur	177005
2	Bhaleth	Suianpur Tira	176108
3	Bhota	Hamirpur	176041
4	Bir Baghera	Suianpur Tira	176110
5	Didwin Tikker	Barsar	177401
6	Dosarka	Hamirpur	177001
7	Hamirpur	Hamirpur	177001
8	Kale Amb	Hamirpur	177001

9	Kuthera	Hamirpur	177020
10	LB Hamirpur	Hamirpur	177001
11	Lambloo	Hamirpur	177029
12	Pakka Baroh	Hamirpur	177001
13	Nalti	Hamirpur	177001
14	Suianpur Tira	Suianpur Tira	176314
15	ZO Hamirpur	Hamirpur	177001
Zonal Office Galore			
Sr. No.	Name of Branch	Tehsil	PIN
1	Bani	Barsar	174304
2	Bara	Nadaun	177044
3	Barsar	Barsar	174305
4	Biihari	Barsar	176040
5	Chakmoh	Barsar	176039
6	Dhaneta	Nadaun	177041
7	Galore	Nadaun	177026
8	Hareta	Galore	174405
9	Jalari	Nadaun	177042
10	Kangoo	Nadaun	177033
11	Mannoul	Nadaun	177033
12	Naduan	Nadaun	177048
13	Rangas	Nadaun	177048
14	Salouni	Barsar	176040
15	ZO Galore	Nadaun	177026
Zonal Office Samirpur			
Sr. No.	Name of Branch	Tehsil	PIN
1	Baloh	Bhorani	176029
2	Bhorani	Bhorani	176045
3	Bhareri	Bhorani	177024
4	Chouri	Suianpur Tira	176111
5	Jahu	Bhorani	176048
6	Ladrour	Bhorani	176043
7	Patta	Hamirpur	173233
8	Paniot	Hamirpur	177023
9	Patlader	Suianpur Tira	176111
10	Samirpur	Bhorani	176045
11	Touni Devi	Hamirpur	177023
12	Tikker Khatrian	Bhorani	176045
13	Uhal	Hamirpur	177022
14	Ukhli	Hamirpur	176042
DISTRICT UNA			
Zonal Office Una			
Sr. No.	Name of Branch	Tehsil	PIN
1	Behdala	Una	174306
2	Bangana	Bangana	174307
3	Dehlan	Una	174306
4	GC Una	Una	174303
5	Lathiani	Bangana	174308

6	Raipur Maidan	Una	177031
7	RH Una	Una	174303
8	Takoli	Bangana	174303
9	Thanakalan	Una	176051
10	Una	Una	174303
11	ZO Una	Una	174303
Zonal Office Amb			
Sr. No.	Name of Branch	Tehsil	PIN
1	Amb	Amb	177203
2	Baruhi	Amb	174314
3	Bharwain	Amb	177204
4	Chintourni	Amb	177110
5	Daulatpur Chowk	Amb	177204
6	Dussara	Una	174302
7	Gagret	Amb	177201
8	Gondpur Banera	Amb	177213
9	Mubarikpur	Amb	177202
10	Nehrian	Amb	177210
11	Paniawar	Amb	177208
12	SMD Chowk	Amb	177204
13	ZO AMB	Amb	177203
Zonal Office Bathu			
Sr. No.	Name of Branch	Tehsil	PIN
1	Aiouli	Una	174301
2	Bathu	Una	174301
3	Bhadsali	Amb	174317
4	Basal	Una	174303
5	Dulehar	Haroli	176601
6	Haroli	Haroli	177220
7	Jhalera	Una	174303
8	Mehatpur	Una	174315
9	Santokhgarh	Una	174301
10	Tahliwal	Una	174301
11	Pubowal	Haroli	174503
12	ZO Bathu	Una	174301
DISTRICT LAHAUL SPITI			
Sr. No.	Name of Branch	Tehsil	PIN
1	Kevlong	Kevlong	175132
2	Shansha	Kevlong	175133
3	Sisu	Kevlong	175132
4	Udaipur	Udaipur	175142
5	Kaza	Kaza	172114
6	Tabo	Kaza	172113

Terms & Conditions of the AMC and Technical Support

- i. The service provider would deploy on-site full time team of engineers/technicians to operate and maintain the Maintenance of CCTV Cameras/Surveillance System. No separate/ additional payment shall be made for any type of off-site/additional deployment.
- ii. The service provider shall deploy and provide such qualified and experienced personnel as may be required to perform the services under the project. It is desirable from the Service provider to deploy the domain/ subject specialists, from time to time, who have adequate experience in the domain related with the project.
- iii. During the period of the Contract, the Bank may ask the service provider to replace any resource if that resource not found suitable upto the mark of bank's satisfaction.
- iv. Each member of the team must be a full time employee of the bidder.
- v. The team shall be deployed on an exclusive basis; no resource deployed under this project will work on any other engagement and a declaration for the same to be provided.
- vi. The Bank shall have no liability whatsoever for any loss or injury to any property or any individual assigned to perform the services under this Agreement or otherwise, including while on SSL premises or anywhere else, including any liability that may arise as a result of malfunction of any equipment or otherwise howsoever.
- vii. Bidder will alone be responsible for any mishap or accident or untoward incidence during the maintenance of computer hardware and other devices which may occur due to negligence / default on the part of the Bidder or its staff deployed.
- viii. Bidder shall provide a list of staff deployed with a copy of ID card issued by service provider, telephone nos. and two copies of passport size photographs in the prescribed format and other requisites to the satisfaction of KCCB.
- ix. Service Provider must have local office in HP/Chandigarh/Mohali. In case Service Provider does not have local office then the Service Provider shall open the Local office within thirty (30) days of signing of Contract. Non-adherence to same shall be treated as breach of contract which may further lead to the termination of contract as per the KCCB discretion.
- x. For the proof of address of the Local office, any of the following documents are required:
Utility Bill/rent agreement/registration certificate/ any statutory certificate mentioning the address like VAT/Service Tax certificates, etc.

Comprehensive Onsite Maintenance with spare parts for Maintenance of CCTV Cameras/Surveillance System

- i. Service Provider is required to provide the Comprehensive Onsite Maintenance (Operation/service/ repair/ maintenance) as per SLA defined. The details of the work to be undertaken are as follows:
- ii. The Service Provider will take over all the equipment in working order and will hand over all the equipment in working order to the new Service Provider after expiry of the AMC period.
- iii. The equipment to be taken over by the Service Provider along with signing of the agreement in working condition.
- iv. In case, there is any major repair needed initially to make any equipment workable for which separate charges are to be claimed, service provider may submit the details of all such equipment along with the problem and estimated expenses to be incurred to the bank within one month from the date of taking over of the equipment from the outgoing Service Provider. Thereafter, all the equipment under AMC shall be deemed to be in good working condition and satisfactory state and hence no such claim will be entertained by the KCCB.

- v. After expiry of the contract, all the equipments are to be handed over by the Service Provider to the new Service Provider within one month of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned officer in-charge of the AMC and to be produced along with the final claim of the contract.
- vi. If any equipment is damaged during the contract period, the service provider is liable to replace the same with same or higher configuration with no extra cost. The downtime due to such components would be taken into account for calculation of SLA.
- vii. The faults pointed out by new Service Provider during the inspection before taking over of the equipment, shall be rectified within next 15 working days by the Service Provider, and any further delay in rectification of faults thus pointed out shall make the Service Provider liable for imposition of penalty as per Tender terms and conditions applicable to Service Provider.
- viii. Repairs of defective parts/components.
- ix. Replacement of parts/components beyond repair with parts/components of same or better specifications ensuring compatibility.
- x. Providing suitable standby for parts/components with same or better specifications till the time the original part/component is repaired or replaced so that daily business is not affected.
- xi. The Maintenance support for equipment's shall include all passive components including, screws, clamp, fasteners, ties anchors, supports, ground strips, wires, connection kits, gears, spares, power-cables and Network cables.
- xii. Maintenance support services pertaining to Cabling shall include:
 - ✓ Re-fixing/shifting of cables/whenever DVRs/cameras are shifted or otherwise.
 - ✓ Removing and laying of cable and I/Os with casing, etc. in case renovation activity is undertaken in any building covered under the project.
 - ✓ Replacement/repair of cable/Power cables & connectors/ ports/ equipment on entire laying route.

Contract Period

The contract will be awarded for a period of Three (03) years.

Termination of Contract

Following reasons shall lead to the termination of contract:

- i. Failure of the successful bidder to accept the contract and furnish the Performance Bank Guarantee within specified time period.
- ii. The term of Contract expires if penalty increases beyond 10% of Total contract value. In such cases, the bank may use its discretion to terminate the contract.
- iii. If penalty in for non-achievement of Service Level Requirements reaches upto 15% of quarterly payments in successive three quarters, KCCB may use its discretion to terminate the contract.
- iv. Termination of Contract by the Bank due to non-adherence of contract/Tender Document terms and conditions
- v. In case of major defaults and non-performance, the contract with the firm can be terminated at any time.

SERVICE LEVEL AGREEMENT

A. PRFORMA SERVICE LEVEL AGREEMENT

A.1 Purpose:

The purpose of this Service Level Agreement (SLA) is to formalize an arrangement between the Supplier and the Bank to deliver specific support services, at specific levels of support, and at an agreed-upon cost. This document is intended to provide details of the provision of support services to the Bank. This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the support portfolio provided to the Bank.

A.2 Scope of Agreement:

The following services are provided in response to the transfer of trouble tickets from the Bank to the Supplier in accordance with the Bank's case management process:

Hardware Maintenance:

Supplier agrees to provide the following services under the Contract to keep the equipment in good working order: Unscheduled on-call remedial maintenance for repairing malfunctions including replacement of parts excluding the following:

- i. All CCTV Cameras.
- ii. All DVRs.
- iii. Cabling and Conduit.
- iv. Interconnections among Components.

Maintenance will not, however, cover repairing defects in the equipment arising out of misuse, abuse, neglect, improper handling, theft and damages caused by accidents or repairs carried out by personnel other than the authorized personnel of the Supplier. The supplier should bear to provide maintenance services for defects arising out of these reasons, the charges of which will be separately agreed upon. The replaced parts will be new or equivalent to new parts in performance. The removed parts shall become the property of the Supplier.

Software Maintenance:

Software Maintenance shall include software updates, error fixes, new fix packs recommended by Supplier (on the software licensed to the Bank) of the software product (s) developed and released by Supplier or OEM during the term of the contract.

Services Automatically Provided Under This Agreement

- a. **Corrective maintenance:** Defined as activities associated with root-cause analysis and bug-fix isolation and resolution:
 - **Root-cause analysis:** Analysis of the root causes of problems. Problems will be reviewed to determine their root causes, measures will be taken to correct the sources of the problems, and reports will be prepared and distributed in a timely fashion.
 - **Bug fixes:** Defined as the emergency repair of any system operation that does not comply with the current signed and approved system specification. This includes system errors, "hung" or halted screens, or unexpected results within the system that render it unusable for the purpose for which it was designed.

Requests for Support Specifically Covered Under This Agreement

- a. **System monitoring:** Every effort will be made to conduct periodic monitoring of production systems to assess their health.

- b. **Preventative maintenance:** The Supplier agrees to open its office at Dharamshala and to depute competent engineers to man it on 24x7 basis. Periodically(at least once a quarter) they will physically inspect the systems for potential problems and shall log their visits and shall submit their report in writing to the Bank.
- c. **Level 1 and Level 2 Support:** Level 1 (help desk) and level 2 (infrastructure support) shall be provided by the Supplier for each system supported, and they shall perform their assigned duties. To the extent possible by the Supplier, their support staff shall assist the Bank's level 2 support team members with diagnosing problems and working in partnership to their resolution, including configuration changes if so needed.
- d. **Status Reporting:** Monthly status reports will be compiled by the Supplier support specialists and submitted to the Bank for each production system supported. Monthly status reports will be discussed by the Supplier support manager with the Bank management to ensure that the Bank is aware of the support issues and risks faced by the support team.
- e. **Knowledge Management:** Recording, storing, and retrieval of information to assist in the resolution of problems will be established and maintained. Using this approach, the need for the Bank to transfer problems to the Supplier for level 3 support will be reduced, thus saving money and resources, and increasing satisfaction and quality.

Requests for Support NOT Covered Under This Agreement

This agreement does not cover the following requests. However, the Supplier would be pleased to provide a separate statement of work in proposing services to address any of the following:

- a. **Evaluation of new Hardware:** Evaluation or approval of new software or hardware for use within the Bank. This includes third-party systems, or systems developed by the Bank or any agency employed by them.
- b. **Specific Trainings:** The Bank will suitably compensate the Supplier if they intend to train their staff in any technologies not covered in this contract.
- c. **Adaptive maintenance:** Defined as activities relating to upgrades or conversions to a system due to new technologies being adopted by the Bank.
- d. **Enhancements:** Additional Services such as:
 - New or added interfaces
 - New Hardware
 - Additional hardware deployments

A.3 Changes to the Agreement:

- a. **Termination of Agreement:** In the event that the Bank wishes to terminate this agreement, a 30-day written notice of intent to terminate must be delivered by the Bank to the Supplier. The Supplier cannot terminate this contract.
- b. **Amendment to Agreement:** Any amendment to this agreement would require the approval of the Bank and the Supplier. The amendment of the agreement would take place through an addendum to this agreement. There will be an opportunity on yearly basis to make adjustments to this SLA. The Bank and the Supplier should work together to make changes at that time.
- c. **Levels of Effort** to address problem tickets will be reviewed and adjusted accordingly for all new systems implemented, or decommissioned, during the term of this agreement. All changes will be conducted by the Supplier and the Bank jointly, with an addendum made to this agreement.
- d. **Renewal of Agreement:** This agreement will be renegotiated by the Bank and the Supplier at the end of the term of this contract for the following year if found appropriate by the Bank.

A.4 Call Management Process:

The Bank shall log the problem ticket to the Supplier's problem ticket management system through either of the following gateways:

- a. Telephone:
- b. Fax:
- c. email:
- d. website:
- e. Postal Address:

The Supplier shall immediately acknowledge the same. The time of such acknowledgment shall be taken as the time the complaint is lodged.

A.5 Term of Agreement:

This agreement shall come into effect upon the date of acceptance of this agreement and ends at the end of three years thereafter.

A.6 Levels of Support:

There are three levels of support, Level 1, 2 and 3. These levels, which are integrated into the Bank's support process, are defined as follows:

- a. Level 1:** This is support provided by the appropriate Supplier help desk when it receives the Support Request from the Bank. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to the Supplier's level 2 support, which is the infrastructure support specialists.
- b. Level 2:** This is support provided by an infrastructure support or subject matter specialist. This level of support does not perform system reconfiguration etc., if required to resolve the problem. Operational issues will be resolved at this level. If resolution requires system configuration etc., the Support Request is passed to the Supplier's level 3 support.
- c. Level 3:** This is the final expert support including that from the OEM if needed.

A.7 Service Level Definitions:

This agreement binds the Supplier to meet the following expected levels of support services: The SLA is defined below:

Priority	Description	Acknowledgement Time	Resolution Time
1 - High	Full System failure at a site	4 hours	24 hours. For non-compliance ₹ 500/- per hour will be deducted thereafter.
2-Medium	Partial System failure at a site	4 hours	48 hours. For non-compliance ₹ 200/- per hour will be deducted thereafter.
3- Low	Failure/non-functioning of allied equipment	4 hours	72 hours. For non-compliance ₹ 100/- per hour will be deducted thereafter.

The above service levels will be applicable for 365x24x7. The problems logged outside of local business hours (09:00 AM to 06:00 PM), during the whole week shall be deemed to have been logged at 09:00 AM on the next working day.

The Service Level commences from the time the call is lodged with the Supplier. The SLA clock will end with the delivery of the solution and restoration of business. This penalty shall be imposed only if the supplier fails to achieve the overall availability (uptime) of at least 97% during a given quarter.

In WITNESS WHEREOF the parties here to have set and subscribed their respective hands and seals at Dharamshala, District Kangra (H.P.) on the day, month and year first above written in the present of the witness as hereunder: -

SIGNED FOR AND ON BEHALF OF THE SUPPLIER

ACCEPTED FOR AND ON BEHALF OF THE BANK

Authorized Signatory for Vendor

Authorized Signatory for Bank

Witnesses:

1. _____

2. _____

Bid Proposal Proforma

5.1 BID COVERING LETTER

To:

The Managing Director

The Kangra Central Cooperative Bank Limited

Dharamshala. H.P.

176 215.

Dear Sir,

RFP Notice Number KCCB/CCTV/2021/1 Empanelment of vendors for Maintenance of CCTV Cameras/Surveillance System

1 Terms & Conditions

- 1.1 I/ We, the undersigned Bidder(s), having read and examined in detail the specifications and all bidding documents in respect of this Request for Proposal do hereby propose to provide goods and services as specified in the bidding document.
- 1.2 I/ We, the undersigned Bidder(s), having read and examined in detail the specifications and all bidding documents in respect of this Request for Proposal do hereby propose to provide goods and services as specified in the bidding document.

2 Rates & Validity

- 2.1 All the rates mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the rates and other terms and conditions of this proposal are valid for a period of 180 days from the date of opening of the bid.
- 2.2 I / We have studied the Clauses relating to Indian Income Tax Act and hereby declare that if any Income Tax, surcharge on Income Tax and any other Corporate Tax is altered under the law, I / we shall pay the same.

3 Deviations

I / We declare that all the goods and services shall be performed strictly in accordance with the Technical specification, Time Schedule and other terms of the Request for Proposal Document except the deviation as mentioned in the Technical Deviation Proforma. Further, I/We agree that additional conditions, if any, found in the proposal documents, other than those stated in deviation proforma, shall not be given effect to.

4 Bid Pricing

I / We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the bidding document.

5 Earnest Money

I / We have enclosed the earnest money as required under clause 3 of Section-2 of the Request for Proposal Document. In case of default it is liable to be forfeited in accordance with the provisions enumerated therein.

6 Details of Tender Fee and Bid Security (EMD):

Particulars	Tender Fee	Bid Security (EMD)
Value		
Demand Draft / Cash Deposit Receipt Number with Date		
Name and Branch of the Bank		

7 Performance Guarantee

I / We shall submit a Bank Guarantee as requested in the Tender Document.

8 Declaration

I / We hereby declare that my / our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of my / our knowledge and belief and nothing has been concealed therefrom.

Thanking you,

Yours faithfully,

(Signature)

Date:

Place:

Name:

Designation:

Seal

5.2 PROFORMA TECHNICAL BID

S. No	Description	Response / Page No.
1	Bidder's Proposal Reference No & Date	
2	Bidder's Name and Address	
3	Contact Person Designation Telephone Number Fax Number e-mail Address	
4	a. Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008. or Bidder should be Proprietorship Firms fulfill all other eligibility criteria	
	b. Should have been operating for the last five years as on 31 st August, 2021.	
	c. The bidder should have PAN and GST numbers.	
5	The Bidder should be in the business of Maintenance of CCTV Cameras/Surveillance System for at least 5 years as of 31 st August, 2021.	
6	Average Annual Sales Turnover of the firm should be at least Rupees Two Crores (Rs. 2.0 Cr.) for ICT/CCTV Cameras/Surveillance system during the last three (3) financial years as on 31 st March, 2021.	
7	Average Annual Sales Turnover should be Rupees Thirty Lacs (Rs. 30 Lacs) or more generated from services related to AMC during the last three (3) financial years as of 31 st March, 2021.	
8	The Bidder should be a ISO 9000 certified organization	
9	The bidder should have maintained minimum 1 project with more than 1500 total no. of users in the AMC domain during last three years as on date of submission of bid.	
10	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices. And should not be blacklisted by any State Govt. / Central Govt./ PSU for any reason.	

11	The bidder must attach Manufactures Authorization certificate from major OEM's for providing Comprehensive Maintenance support and services of the equipment's covered under the Tender.	
12	All other documents or proofs as mentioned in the Tender.	

(Signatures)

Date:

Designation:

Place:

Name:

Seal:

5.3 DEVIATIONS FROM THE DETAILED SCOPE OF WORK

Following are the Deviations and Variations from the detailed scope of work given in this Request for Proposal Document. These deviations and variations are exhaustive. Except for these deviations and variations, all the goods and services shall be provided as per the SCOPE mentioned in the Request for Proposal Document.

	Clause No	Page No	Statement of Deviations and Variations

(Signatures)

Date:

Place:

Name:

Designation:

Seal

5.4 DEVIATIONS FROM THE TERMS AND CONDITIONS

Following are the Deviations and Variations from the terms and conditions of this Request for Proposal Document. These deviations and variations are exhaustive. Except for these deviations and variations, all the terms and conditions are acceptable to us.

	Clause No	Page No	Statement of Deviations and Variations

(Signatures)

Date:

Place:

Name:

Designation:

Seal

5.5 PRFORMA MANUFACTURER'S / DEVELOPER'S AUTHORIZATION

Ref. No _____

Date: _____

To

The Managing Director,
The Kangra Central Cooperative Bank Limited,
Dharamshala. H.P.
176 215.

RFP Notice Number KCCB/CCTV/2021/1 Empanelment of vendors for Maintenance of CCTV Cameras/Surveillance System

Dear Sir,

We _____ who are established and reputed Manufacturers / Developers of _____ having Factory / Development Centre at _____ do hereby authorize M/s _____ [Name and Address of Vendor] to submit a bid and sign the contract with you for the goods Manufactured / Products developed by us against the above Bid. Ref. No.

We hereby undertake to extend our full support and guarantee to provide spares, upgrades and suitable replacement of Hardware as per the clauses of contract based on the Terms & Conditions of the Tender.

Yours faithfully

Name of the Manufacturer / Developer

Authorized Signatory

Note:

This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

CONTACT DETAILS FORM

GENERAL DETAILS OF BIDDER

1. NAME OF THE COMPANY
2. NAME AND DESIGNATION OF
AUTHORISED REPRESENTATIVE
2. COMMUNICATION ADDRESS
.....
3. PHONE NO./MOBILE NO.
4. FAX
5. E-MAIL I.D.

PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE

1. NAME OF THE CONTACT PERSON
2. DESIGNATION
3. PHONE NO.
4. MOBILE NO.
5. E-MAIL I.D.

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/We give the rights to the competent authority of the Office of the KCCB to forfeit the Earnest Money/Security money deposit by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide Storage Solution as per the directions given in the tender document/contract agreement.

Signature of the Authorised Signatory

Date:

Place:

Designation :

(Office seal of the Bidder)

FORM FOR FINANCIAL CAPABILITY

Description	Financial Years		
	2018-19	2019-20	2020-21
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenues			
Profit Before Taxes			
Profit After Taxes			

Note:-Due to prevailing situation arising out of Pandemic caused by COVID-19 virus, for Financial Year-2020-21 balance sheet certified by Chartered Accountant on Letter Head may be considered. If bidder provides wrong information, bank may terminate the contract/order and may impose suitable penalty in terms of forfeiting bank guarantee, EMD etc.

Date:

Place:

(Seal and Signature of Authorized Signatory)

Name and Designation

Sample Format of Financial Bid

Sr. No.	Particulars	Make & Model	Unit	Quantity (Q)	Basic AMC cost Per Unit for 03 Years without GST (B)	GST %age on Basic Cost	GST Amount (G)	AMC cost Per Unit for 03 Years including GST (C.) = B+G	Total AMC Charges for 03 Years C*Q (INR)
1	Maintenance of Dome Indoor IR CCTV Color Cameras	Make: Dahua, Model: DH-DBW480B	Per Unit	1110					
2	Maintenance of Box IR CCTV Color Cameras with Outdoor Housing	Make: Dahua, Model: DH-CA-FW480	Per Unit	467					
3	Maintenance of 4 Channel Digital Video Recorder (DVR) Including HDD	Make: Dahua, Model: DH-DVR-0404HF-A-E	Per Unit	1					
4	Maintenance of 8 Channel Digital Video Recorder (DVR) Including HDD	Make: Dahua, Model: DH-DVR-0804HF-A-E	Per Unit	155					
5	Maintenance of 16 Channel Digital Video Recorder (DVR) Including HDD	Make: Dahua, Model: DH-DVR-1604HF-A-E	Per Unit	81					
6	Maintenance of 23" HD LED Display	Make:LG/SAMSUNG/NEC	Per Unit	195					
7	Maintenance of 32" HD LED Display	Make:LG/SAMSUNG/NEC	Per Unit	39					
8	Maintenance of 42" HD LED Display	Make:LG/SAMSUNG/NEC	Per Unit	2					
9	AMC/Replacement of Cables	3+1 Solid Copper	Per m	As per Actual					
10	AMC/Replacement of PVC Conduit	3/4" PVC Conduit	Per m	As per Actual					
Grand Total (INR) i.e. Criterion for declaring L1 Vendor The vendor should quote Operation and Maintenance charges for Three (03) Years									