

# UTTARBANGA KSHETRIYA GRAMIN BANK



## Head Office Coochbehar 736101 Tender Document

**For supply & Installation OF CCTV SYSTEMS IN 104 BRANCHES and 3 RO OF UBKGB**

Tender Float Date: 03.12.2021

Last Date Of Tender Submission: 18.12.2021 up to 3:00 PM

Technical Bid Open Date: 18.12.2021 at 05:00 PM

The information provided by the bidders in response to this RFP will become the property of Uttarbanga Kshetriya Gramin Bank and will not be returned. The Bank reserves the right to amend, rescind, cancel or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

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## Introduction

Uttarbanga Kshetriya Gramin Bank (UBKGB), a Regional Rural Bank sponsored by Central Bank of India, was established on the 7th March 1977 under the Provision of Section 3(2) of RRB Act 1976 [ 21 of 1976] with equity participation of Government of India (50%), Central Bank of India (35%) and Government of West Bengal (15%). The Bank has been operating in five districts of West Bengal namely, Coochbehar, Jalpaiguri, Alipurduar, Darjeeling and Kalimpong with its Head Office at Coochbehar.

UBKGB intends to Install CCTV surveillance system in its 104 branches and three Regional Offices. The size of the premises will vary from 800 Sqft to 1500 Sqft. The 5/6 CCTV need to be installed in a position so that it covers the following points

- Entrance in the Branch
- Behind the cash counter so that it may record the cash transaction activity
- In front of the Locker Room & Vault Room
- In front Of BM cabin
- In Customer Lobby so that It may record all the activity of the customers inside

Tender Document should be submitted strictly in 2 bid system (Technical & Commercial) as specified below.

EMD should be furnished in one separate envelope super scribed as EMD.

Technical Bid (Section 7 annexure I) along with all the certificate, balance sheet, PL, Tender Document duly signed & sealed in all the pages should be given in separate envelope super scribed as “Technical Bid for CCTV Systems in UBKGB”.

Commercial Bid (Section 8 annexure II) pages should be given in separate envelope super scribed as “Commercial Bid for CCTV Systems in UBKGB”.

All the above mentioned envelopes should be packed and sealed in one main envelope super scribed as “Tender for supply & Installation of CCTV Systems in UBKGB”

## **SECTION-1**

### **1.1 NOTICE INVITING -TENDER**

Sealed tenders are invited from reputed firms in India having previous experience for supply, Installation and commissioning of Closed Video Transmission (CCTV)

### **1.2 Schedule of events:**

1	Date of RFP Floating	03.12.2021
2	Date Of Pre bid Meeting	(Bank at its own discretion may invite for Pre-bid meeting. Only those bidders will be allowed to participate who has EMD for the bid)
3	Last date & time for submission of Bids	18.12.2021 up to 3:00 PM
4	Opening of Tender document	18.12.2021 at 05:00 PM
5	Bank's website	www.ubkgb.org
	Bidders are advised to visit us at our website regularly for updates/ amendments, if any	
	Earnest Money Deposit (EMD)	Rs. 1,61,000/-
	Address for communication	The General Manager[GAD] Uttarbanga Kshetriya Gramin Bank, Head Office Sunity Road, Coochbehar , West Bengal 736101
	Contact Person	Senior Manager[GAD] gadho@rrbubkgb.in

### **ELIGIBILITY CRITERIA**

The Bidder should be Authorized Dealer/ Distributor.

Average Annual Financial Turnover during the last 3 years, ending 31st March 2021, should be at least Rs.20 Lakh Bidder should submit the Annual Report (Audited Balance Sheet and Profit & Loss Account) for last three years.

Experience of having successfully completed similar services during the last 3 years ending 31 March 2021 should be either of the following:

The bidder must submit the work order of last three years of not less than rupees 20 Lakh of CCTV installation

Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.

Earnest Money amounting to 1,61,000/- (Rupees One Lakh Sixty One Thousand only) by Demand Draft in favour of "Uttarbanga Kshetriya Gramin Bank" payable at Coochbehar.

No interest will be paid by Bank on Earnest Money Deposit. Earnest Money Deposit shall be refunded to those bidders whose offers have not been accepted within 30 days of opening of the tender.

The EMD shall be liable to be forfeited:

- a) If a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
- b) If the bidder does not accept the correction of its Tender Price; or
- c) If the successful Bidder fails within the specified time to:
  - i) Sign the Contract; or
  - ii) Furnish the required security deposit.

The EMD of a joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the EMD shall be in the names of all future partners as named in the letter of intent.

The EMD will be refunded to:

The Successful Bidders, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) as security deposit for 3% of the total project cost or as per the prevailing Govt. guidelines, valid for 24 months, within 21 days from the date of acceptance of purchase order, validity starting from its date of issuance.

The EMD of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Bank Guarantee as security deposit.

Tender received without EMD/inadequate EMD shall be rejected. The bidder must download the tender documents from Bank's website before the last date and time of sale of tender documents in order to bid for this tender.

### **MSME Clause**

In accordance with Government of India guidelines, Micro and Small Enterprises are eligible to get tender documents free of cost and also exempted from payment of earnest money deposit upon submission of valid MSME certificate copy which have been certified by competent authority.

Bank at its own discretion may invite for pre bid meeting.

It may be noted that startup vendors (which are not MSEs) are eligible for exemption from payment of security deposit / EMD subject to their submitting the requisite Certificate of having been recognized as startup

### **Preference to Make in India**

Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP (BE-II) dated 28.05.2018, 29.05.2019, 04.06.2020 and 16.09.2020 to encourage 'Make in India' and to promote manufacturing and production of goods, services and works in India with a view to enhancing income and employment. This Order is issued pursuant to Rule 153 (iii) of the General Financial Rules 2017. The salient features of the aforesaid Order are as under:

1. **Class-I Local supplier** - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%.
2. **Class-II Local supplier** - a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%.
3. **Non-Local supplier** - a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
4. Preference will be given to '**Class-I local supplier**' and '**Class-II local supplier**'.
5. The margin of purchase preference shall be 20%., Margin of purchase preference means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference.

## **Verification of Local contents:**

1. The local supplier at the time of submission of bid shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per Annexure- III.
2. Decisions on complaints relating to implementation of this order shall be taken by the competent authority which is empowered to look into procurement related complaints relating to procuring entity.
3. False declaration will be in breach of the Code of Integrity under Rule 175(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per rule 151 of the General Financial Rules along with such other actions may be permissible under law.

A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarments. The debarment for such other procuring entities shall take effect respectively from the date on which it comes to the notice of other procurement entities in the manner prescribed under order No P-45021/2/2017-PP(BE-II)

## **Basis of Allotment:**

### **The order will be divided to maximum two bidders.**

- i. Among all qualified bids, the lowest composite bid of all hardware items will be L1.
- ii. If L1 is class – I local supplier, the order will be divided in two bidders L1 & L2 in 60:40 ratio provided L2 agrees to match the price with L1. If L2 does not agree, next higher bidder will be considered for award with matching L1 price and so on.
- iii. If L1 is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to local supplier's quoted price falling within the margin of purchase preference (i.e. 20%) and the remaining 50 % of the order quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price (inclusive of duties, taxes and freight & insurance). In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price and so on, and order/contract shall be awarded accordingly.
- iv. If L1 is not a 'Class-I local supplier' and none of the class – I local supplier falls under 20% margin with L1, purchase preference should be given to the 'Class I local supplier' over 'Class II local suppliers' within 20% margin of purchase preference of the highest quoted bidder considered for award of contract [i.e. L2 in present case as order is split in two parts] so as to ensure that the 'Class I Local suppliers' taken in totality are considered for award of contract for at least 50% of the tendered quantity.
- v. In case, no 'class – I local supplier' qualifies for the award, 50 % contract will be awarded to L1 and remaining 50% contract will be awarded to next higher qualified bidder subject to matching the price with L1.

## **Start-up**

The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

## **SECTION-2**

### **INSTRUCTIONS TO BIDDERS**

#### **2.1 INTRODUCTION (DEFINITIONS)**

2.1.1 “Purchaser” means Uttarbanga Kshetriya Gramin Bank having its Head Office at Coochbehar.

2.1.2 “Bidder” means the individual, firm, or corporate body who participates in the tender and submits its bid.

2.1.3 “Goods/Products” means all the hardware, equipment, instruments, tools, machinery etc., and/or other materials like components/parts/spares including consumables which the supplier is required to supply to the Purchaser under the Purchase Order.

2.1.4 “Letter of Intent (LOI)” means the communication of the intention of the Purchaser to the Bidder to place the Purchase Order for the former’s offered goods/services.

2.1.5 “Purchase/Work Order (PO)” means the order placed by the Purchaser on the Supplier duly signed by the Purchaser has authorized representative to purchase certain goods & services from the vendor/contractor.

2.1.6 “Contract Price” means considerations payable to the supplier/contractor as stipulated in the Purchase or Work Order for performance of specified contractual obligations.

#### **2.2 BIDDER TO BEAR COST OF PURCHASE OF TENDER**

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser in any case will not be responsible or liable for these costs regardless of the conduct of the bidding process.

#### **2.3 BID DOCUMENTS**

2.3.1 Bid Documents includes:-

Section 1 Notice Inviting Tender

Section 2 Instructions to Bidders

Section 3 General (Commercial) Conditions of the Contract

Section 4 Special Conditions of the Contract

Section 5 Technical Specifications

Section 6 Branch Wise Requirement

Section 7 Annexure I for technical Bid

Section 8 Annexure II for Commercial Bid

Section 9 **Format of Performance Bank Guarantee (PBG)**

Section 10 Annexure III

Section 11 Annexure IV

Section 12 Annexure V

2.3.2 Any clarification or communications obtained from the Purchaser.

## **2.4 AMENDMENT TO BID DOCUMENTS**

2.4.1 At any time, prior to the date of submission of bids, the Purchaser may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.

2.4.2 The amendments/Corrigendum will be notified on Bank Website and these Amendments will be binding on them. Bidders are advised to visit Bank Website regularly for updates on this Tender.

## **2.5 EXTENSION OF TIME**

In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, the Purchaser may at its discretion extend the deadline for submission of bid suitably.

## **2.6 BIDDERS ELIGIBILITY AND QUALIFICATIONS**

Bidder shall furnish as a part of bid documents establishing the bidder's eligibility to supply the material. The bidder shall also submit documentary evidence in the form of literature, drawing, data on the goods offered.

## **2.7 VALIDITY PERIOD OF BID**

Bid shall remain valid for 180 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the Purchaser as non-responsive. In exceptional circumstances, the purchaser may request for the consent of the bidder for an extension to the period of bid validity. A bidder accepting the request and granting extension will not be permitted to modify his bid.

## **2.8 CLARIFICATION OF BIDS**

To assist evaluation and comparison of the bids, the Purchaser at its discretion may ask the bidder for clarification of the bid. The clarification and response from Bidder shall be in writing. The Purchaser does not bind himself/herself to accept the lowest or any tender and reserves to himself /herself the right to accept the whole or any part of the tender and altering the quantities offered and bidder shall supply the same at the rate quoted.

## **2.9 EVALUATION OF TENDERS**

2.9.1 The Purchaser shall evaluate the bids in respect to the substantive responsiveness of the bid or otherwise. The Purchaser shall carry out detailed evaluation of the substantially responsive bids. The Purchaser shall check the bid to determine whether they are complete, whether any computational errors have been made or required sureties have been furnished.

2.9.2 Arithmetical error shall be rectified on the following basis:-

- a) If there is a discrepancy between the unit price and total price that is obtained multiplying the unit price and quantity, the unit price shall prevail and the Purchaser shall correct the total price.
- b) In case of discrepancy between words and figures, the amount in words shall prevail.

2.9.3 A bid determined as substantially non-responsive shall be rejected by the Purchaser.

2.9.4 The Purchaser may waive any minor infirmity or non-conformity or irregularity in the bid which does not constitute a material deviation.

2.9.5 The Purchaser shall evaluate in detail and compare the bids which are substantively responsive.



## **2.10 PURCHASER'S RIGHT TO VARY QUANTITIES**

The Purchaser reserves the right at the time of award of the contract to increase or decrease the quantity of the goods by 10% and services specified in the schedule of requirements without any change in unit price of the ordered quantity.

## **2.11 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

The Purchaser does not bind himself to accept lowest or any other tender/bid and has the right to cancel the bidding process and reject all bids at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder on the grounds for the Purchaser's action and the EMD shall be refunded

## **2.12 NOTIFICATION OF SUCCESSFUL BIDDER**

Prior to the expiry of the bid period, the Purchaser will notify the successful bidder in writing by registered letter or fax, to be confirmed in writing by registered letter that its bid has been accepted.

## **2.13 POST BID CLARIFICATIONS**

No post bid clarification at the initiative of the bidders shall be entertained and any effort by the bidders to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or award of the contract shall result in rejection of the bid.

## **2.14 DELIVERY**

Delivery of the goods shall be made by the supplier in accordance with the terms specified by the Purchaser in the Special condition of the contract and goods shall remain at the risk of the supplier until delivery & installation have been completed in full. The Schedule of delivery shall be the essence of the contract. The supply & Installation of the mentioned should be completed within 30 working days after receiving the work order.

## **2.15 OPENING OF PRICE OFFER**

Price offers of only those bidders whose Techno-Commercial offers are found to be responsive and acceptable to Bank will qualify to be opened. The qualified parties shall be notified with the date and time of the opening of the Price Offer in advance.

## **2.16 Escalation Matrix**

Escalation matrix have to be provided for support, technical, project, etc. as per Annexure-IV.

## **2.17 Undertaking for sufficient quantity of spares**

Undertaking for sufficient quantity of spares need to be provided as per Annexure – V.

**Yours Faithfully**

**(K Soni)**

**General Manager**

### **SECTION-3**

#### **GENERAL (COMMERCIAL) CONDITIONS OF THE CONTRACT**

##### **3.1 PRICE APPLICABILITY**

Prices in the Purchase Order shall remain valid for the period of delivery schedule or extended delivery schedule. In case of delayed supplies, no price increase will be permitted to the supplier.

##### **3.2 STANDARDS**

The goods supplied under the contract shall conform to the standards mentioned in the Technical Specifications.

##### **3.3 PATENT RIGHTS**

The Supplier shall indemnify the Purchaser against all third party actions/claims of infringement of patent, trademark or industrial design rights arising from the use of goods or any part thereof.

##### **3.4 INSPECTION AND TESTS**

The Purchaser or its representatives shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted. Where the Purchaser decides to conduct such tests on the premises of the Supplier, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs. In case the tested goods fail to conform to the specifications, the Inspector may reject them and the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.

##### **3.5 WARRANTY**

3.5.1 The Supplier shall give warranty that goods to be supplied shall be new and free from all defects and faults in material, workmanship, and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Supplier shall be responsible for any defects that may develop under the conditions provided by the supplier and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate contact protection, deficiencies in circuit design and or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect goods are faulty. This warrantee shall survive inspection or payment for, and acceptance of goods, after the goods have been taken over.

3.5.2 If it becomes necessary for the supplier to replace or renew any defective portion/portions of the equipment under this clause, the provisions of the clause shall apply to the portion/portions of equipment's replaced or renewed. If any defect is not remedied within the specified time as mentioned in the SLA, the Purchaser may proceed to get the work done at the Supplier's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Supplier in respect of such defects.

3.5.3 Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges. Replacement / Repair / Rectification / Servicing of the material will be directed as per the Service Level Agreement.

### 3.6 SERVICE LEVEL AGREEMENT

SLA with Bank is to be executed within 21 days from date of acceptance of PO for all the supplied CCTV and other materials. Details are below:

The Bidder will take total responsibility for the fault free operation and maintenance of the CCTV and other materials.

Penalty for downtime/non-working of CCTV system after logging of call is as below:

Sr.	Location	Resolution Time	Penalty for delay for CCTV camera and other Hardware's (In Rs) Including taxes
1	Urban Location	Within next working Day	Rs. 50.00/- per day for CCTV System.
2	Semi Urban Area	Within Two Business Day	Rs. 50.00/- per day for CCTV System.
3	Rural Area	Within Three Business Day	Rs. 50.00/- per day for CCTV System.

The quarterly accumulated penalty amount Bank as a whole will be claimed by Bank and Bidder will have to pay the amount by any one of the mode like DD, RTGS/NEFT. If bidder fails to pay the penalty amount, accumulated penalty amount will be recovered by invoking PBG and / or from the retention amount.

The upper cap for the above penalty will be 10% of Hardware value of faulty hardware, including taxes during the warranty. This penalty will be over and above the penalty specified for delay in delivery/installation specified in the clause 3.17 of this RFP.

The successful bidder has to ensure on-site support (without any extra cost) for resolving all hardware equipment related issues, during warranty period.

During the warranty the bidder should undertake to provide free maintenance service which will include repair, replacement and maintenance of CCTV Camera and all other equipment.

### 3.7 CHANGE ORDERS

3.7.1 The Purchaser may at any time by written order given to the Supplier make changes within the general scope of the contract in any one or more of the following:-

Drawings, designs or specifications where goods to be furnished under the contract are to be specifically manufactured for the Purchaser.

Method of transportation or packing.

Place of delivery.

Services to be provided by the supplier.

### **3.8 SUB-LETTING**

The Bidder cannot assign or transfer and sub-contract its interest/obligations under the contract without prior written permission of the Purchaser.

### **3.9 LIQUIDATED DAMAGES**

3.9.1 The date of the delivery of the goods/services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed not later than the dates specified therein. Extension in delivery period will not be given except in exceptional circumstances. General Manager will have the authority for granting the exception up to 15 days. For approval of extension beyond 15 days, Chairman will remain as the competent authority. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the consignee, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.

3.9.2 In case the Supplier fails to supply the goods/services against the order, the same shall be procured from other suppliers at the cost and risk of the Supplier and the excess money will be recovered from any dues of the party.

3.9.3 For late deliveries, as liquidated damages, a sum equal to 2% of the price of any goods /services not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Supplier. The Purchaser also reserves the right to cancel the order in such cases and forfeit the EMD/Performance Bank Guarantee and may also debar the Supplier for future purchases.

### **3.10 ARBITRATION**

3.10.1 Resolution of Disputes:

Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration

3.10.2 The proceedings of arbitration shall be in English language:

3.10.3 In case any supplier wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Coochbehar, West Bengal shall have the Jurisdiction.

### **3.11 RISK PURCHASE**

3.11.1 In the event of Supplier's failure to execute the contract to the satisfaction of the Purchaser, the Purchaser reserves the right:

To reject any part of the Contract executed and withhold payment for such portion of the Contract till such time the defects are rectified to the satisfaction of the Purchaser.

To terminate the Contract by giving 2 weeks' notice in writing without assigning any reason and to get the Contract executed by other agency at the risk and cost of the Supplier.

### **3.12 PACKING**

The supplier shall ensure that the Goods/Equipment is securely and adequately packed to ensure safe arrival at the destination fully withstanding all hazards such as rough handling etc. during transit.

### **3.13 REPLACEMENT OF DEFECTIVE EQUIPMENT**

If any equipment or any part thereof, is found defective purchaser shall give the Supplier a notice setting forth details of such defects or failures and the Supplier shall forthwith arrange to set right the defective equipment or replace the same by the good one to make it comply with the requirements of the contract. This in any case shall be completed within a period not exceeding one month from the date of the initial report pointing out the defects. The replacement or rectification shall be made at site by the Supplier free of cost. Should the Supplier fail to does the needful within this stipulated time frame, the purchaser reserves the right to reject the equipment in full or in part and get it replaced at the cost of the Supplier. The cost of any such replacement made by the Purchaser shall be deducted from the amount payable to the Supplier.

### **3.14 FORCE MAJEURE**

If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of NY war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strike, lockout or acts of God hereinafter referred to “eventuality”), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be reason of such an “eventuality” be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceased to exist. In case of any dispute, the decision of the Chairman, UBKGB, COOCHBEHAR Head office, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of manufacture which may be in the possession of the Supplier at the time of such termination, or such portion thereof as the Purchaser may deem fit except such material, as the Supplier may, with the concurrence of the Purchaser, elect to retain.

### **3.15 TERMINATION FOR DEFAULT**

3.15.1 The Purchaser, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part.

If the supplier fails to deliver any or all the goods within the time period (s) Specified in the contract, or any extension thereof granted by the Purchaser

If the Supplier fails to perform any other obligation(s) under the contract; and

If the Supplier, in either of the above circumstances, does not remedy his failure after receipt of the default notice from the Purchaser within a period of 15 days (or such longer period as the Purchaser may authorize in writing)

On a notice period of 30 days.

### 3.16 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the supplier if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**Indemnity clause:** The Contractor shall indemnify UBKGB for any loss suffered by them as a result of disclosure of any confidential information. The Contractor shall not publish, permit to be published, or disclose any particulars of the Works in any trade or technical paper or elsewhere without the previous agreement of UBKGB. The Contractor shall indemnify UBKGB against all claims in respect of rights, and shall defend all actions arising from claims, and shall himself pay all royalties, license fees, damages, cost and charges of all and every sort that may be legally incurred in respect thereof. The Contractor shall indemnify and keep indemnified UBKGB and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons or property as aforesaid and also against any claim made in respect of injury or damage, whether under any Statute or otherwise and also in respect of any award of compensation or damages consequent upon such claim. The Contractor shall also indemnify and keep indemnified UBKGB against all claims which may be made against UBKGB by any person/ member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof. The Contractor shall also similarly indemnify the UBKGB against all claims which may be made upon UBKGB whether under the Workmen Compensation Act or any other statute in force during the currency of this contract or at Common Law in respect of any employee of the Contractor or any Sub-Contractor in case of any.

### 3.17 Penalty Clause

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these schedules will constitute a material breach of performance. In the event that the Bank is forced to cancel an awarded contract relative to this RFP due to the successful bidder's inability to meet the agreed delivery dates, the bank may take suitable penal actions as deemed fit.

Delay in hardware and related system software

Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 20% of the project cost. However, General Manager will have the authority to wave off the penalty imposed for delay up to 15 days in delivery and installation of the hardware. To wave off the penalty imposed for delay beyond 15 days in delivery and installation of the hardware, The Chairman will be the competent authority.

## **SECTION – 4**

### **SPECIAL CONDITIONS OF CONTRACT**

#### **4.1 PAYMENT TERMS**

70% payment shall be made against after smooth running of 1 month of delivery and installation and acknowledgement by the Branch Manager. Half of the remaining 30% amount will be payable after 30 days of one year completion of the installation and rest amount shall be payable after 30 days of warranty end period. No payment will be made for goods rejected on testing. Any penalty imposed due to violation of the SLA agreement during the warranty period will be deducted from the retention amount and / or by invoking PBG.

#### **4.2 DELIVERY SCHEDULE**

Supply, Installation & Commissioning of all Equipment/deliverables is to be made within 30 days from the date of issue of PO/WORK ORDER

#### **4.3 WARRANTY**

2 (Two) years onsite comprehensive warranty.

#### **4.4 QUANTITY VARIATION**

Purchaser may add or delete the number of systems/equipment up to 10% of total equipment's during the contract period and the charges shall be increased/ reduced accordingly on pro-rata basis, based on the unit price quoted by the contractor. Variation beyond that may be settled mutually.

#### **4.5 PENALTY FOR FAULT**

The purchaser reserves the right of getting the system / equipment attended by any other agency, if the complaints are not rectified to the satisfaction of purchaser within the time period as mentioned in the point no 3.6 from the time of fault report as per urgency or availability. The cost of such repairs etc. shall be at the risk and cost of vendor.

In case the fault cannot be rectified at the premises and the system/equipment needs to be taken out of the premises, vendor shall provide standby system/equipment of similar/equivalent configuration till the original system/equipment is replaced after rectification. Transportation charges, if any, shall be borne by the vendor.

## **ACCEPTANCE**

I/We have carefully read and understood the above terms and conditions of the bid and agree to abide by them

Signature of the bidder with seal

## SECTION – 5

### Technical Specification

CHANNEL DVR STANDALONE STSTEMS (DAHUA / HONEYWELL/SAMSUNG/LG / CIFY PLUS/GODREJ)

S.NO.	DVR STAND ALONE	SPECIFICATIONS
1	Number of Video channels	8 channel
2	Operating system	Embedded Linux
3	User interface	GUI, Wireless Mouse supported
4	Video Compression	Embedded with H.264 Video Compression
5	Video frame speed / frame rate	240 fps –NTSC , 200 fps - PAL
6	Video input	8 channels (30 fps per channel – NTSC,25 fps per channel – PAL)
7	Recording Resolution	D1 on all channels ( 25 FPS PAL / 30 FPS NTSE per channel )
8	Video output	1 Composite , 1 VGA (5mtr), 1HDMI,1SPOT
9	Video display ( division)	1,4,6,8
10	Audio	Support
11	Recording Mode	Continuous , manual , scheduled , motion detection , alarm
12	Data storage capacity	Minimum slots of 4 HDD.
13	Recording duration	90 days minimum
14	Backup for video	HDD,DVD+/-RW,USB flash memory stick, USB pen drive
15	PTZ camera	Yes
16	DVR operation	Live, record, playback, backup, program & remote viewing at the same
17	Motion detection	Detecting zones, multi-level of sensitivity.
18	System functions	Date and time stamping ( watermark)
19	System reliability	Shut down detection, auto recovery after power is re – connected.
20	Alarm	Support
21	Communication port	RS 232 , RS 485, Network port RJ – 45 (Ethernet)
22	Other functions	Panic recording, firmware upgrade, advanced search.
23	Connectors	Min 2 USB ports – version 2.0 or higher backward compatible with version 1.
24	Language support	English compulsory.
25	Working condition 24*7	Support
26	Product warranty	2 Years
27	Certification	UL/CE/FCC
28	Make ( any one of the specified)	Dahua /Honeywell/Samsung / LG / Godrej



VARIFOCAL DOME NIGHT VISION COLOUR CAMERA WITH MOTION DETECTION

S.No	DOME CAMERA	Specifications
1.	Megapixels	2 Megapixels
2	Effective pixels	1296(H)*732(V) or more
3	Horizontal resolutions	540 TVL colour or above
4	Signal /noise ratio	52 dB or more (AGC off)
5	Minimum illumination	0.1 lux @ F 1.2
6	Video output	1Vp-p,75 ohm, composite
7	Shutter speed range	1/50 – 1/100,000 sec
8	Scanning system	2:1 interface
9	White balance	Auto white balance
10	Backlight compensation	Built in auto
11	WDR function	Built in auto
12	Power input	12 V DC / 24 V AC
13	Mount	Ceiling /wall mountable base
14	Camera use	Internal area of branch
15	Night vision	Yes
16	Auto Iris lens	2.8 - 10 mm
17	Sync system	Internal
18	Product warranty	2 Years
19	Certification	UL/CE/FCC
20	Required make ( any one of the spacificed)	Dahua/Samsung /LG/Honeywell/Godrej

**WIDE DYNAMIC RANGE**

<b>SL NO</b>	<b>BULLET IR CAMERA WITH WDR &amp; MOTION DETECTION</b>	<b>SPECIFICATIONS</b>
1	IMAGE SENSOR	1/3" SUPER HAD CCD OR 1/2" SUPER CMOS SENSOR
2	EFFECTIVE PIXEL	752(H)*494(V) OR MORE
3	HORIZONTAL RESOLUTION	1 MEGAPIXEL OR HIGHER
4	SIGNAL/NOISE RATION	52 DB OR MORE (AGC OFF)
5	MINIMUM ILUMINATION	0.1 LUX @ F1.2
6	VIDEO OUTPUT	1 VP –P,75 OHM ,COMPOSITE
7	SHUTTER SPEED RANGE	1/50-1/100000 SEC
8	SCANNING SYSTEM	2.1 INTERFACE
9	WHITE BALANCE	AUTO WHITE BALANCE
10	BACKLIGHT COMPENSATION	BUILT IN AUTO
11	WDR FUNCTION	BUILT IN AUTO
12	POWER INPUT	12 VDC/24 VDC
13	MOUNT	CELLING/WALL MOUNTABLE BASE
14	CAMERA USE	OUTSIDE AREA OF BRANCH PREMISES
15	REQUIRED MAKE (ANY OF THE SPACIFIED)	SAMSUNG/HONEYWELL/DAHUA/HIKVISION/GODREJ
16	AUTO IRS LENS	3.5-8 MM
17	SYNC SYSTEM	INTERNAL
18	PRODUCT WARRANTY	2 YEARS
19	CERTIFICATION	UL/CE/FCC

S.NO	ITEM NAME	SPACIFICATION
A	SURVELLANCE HARD DISC (HDD)	Seagate Sv.35 / western digital ( WD)
	capacity	For recording atleast 90 days
B	MONITOR	LCD / LED
	Screen size	18.5” – 19” diagonal LCD/LED
	Make	Samsung / LG
	Video	PAL colour composite
	resolution	1280*1024/1368*720 pixels @60 – 85 Hz refresh rate , true colour (32 Bit)
	Power input	90 – 260 VAC or 12 V DC
	Viewing angle	140 degree H , 130 degree V
	Power consumption	Not exceeding 40 Watts.
C	CABLE - VIDEO	
	Category	Coaxial RG 59 / RG 6
	Type	Unarmoured FRLS
	Capacitance	53 +/-3 Ohms .
	DC resistance inner conductor	8.5Ohms / KM
	Di – electric strength	10 KVA AC mains
	Di – electric material	Polythene (PE), 7.1 mm dia
	Insulation resistance	50 M Ohms /KM
	Nominal impedance	75 Ohms
	Minimum bending radius	55 mm
	Length of the Cable	5 mtr / 10 mtr / 20 mtr (as per requirement)
	Acceptable quality	Make – polycab /RR Kabels
D	CABLE POWER	Unarmoured
	Category	2 core power cable , FRLS ( Fire resistance low smoke )
	Type	2 core 1.5 sq.mm
	Acceptable quality	ISI Marked ( IS – 694,1990),Make Finolex / polycab
	Insulation	PVC Insulated
E	PVC CONDUITS FOR CABLING	
	Specifications	20 mm dia
	Acceptable quality	ISI Marked, Make – precision or equivalent.
	Grade	Medium
F	6U RACK ( WALL MOUNT)	Dimension : 630 mmx500mm depth
G	USB EXTENSION CABLE	5 mtr / 7.5 mtr / 10 mtr / 20 mtr (as per requirement)

**SECTION – 6**

Branch wise Item requirement is given as under:-

SOL ID	BRANCH_NAME	Bullet	Dome	DVR	HDD (in TB)	19" Monitor	Power Supply	Wireless Mouse
400091	A.K.PARADUBI	1	4	8	4	1	5	1
400040	ADABARIGHAT	1	4	8	4	1	5	1
400023	AMBARI FALAKATA	1	4	8	4	1	5	1
400068	AMGURI	1	4	8	4	1	5	1
400082	ANGRAHBHASA	1	4	8	4	1	5	1
400123	ASHIGHAR	1	4	8	4	1	5	1
400061	BABURHAT(JAL)	1	4	8	4	1	5	1
400127	BADALNAGAR	1	4	8	4	1	5	1
400120	BAGDOGRA	1	4	8	4	1	5	1
400101	BAIRAGIRHAT	1	4	8	4	1	5	1
400085	BALABHUT	1	4	8	4	1	5	1
400119	BANARHAT	1	4	8	4	1	5	1
400128	BAROBHISA	1	4	8	4	1	5	1
400071	BAROMARICHA	1	4	8	4	1	5	1
400121	BASANTIRHAT	1	4	8	4	1	5	1
400001	BERUBARI	1	4	8	4	1	5	1
400107	BHAJANPUR	1	4	8	4	1	5	1
400020	BHETAGURI	1	4	8	4	1	5	1
400075	BHOTEPATTY	1	4	8	4	1	5	1
400099	BHUTNIRGHAT	1	4	8	4	1	5	1
400118	BIDHANNAGAR	1	4	8	4	1	5	1
400057	BIRPARA	1	5	8	4	1	5	1
400059	CHANGMARI	1	4	8	4	1	5	1
400047	CHATERHAT	1	4	8	4	1	5	1
400033	CHILAKHANA	1	4	8	4	1	5	1
400073	CHILKIRHAT	1	4	8	4	1	5	1
400067	DALSINGPARA	1	4	8	4	1	5	1
400027	DAWKIMARIHAT	1	4	8	4	1	5	1
400138	DEBIDANGA	1	4	8	4	1	5	1
400017	DHALPAL	1	4	8	4	1	5	1
400131	DHANGDHINGGURI	1	4	8	4	1	5	1
400060	DHANIRAMPUR	1	4	8	4	1	5	1
400056	DILARAM	1	4	8	4	1	5	1
400109	DINHATA	1	5	8	4	1	6	1
400122	DINHATA BOW BAZAR	1	4	8	4	1	5	1
400110	DODERHAT	1	4	8	4	1	5	1
400086	GARALBARI- BAHADUR	1	4	8	4	1	5	1
400130	GHUGHUMARI	1	4	8	4	1	5	1
400022	GHUGUDANGA	1	4	8	4	1	5	1
400113	GITDUBLING	1	4	8	4	1	5	1
400053	GOSSAIRHAT	1	4	8	4	1	5	1
400038	HASIMARA	1	4	8	4	1	5	1
400142	HELAPAKRI	1	4	8	4	1	5	1
400031	JAIGAON	1	4	8	4	1	5	1
400065	JALDHAKA H.P.	1	4	8	4	1	5	1
400004	JAMALDAH	1	4	8	4	1	5	1
400141	JASHODANGA	1	4	8	4	1	5	1
400096	JIRANPUR	1	4	8	4	1	5	1
400018	JORAI	1	4	8	4	1	5	1
400104	KALABARI	1	4	8	4	1	5	1
400090	KASHIYABARI(T)	1	4	8	4	1	5	1

400106	KASIBARI(H)	1	4	8	4	1	5	1
400048	KHAPRAIL	1	4	8	4	1	5	1
400011	KHARIBARI	1	4	8	4	1	5	1
400077	KHOLTA-M-KHOLTA	1	4	8	4	1	5	1
400044	KUKURJAN	1	4	8	4	1	5	1
400095	LAKETOWN	1	4	8	4	1	5	1
400093	LEBONG	1	4	8	4	1	5	1
400050	MARUGANJ	1	4	8	4	1	5	1
400117	MEKHLIGANJ	1	4	8	4	1	5	1
400054	MOULANI	1	4	8	4	1	5	1
400009	MUNGPOO	1	4	8	4	1	5	1
400016	NATABARI	1	4	8	4	1	5	1
400114	NAXALBARI	1	4	8	4	1	5	1
400089	NAYARHAT( M )	1	4	8	4	1	5	1
400070	NAZIRHAT	1	4	8	4	1	5	1
400135	PANCHKOLGURI (SOUTH COLONY)	1	4	8	4	1	5	1
400124	PANDAPARA KALIBARI	1	4	8	4	1	5	1
400042	PANIGHATA	1	4	8	4	1	5	1
400083	PEDONG	1	4	8	4	1	5	1
400066	POKHRIABONG	1	4	8	4	1	5	1
400026	PREMERDANGA	1	4	8	4	1	5	1
400074	PRODHANNAGAR	1	4	8	4	1	6	1
410021	RAIKATPARA	1	4	8	4	1	6	1
400041	RAJADANGA	1	4	8	4	1	5	1
400036	RAMBIBAZAR	1	4	8	4	1	5	1
400108	RAMPURBAZAR	1	4	8	4	1	5	1
400062	RANIRHAT	1	4	8	4	1	5	1
400103	RUNGBULL	1	4	8	4	1	5	1
400032	SAHEBARHAT	1	4	8	4	1	5	1
400007	SALBARI	1	4	8	4	1	5	1
400084	SALDANGA	1	4	8	4	1	5	1
400064	SALSALABARI	1	4	8	4	1	5	1
400030	SALUGARA	1	4	8	4	1	5	1
400112	SAMSING	1	4	8	4	1	5	1
400116	SANTINAGAR BB	1	4	8	4	1	5	1
400097	SATMILE	1	4	8	4	1	5	1
400081	SIKARPUR	1	4	8	4	1	5	1
400024	SILIGURI	1	5	8	4	1	6	1
400049	SISHUBARIHAT	1	4	8	4	1	5	1
400094	SIXTHMILE	1	4	8	4	1	5	1
400010	SOURENI	1	4	8	4	1	5	1
400129	SOVAGANJ	1	4	8	4	1	5	1
400043	SUKNA	1	4	8	4	1	5	1
400136	SUSTIRHAT	1	4	8	4	1	5	1
400072	SUTKABARI	1	4	8	4	1	5	1
400139	TALLIGURI	1	4	8	4	1	5	1
400125	TEKATULI	1	4	8	4	1	5	1
400140	TELIPARA	1	4	8	4	1	5	1
400105	THANESWARHAT	1	4	8	4	1	5	1
400100	TINBATTI MORE	1	4	8	4	1	5	1
400014	TINDHARIA	1	4	8	4	1	5	1
400137	TOPSHIKHATA	1	4	8	4	1	5	1
400078	TOTOPARA	1	4	8	4	1	5	1
400991	RO Coochbehar	1	5	8	4	1	5	1
400992	RO Jalpaiguri	1	5	8	4	1	5	1
400993	RO Siliguri	1	5	8	4	1	5	1

Item quantity may differ by 10%.

**SECTION-7**      **Annexure - I**

1	Company/Firm Name	
2	Registration Number	
3	Year of establishment and constitution. Certified copy of “Partnership Deed” or “Certificate of Incorporation/commencement of business”, Memorandum of Association, Articles of Association should be submitted as the case may be.	
4	Location of Registered office /Corporate office and address- Mailing address of the bidder	
5	Current GST Number (enclose copy of certificate)	
6	Names and designations of the persons authorized to make commitments to the Bank.	
7	Telephone & E-mail addresses of contact persons	
8	Address for Communication	

9	<p>In case of Authorized Dealer, the dealer should submit the dealership certificate.</p> <p>In case of Distributor, the Distributor should submit the Certificate/License of Distributorship</p>	
10	The bidder should submit a self-declaration in company's letter Head that they have not been debarred by any government / statutory / regulatory / Banks / Insurance Companies / Financial Institutions at the time of submission of Bid.	
11	Bids should be for latest models and should not include models, which are marked to be withdrawn (End of Life) during the next 12 months and End of Support for next 60 Months. A certificate in this regard must be provided in OEM's Letterhead.	
12	The bidder should submit a certificate from OEM for availability of spares for at least 5 years for the CCTV System quoted	
13	Annual Turnover(₹in Lakhs) in as per the Income Tax returns of last three years(Copy attached)	2018-19: 2019-20: 2020-21:
14	Profits after Tax in last three years(in Rupees Lakhs) @ (Copy attached)	2018-19: 2019-20: 2020-21:

15	Contract amount of at least previous 3 years work orders of different PSU/RRBs/Govt. Depts. payments made	
16	List of major clients during the last THREE years	

@ Minimum Turnover needs to be 20 lakh in a year.

@ Minimum work order amount must be 20 lakh for CCTV SYSTEMS in last 3 years. Work Order from PSU & Govt. Dept. from last three years must be attached.

Certified that the above particulars are true.

Date:

Signature of Authorised Signatory

Place:

(Name of company/firm) With Seal



**SECTION-8      Annexure - II**

Proforma - Financial Bid for Supply, Installation & Commissioning of CCTV System Proforma -Financial Bid for Supply, Installation & Commissioning of CCTV System at 106 Branches and 3 Regional Offices of UBKGB

SL NO	DESCRIPTION	RATE /PER UNIT/FEET/MTR  (Rs)	AMOUNT
1	8 Channel Digital video recorder Embedded Linux GUI ,wireless mouse supported embedded with H.264 video compression (DAHUA / HONEYWELL/SAMSUNG/LG / CIFY PLUS)		
2	VARIFOCAI DOME NIGHT VISION COLOUR CAMERA  Of 2 megapixel		
3	SURVELLANCE HARD DISC (HDD)  Seagate Sv.35 / western digital (WD)  Of 4 TB		
4	MONITOR 18.5” – 19” diagonal LCD/LED SAMSUNG /LG		
5	VIDEO CABLE RG59/RG66 COAXIAL  i) 5mtr ii) 10mtr iii) 20mtr		
6	POWER CABLE  POLY CAB/RR CABLE		
7	BULLET IR CAMERA WITH WDR		
8	POWER SUPPLY  6 U RACK(WALLMOUNT)		
9	USB Extension Cable  i) 5mtr ii) 7.5mtr iii) 10mtr iv) 20mtr		

### **PERFORMANCE BANK GURANTEE**

In consideration of Uttarbanga Kshetriya Gramin bank, having its Head office at Coochbehar, Sunity road Coochbehar (hereinafter referred to as "UBKGB" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement \_\_\_\_\_dated \_\_\_\_\_issued Purchase Order No . \_\_\_\_\_dated with/on M/s\_\_\_\_\_ (hereinafter referred to as "The Supplier" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors). WHEREAS the Supplier having unequivocally accepted to supply , Install & maintain the materials as per terms and conditions given in the Agreement dated \_\_\_\_\_/Purchase Order No.....dated \_\_\_\_\_ and UBKGB having agreed that the Supplier shall furnish to UBKGB a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) of the value of the Purchase Order i.e. for We, \_\_\_\_\_ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. \_\_\_\_\_in your favour for account of \_\_\_\_\_ (The Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order. Hereby, we undertake to pay up to but not exceeding \_\_\_\_\_(say Only ) upon receipt by us of your first written demand (say accompanied by your declaration stating that the amount claimed is due by reason of the Supplier having failed to perform the Agreement and despite any contestation on the part of above named supplier. This Letter of Guarantee will expire on \_\_\_\_\_including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

Authorised signature

Seal of the bank

**Section - 10**

**Annexure- III - Make in India purchase preference**

**<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>**

Date :

To,

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Dear Sir,

Ref : RFP No

This is to certify that proposed \_\_\_\_\_ <product details> is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFP.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 dated 15-6-2017 as revised on 16-9-2020, referred to hereinabove.

Signature of Statutory Auditor

Cost Auditor

Name/Company

Registration Number

Seal

Counter-signed:

**Bidder**

**OEM**

**Name & Signature of authorised signatory**

**Name & Signature of authorised signatory**

(In the capacity of)

(In the capacity of)

Duly authorized to sign bid

Duly authorized to sign for and on behalf of OEM  
(supported by Board Resolution/POA)

## **Section – 11**

### **Annexure IV – Escalation Matrix**

SUB: Tender for supply & Installation of CCTV Systems in UBKGB.

Ref: Your RFP

Name of the Company

Delivery Related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email Address
a		First Level Contact				
b		Second level contact (If response not received in 24hrs)				
c		Second level contact (If response not received in 24hrs)				
d		Country Head (If response not received in One week)				

Service Related Issues

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email Address
a		First Level Contact				
b		Second level contact (If response not received in 24hrs)				
c		Second level contact (If response not received in 24hrs)				
d		Country Head (If response not received in One week)				

Any change in designation, substitution will be informed by us immediately.

Date

Signature with seal

**Name**

**Designation**

**Section – 12**

**Annexure V – Undertaking for sufficient quantity of spares**

To  
The General Manager-IT  
UTTARBANGA KSHETRIYA GRAMIN BANK  
Coochbehar

Sir,

**Reg:** Undertaking for sufficient quantity of spares

With reference to above, we hereby declare and state that, we shall maintain the sufficient quantity of spares for all the items supplied in the **Tender for supply & Installation of CCTV Systems in UBKGB** and as stock during the warranty at our support offices across the country.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 2021

Date

Signature with seal  
Name

Designation