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Regional Office- Ahmedabad  
Opposite Handloom House,  
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**सुरक्षा विभाग SECURITY DEPARTMENT**

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RO/SECY/CCTV/01/2022-23

12.12.2022

**RFP FOR INVITING PROPOSALS FOR SUPPLY INSTALLATION & MAINTENANCE  
OF NETWORK BASED CCTV SYSTEMS IN 35 BRANCHES  
UNDER AHMEDABAD & BARODA REGIONS**

1. Bank is using “DVR based CCTV systems (8 / 16 channel) in most of its Branches and ATMs presently. The same is **planned to be replaced** with network based CCTV systems (8 / 16 channel) in 35 Branches as mentioned below:

Sl. No.	Region Name	No. of 8 - Ch CCTV Systems	No. of 16 - Ch CCTV Systems	Total
1.	Ahmedabad	15	12	27
2.	Baroda	0	08	08
	<b>Total</b>	<b>15</b>	<b>20</b>	<b>35</b>

2. Further, there may be a requirement to replace some of the existing 16 or 32 Chanel DVR based CCTV system installed in **Currency Chests** with NVR based CCTV systems within next one year.
3. In addition to the above, there is a requirement to provide **Comprehensive AMC services** for each Branch / ATMs for a period of minimum **five years** which may be extendable twice by two years each at a time and maximum up to nine years as per the terms and conditions mentioned in this RFP. **The make of NVRs, Cameras, POE Switches and associated equipment should be of same reputed company (OEM) to ensure seamless connectivity and to avoid operational mismatch if any.** Further, each component of the CCTV system should fulfill **ONVIF protocol** (as applicable) so as it can be easily connected to **E-Surveillance & CMS** on a later date - if required by the Bank.
4. In view of the above, we invite sealed tenders under **two bid system** from Agencies who have been authorized by OEMs as **System Integrators/ Service**

**Providers (SIs/ SPs)** having their Service Center/ Office in Gujarat and having a good business liaison with the OEM subject to both OEM and SIs / SPs are meeting the selection criteria laid down in this RFP.

5. The important dates for the conduct of the tender are as appended below:

<b>Date of issuance of tender</b>	- <b>12.12.2022</b>
<b>Pre-Bid Meeting at RO .....</b>	- <b>19.12.2022 (11.00 AM)</b>
<b>Issuance of Amended Tender (if required)</b>	- <b>21.12.2022</b>
<b>Last Date for Submission of Tender</b>	- <b>03.01.2023 (17.00 PM)</b>
<b>Technical Bid Opening</b>	- <b>04.01.2023 (11.00 AM)</b>
<b>Demonstration on CCTV Products by SI Before finalization of the tech Bid</b>	- <b>Will be intimated after accessing the Technical bids</b>
<b>Commercial Bid Opening</b>	- <b>Will be intimated post finalization of Technical Bid</b>

6. The selected SI/ SP shall be issued an **offer letter by respective Regional Office** to submit a **Performance Bank Guarantee (PBG)**. Post receipt of the PBG, respective RO shall issue the "**Supply cum Work Order**" to the selected SIs / SP as per the rate finalized during the tender. A contract in the form of signing the duplicate copy of the "Supply cum Work Order" as a token for having agreed to the terms and conditions laid down in this RFP will be executed by the SI/ SP for the following:

- (a) To supply & install NVR based CCTV systems in 35 Branches under Ahmedabad & Baroda, Regions as per detailed scope of work as mentioned at **Para 17** of this RFP.
- (b) To provide "**Normal AMC**" during the warranty period and "**Comprehensive AMC**" post warranty period on quarterly visit basis for a total of **five years** which is extendable up to nine years. The Warranty Period will be quoted separately by each SI / SP in the Commercial Bid.
- (c) To expedite supply, Installation & maintenance of the CCTV systems in each Region, the work may be divided between L1 and L2 Bidders at the Rate of L1 ensuring the following:
  - (i) L1 Bidder will be allotted the Region having maximum number of Branches requiring installation of new CCTV system **or** the Region with lessor number of Branches requiring installation of new CCTV system as per its choice.

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- (ii) L2 Bidder may be allotted the Region with lesser number of branches as compared to L1 Bidder.
  - (iii) Only one Bidder may be allotted work in each Region.
- (d) The rates approved during the tender will be valid for at least one year as Bank may issue additional Work Order(s) also on as and when required basis.
7. The SI / SP must specify separate rates for “**Normal AMC**” during the warranty period and “**Comprehensive AMC**” post warranty period on quarterly visit basis. Accordingly, the SI / SP will have to provide all the spares including NVRs, HDDs, Cameras, POE Switches, Network Cables, Monitor and other components as applicable free of cost during the warranty period as well as during the period of comprehensive AMC through the OEM or at its own cost.
  8. The Bank may issue notice(s) to the SI / SP in case there are repeated complaints regarding unavailability of the CCTV system and the same is not attended within a period of 24 hours of reporting by email/ phone.
  9. Further, the contract with the SI / SP may be terminated, performance guarantee invoked and agency blacklisted if it is found that the CCTV components supplied by the agency are substandard or not as per the specifications given in this RFP or functioning of the CCTV system is assessed poor/ unsatisfactory or performance of the agency is assessed poor/ unsatisfactory during the period of Normal or Comprehensive AMC despite having issued two or more notices to the agency. The action on blacklisting taken by one Region could lead to termination of the Contract for other Regions as well.
  10. In addition to the above, there will be a provision for renewal of Comprehensive AMC after the **initial contract period of five years** for further period(s) of two years at a time and for a **maximum period up to nine years** based on the requirement of the Bank and satisfactory performance of the SI / SP at a rate mutually agreed between both the parties. However, the validity of the Performance Bank Guarantee (PBG) must be modified by the SP/ SI before renewal/ extension of the Contract.
  11. **Tender Application.** A complete set of tender documents can be downloaded from Bank’s website [www.iob.com](http://www.iob.com). The cost of tender documents/ application fee is **Rs.1000/-** (Rupees One Thousand only). The same must be paid through Demand Draft drawn in favour of “**Indian Overseas Bank**” payable at Ahmedabad. The Cost of tender document/ application fee is non-refundable.
  12. The Agencies registered under Single Point Registration Scheme of National Small

Industries Corporation (NSIC) are eligible for exemption from Tender application fee provided it submits a current and valid certificate for the same.

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

- (a) The SI / SP must submit an EMD of Rs.17,500/- [Rupees Seventeen thousand five hundred only, by way of Demand Draft in the name of **Indian Overseas Bank**, issued by any Commercial Bank payable at Ahmedabad along with the Technical Bid.
- (b) The EMD of unsuccessful Bidder would be returned without any interest within 30 days from the date of completion of tender process.
- (c) The EMD of L1 / L2 Bidder(s) shall also be returned without any interest within 7 days from date of submission of the PBG to the Regions which have issued the offer letter as mentioned in this RFP.
- (d) If the successful Bidder refuses to submit the PBG or refuses to accept the work order within the stipulated date & time, then the offer given to the selected bidder shall be cancelled, EMD held with the Bank forfeited and offer may be given to L2/ other Bidder.
- (e) The agencies registered under Single Point Registration Scheme of NSIC, which are eligible to get the benefits under Public Procurement Policy shall be exempted from payment of Earnest Money Deposit (EMD) for participating in the Tender. However, the exemption for payment of Earnest Money Deposit (EMD) for qualifying in the Technical Bid shall be **subjected to submission of current and valid Registration Certificate from NSIC, Ministry of MSME, GoI** as on Tender issue date.
- (f) If such company becomes L1 & refuses to take contract/ does not fulfil the requirement of Tender after being declared L1 will be blacklisted for 5 years.

14. The Technical & Commercial Bids documents, both enclosed in **separate sealed envelopes**, should be further sealed in a single envelop and addressed to '**The Chief**, Indian Overseas Bank, Regional Office- Ahmedabad, Opposite Handloom House, Sharad Shopping Complex, Chinubhai Tower, Ashram Road, Ahmedabad 380009. "**Tender for supply, installation & maintenance of CCTV**" must be marked on the top of front side of the envelop and the **name of the Agency, Contact Person, Address, Phone/ Mobile No. and email Id must be mentioned at the rear.**

15. The QRs for the **OEM** and **Bidder** (Service Provider/ System Integrator) are as appended below:

(a) **Qualification Requirement for OEM (i.e. Equipment Provider) for meeting**

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**Warranty, Operational, Maintenance, Security & Environmental Requirements:**

- (i) The NVRs, Cameras, POE switches, Video Management Server and other accessories planned to be supplied/ installed by the System Integrator, should be **manufactured/ assembled in India**. Copy of valid address proof of OEMs production facility to be provided.
- (ii) The OEM should be registered in India. Copy of Certificate of Incorporation, GST Certificate and PAN to be provided.
- (iii) The OEMs must have its own Service Centre(s) in at least Six metro cities of India out of Ahmedabad, Bangalore, Chennai, Coimbatore, Delhi, Kolkata, Mumbai, and Hyderabad since last 3 (Three) years. Valid Address Proofs & other documents showing presence of service centers in six metro cities as mentioned above for last 3 (Three) years to be provided.
- (iv) The OEM should have average annual turnover of at **least Rs.150 Crores** during last 3 (Three) years. Copy of audited Profit & Loss statements for Business done in India for FY 2019-20, 2020-21 & 2021-22 to be provided.
- (v) The OEM should have ISO 9001 & 14001 Certifications. Copy of relevant certificates to be provided.
- (vi) The products should have suitable Indian BIS Certification. Copy of relevant certificates to be provided.
- (vii) OEM undertake to provide Warranty Certificate(s) with Make, Model & Serial Number mentioned in the certificate for each item manufactured by the company.
- (viii) The OEM must also provide a Certificate that replacement spares will be made available for at least **7 (Seven) years**. An undertaking to be provided by the OEM as per **Annexure 1 (A)**.

**(b) Qualification Requirement of System Integrator/ Service Provider (SI/ SP).**

- (i) Bidder (SI/ SP) should be Proprietorship/ Partnership/ Pvt Ltd Company having its registered office in India. Copy of Certificate of Incorporation to be provided.
- (ii) The Bidder (SI/ SP) should have an office/ service center in **Ahmedabad & Baroda** Regions. Copy of suitable document in the name of the agency (Shop Est Certificate / GST Certificate with address / Telephone/ Electricity Bill/ Lease Agreement with complete address) to be provided.

- (iii) The Bidder should be "System Integrators/ Service Providers" for supply & installation of OEMs products. Copy of Manufacturer Authorization Certificate (MAC) format attached as **Annexure 1 (A)** to be provided for CCTV, NVR, Network Switches & Passive Components, LED displays etc.
- (iv) The selected bidder while supplying the NVR based CCTV products must provide for each item the Warranty Certificate (along with Make, Model No. & Serial Number) and **QR Codes** as applicable. An undertaking as per **Annexure - I** to be provided.
- (v) Bidder should **not have been blacklisted / debarred** by any GE or PSUs or PSBs during last 5 (Five) years as on date of RFP submission. An undertaking as per **Annexure - I** to be provided.
- (vi) Bidder should not be or must **not have been a financial defaulter with any bank in India**. An undertaking to be provided. An undertaking as per **Annexure - I** to be provided.
- (vii) Bidder undertakes **to submit the Performance Guarantee on selection as L1 Bidder**, as per the format provided by the Bank. An undertaking as per **Annexure - I** to be provided.
- (viii) The bidder should have been in the business of supplying CCTV systems and providing installation & maintenance services to GE/ PSUs/ PSBs / Pvt Banks for last **five** years from date of issuance of this RFP. Submit copy of **any two best "Work Orders"** to justify the same.
- (ix) The services rendered by the SI / SP must have been assessed satisfactory by GE/ PSUs/ PSBs/ Pvt Banks. Submit copy of Satisfactory Service Certificate issued by minimum three clients not below Zonal / Circle / Regional office level in the format attached as **Appendix - II** to this RFP. Alternately, the Si / SP may submit a certificate issued by their client having all the details as mentioned in the format above subjected to such certificate is **not older than six months**.
- (x) Bidder should have **an average turnover (T/o) of Rs.17.50lakhs** per year during last 4 (Four) years. Submit copy of **Audited Profit & Loss Statement** for last 4 (Four) years i.e FYs 2018-19, 2019-20, 2020-21, 2021-22.

**Alternately**, SI / SP currently providing satisfactory services to any of the IOB Region for more than 4 (Four) years continuously will also be considered qualified irrespective of the Turnover as mentioned above.

However, the contract of such SI / SP should not have been discontinued by any of the IOB Regions due to deficiency in AMC services during last 4 (Four) years. Submit Satisfactory Service Certificate (in original) issued by all IOB Regional Offices to which SI / SP has provided the AMC services during last 4 (Four) years in the format attached as **Annexure - II**. However, the SI / SP may be disqualified, if it is found that such SI / SP has not submitted satisfactory service certificate from all the Regions to which it had provided / has been providing AMC services during last 4 (Four) years,

- (xi) The Bidder should be assessed for Income Tax and must be **profitable for 3 (Three) years out of last 4 (Four) years**. Submit copy of **IT return** for last 4 (Four) years i.e FYs 2018-19, 2019-20, 2020-21, 2021-22.
- (xii) The Bidder should be registered with GST. Submit copy of the GST certificate with address of the SI / SP (not provisional certificate).
- (xiii) **L1 Bidder must provide Brochures (Data Sheet) received from the OEM for all the components of the CCTV system it intends to supply along with the Technical Bid and must mentioned the page number of the Brochure (Data Sheet) correctly in Annexure - IV.**
- (xiv) In addition to the above, The SI / SP who are shortlisted during the initial phase of the Technical Bid will be advised to **demonstrate the working of all the important equipment** as listed below, it plans to supply along with associated items on a date as intimated by the bank and before finalization the Technical Bid. An undertaking as per **Annexure - I** to be provided.

Sl. No.	Items
1.	<b>8 Ch / 16 Ch NVR with minimum 2 Sata</b>
2.	<b>Surveillance 6 TB / 8 TB / 10 TB HDD</b>
3.	<b>2 MP IR Dome IP with Fixed Lens</b>
4.	<b>2 MP IR Bullet IP Cameras with Variable Lens</b>
5.	<b>18" / 22" LED Display Monitors along with wall mounting</b>
6.	<b>8-Port 10/ 100/ 1000M PoE Switch with 2 uplinks</b>
7.	<b>16-Port 10/ 100/ 1000M PoE Switch with 2 Uplinks</b>
8.	<b>Cat-6 STP Unarmoured Cable</b>

- (xv) Bidder agrees to complete the installation of the new CCTV systems and de-installation of the old CCTV systems (post installation of new systems) **within the number of days as specified below after issuance of the Supply/ Work Order(s)** by the Bank. Further, a **penalty of Rs 3000/- per day** will be debited on the amount payable to the selected Bidder **for any delay** excluding the reasons such as natural disasters or war like

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situation(s) which are beyond the control of the Bidder. An undertaking as per **Annexure - I** to be provided.

<b>Number of Branches up to 25</b>	-	<b>60 Days</b>
<b>Number of Branches above 25</b>	-	<b>90 Days</b>

- (xvi) The Bidder must submit the **tender application fee** and **EMD** as mentioned in this RFP.
- (xvii) The Bidder must submit **copy of the RFP** and amendments if any issued by the bank with each page **duly signed and stamped** by the competent authority having agreed to terms and conditions for this tender.
- (xviii) The Bidder must submit **Appendix V (A)** duly signed & stamped by the OEM as a documentary proof with respect to OEM meets the QRs as specified in this RFP.
- (xix) Bidder must undertake **to complete the task of installation & maintenance of the CCTV system in IOB Branches by itself and promise that it will not execute agreement(s) with any subcontractor(s) for the same.** An undertaking as per **Annexure - I** to be provided.

#### 16. **Performance Bank Guarantee (PBG).**

- (i) The Bidder on selection for execution / division of work as stated at Para 6 (c) above, will be intimated through an offer letter for submission of Performance Bank Guarantee (PBG) on Rs.100/- Stamp Paper, **equivalent to 5% (but not exceeding 2 lakhs per Region) of "Approximate Procurement Cost & Cost for Normal AMC during Warranty Period plus Cost for Comprehensive AMC post Warranty Period taken together for 5 (Five) Years"** to each Regional Office (separately) in the format supplied by the Bank. The approx. procurement cost will be decided as per the Rates quoted by L1 Bidder.
- (ii) Format of the PBG is attached as **Annexure - III** to this RFP.
- (iii) The PBG must be issued by any **Commercial Bank other than IOB** in the name of **Indian Overseas Bank**, payable at Ahmedabad and to be submitted **within 10 days** of intimation of having been selected as L1 Bidder by the Bank.
- (iv) However, the SI / SP must submit an undertaking that it will submit the PBG before issuance of the supply cum work order by the bank in the format attached as **Annexure - I** of the RFP.



- (v) In case, the SI / SP selected as L1 bidder fails to submit the PBG to any of the Region within **10 (ten) days** from date of intimation, then the Bank (respective Region) may cancel the offer given to the L1 Bidder and invite L2 or L3 for submission of PBG & execution of the contract in the same order. In such case, the EMD submitted by the L1 Bidder may be forfeited or the SI / SP blacklisted for all the Regions if no EMD has not been submitted.
- (vi) If the contract for Comprehensive AMC with the SI / SP is extended by the Bank, the PBG submitted will have to be renewed by the SI / SP for the period Comprehensive AMC has been extended/ renewed.
- (vii) If the SI / SP refuses to accept the work order (or) fails to carry out obligations mentioned in the contract despite issuance of notice (or) the contract is terminated by the Bank due to unsatisfactory performance (or) the contract is terminated by the SI / SP before completion of the AMC period, then the PBG submitted by the SI / SP will be invoked by the bank and the SI / SP may also be blacklisted for a period of minimum 5 (Five) years with an intimation to RBI. The action of blacklisting taken by one Region will be applicable to other Regions as well, even if there is no such complaint from other Region.

#### 17. Scope of Work.

- (a) To supply following network-based CCTV system along with cameras and associated equipment in brand new condition in the Branches of all the Regions as mentioned in this RFP:

Sl. No.	NVR Type	Ahmedabad (Total Branches - 27)	Baroda (Total Branches - 08)
1.	<b>NVR (8 Channel)</b>	15	0
2.	<b>NVR (16 Channel)</b>	12	08
	<b>Total</b>	27	08

Note: The CCTV systems as mentioned above must be supplied as per the **technical specifications mentioned at Annexure - IV** to this RFP.

- (b) To Install, Commission & Test above mentioned network-based CCTV systems to cover the locations as listed below.

- (i) Branch Manager Cabin.
- (ii) Entry / Exit (avoiding light falling on the camera & blurring of image).
- (iii) Strong Room door and area around.
- (iv) Cash Cabins.
- (v) Branch Lobby / Jewel Appraiser / Cheque Drop Box.
- (vi) Branch Parking / outside ATM.

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- (vii) Inside ATM covering the entry & face of the person but not the PIN Pad.
  - (viii) Any other area as briefed by the RSO / Branch Manager.
- (c) The SI / SP must use **Yellow / White / Yellow colour Cat-6 cables** to differentiate with the Cat-6 cables used for normal networking by Bank. However, single colour coding to be used for complete cabling in one Branch.
- (d) To de-install old/ existing DVR based CCTV systems including all its cameras, wiring & accessories. The removal of the existing DVR based CCTV systems to be commenced only after installation of new CCTV systems in each Branch. The old DVRs and the cameras taken out from the Branches needs to be segregated and packed in separate boxes for each component.
- (e) Utmost care must be taken while installing new network-based CCTV systems & de-installing existing DVR based CCTV systems and Bank property should not be damaged by the personnel deployed by the SI / SP while performing installation/ de-installation work. Else, suitable penalty may be imposed by the bank and amount adjusted against the Bills submitted by the SI / SP agency to recover the cost of replacement for the same.
- (f) The installation & de-installation work of the CCTV cameras & associated equipment in the Branch to be planned during holidays/ non-working hours as far as possible.
- (g) The focus & field of view of each camera including their display on monitors will be adjusted by the SI / SP as per the specific requirement of the Branch Manager / RSO.
- (h) To mark/ tag each camera, POE Switch and associated equipment for easy identification.
- (i) To prepare and provide a proper "Layout Diagram" of the CCTV systems installed in each Branch along with the "Commissioning Report" post counter signature & stamped by respective Bank Manager to the RSO.
- (j) To provide "**Normal AMC**" during the warranty period and "**Comprehensive AMC**" post warranty period on quarterly visit basis. The total period for "**Normal AMC**" and "**Comprehensive AMC**" shall be 5 (Five) years which is extendable to 9 (Nine) years.
- (k) The **mandatory services to be provided during Quarterly AMC (Normal/ Comprehensive)** visits are as mentioned below:
- (i) Cleaning of NVRs, IP Cameras (including lens), POE switches & other  
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items in a phased manner so as each camera glass and its lens is cleaned with required solution at least once in a year.

- (ii) Checking and correcting the focus and field of view of each camera.
  - (iii) Checking the serviceability of all CCTV systems and undertaking the repair/ replacement work as required on priority basis.
  - (iv) Checking and adjusting the settings of all CCTV systems as per the requirement of the bank.
  - (v) Time synchronization & replacement of CMOS Battery - every one year.
  - (vi) Checking each camera and ensuring that its footage is getting recorded continuously.
  - (vii) Checking all CCTV systems and its cameras post any natural calamity such as cyclones, continuous heavy rains, and earthquake within 3 to 5 days.
  - (viii) The complaints and repair calls will be attended on the same day or within 24 hours of intimation of the same by bank through mail or telephonically.
18. **Tender Evaluation Process.** The offers received from various bidders shall be evaluated in **4 (Four) stages**:-

#### **Stage - I**

19. **Technical Bid.** The selection criteria for qualifying the Technical Bid and for participating in the Commercial Bid for OEM & System Integrator/ Service Provider are attached as **Annexure - V (A & B).**
20. **Verification of the Technical Details / Specification of the NVR based planned to be supplied by the SI / SP.** Bank shall verify the technical details of all the items of the network-based CCTV system the SI / SP plans to supply by matching the make and model number with the Brochures / Data Sheets provided and as mentioned in **Annexure - IV** before finalization of the Technical Bid.
21. Kindly note that tender documents submitted by a bidder may be rejected if:
- (a) The tender is incomplete.
  - (b) Mandatory document(s) as mentioned in this RFP is/ are not attached.

- (c) Tender application fee and EMD are not submitted.
  - (d) **Documents are not serially page numbered or not stamped or not spiral bound or not signed by the competent authority.**
  - (e) **Page No. under reference for the specific eligibility criteria is not correctly marked/ linked in Annexures IV and V (A & B) for Technical Bid.**
  - (f) Not fulfilling any other condition as mentioned in this RFP.
22. If the bank comes to know of any wrong information furnished by the bidder or an adverse fact, purposely hidden, then the contract executed with the selected Bidder will be terminated along with invocation of the PBG. In addition, the agency may be backlisted for a period of minimum 5 (Five) years and a fraud case may be filed against the Directors/ Owners of the agency.

### **Stage - II**

23. The SI / SP who are shortlisted during the initial phase of the Technical Bid will be advised to **demonstrate the working of the equipment** it plans to supply including the NVRs (8 / 16 Channel), CCTV cameras and other associated items on a date as intimated by the bank and before finalization the Technical Bid. An undertaking as per **Annexure - I** to be provided.

### **Stage - III**

24. **Commercial Bid.** The sealed quotation must include the commercial Bid in the format attached as **Annexure - VI** to this RFP. Bank reserves the right to further negotiate the rates with L1 bidder. **Final selection of the L1 Bidder shall be based on the sum of all the costs calculated for a period of minimum 5 (Five) years** as mentioned below:
- (a) Cost for supplying NVRs (8 / 16 channel), 2MP Dome / Bullet IP cameras and associated equipments with complete accessories including, POE switches, Network Cables, Conduit, and other items as per the **“Technical Specifications” mentioned at Annexure - IV and “Quantity” in the Work Order issued by respective Regional office.**
  - (b) Cost of Installation, Commissioning, and testing of complete CCTV systems in respective Branch.
  - (c) Cost for de-installation of old DVR based CCTV systems including all cameras and complete wiring. The components of old CCTV camera systems to be

segregated, counted, packed & labeled in separate boxes. The serviceable & unserviceable components to be packed separately.

- (d) Cost for “**Normal AMC**” during the warranty period and “**Comprehensive AMC**” post warranty period on quarterly visit basis for a total of **5 (Five) years** which is extendable up to 9 (Nine) years.

**Stage - IV:**

25. **Submission of Performance Bank Guarantee.** The selected agency shall be advised to submit the PBG as mentioned at **Para 16** above **within ten (10) days of intimation of the same by respective Regions** failing which the offer given to L1 Bidder may be cancelled and offer given to L2 or L3 bidders in the sequence.
26. **Issuance of Purchase Order for Supply & Installation of Network based CCTV items and Work Order for the Performance of AMC.** On submission of the PBG by the SI / SP, Purchase/ Work order for supply and installation of CCTV items and performance of AMC will be issued by respective Region as stated in “Scope of Work” listed at **Para 17** above.
27. **Payment.** The payment for cost of supply of CCTV systems, installation, commissioning, testing & removal of the old systems for each branch will be processed separately by respective Region as per the rate approved in a staggered manner as listed below:
- (a) Payment of **80% of following costs** (by respective Regional Office) within one month after the receipt of the Invoice along with Installation & commissioning Report and Layout Diagrams for each Branch subject to satisfactory functioning of the CCTV system in each Branch. In addition to the above, **the Serial No. of the CCTV components installed** (as applicable) in the Branch **must be mentioned in the Branch wise Bill** submitted to the RO.
- (i) Cost for procurement of new CCTV systems, i.e. cost of supply of all the items as per various rates quoted in the Commercial Bid.
- (ii) Cost for Installation, Commissioning & Testing (Including misc items) along with submission of Commissioning Report. As per the rate quoted in of the Commercial Bid.
- (iii) Cost for de-installation of old/ existing DVR based CCTV systems including all cameras/ wiring/ accessories. as per the rate quoted in the Commercial Bid.

- (b) Payment of **balance 20% of costs** as mentioned at **Para 27 (a)** above (by respective Regional Office), **within three month after the receipt of the Invoice subject to satisfactory functioning of the CCTV system.**
  - (c) Payment for **“Normal AMC”** during the warranty period and **“Comprehensive AMC”** after the warranty period, **within one week to 15 days** on submission of Quarterly bill along with AMC report duly signed by the agency and respective Branch Manager for all the Branches centrally by RO as per the contract in respective Region.
  - (d) **Bank will not be making any payment for replacement of spares for keeping the CCTV system functional during the contract period of 5 (Five) years or extended period thereafter.**
  - (e) Bank shall not make any advance payment for Purchase, Installation, Commissioning and Testing of new CCTV systems and removal of old CCTV systems.
  - (f) The payment will be made by the Bank after deducting TDS as applicable. GST will be paid as applicable.
28. **Integrity Pact.** (To be adopted in the Tender by RSO of the Region conducting the tender in case the value of proposed installation work is likely to exceed Rs.25 lakhs taken combinedly for all the Regions together).
- (a) The Central Vigilance Commission (CVC) has advised Government Organizations including Public Sector Banks to adopt Integrity Pact voluntarily in their major procurement activities. In line with these directives, Bank has decided to adopt Integrity Pact for Orders/ Contracts **of value of Rs.25 Lakhs and above.**
  - (b) The CVC guidelines further advises Banks to appoint Independent External Monitors, as approved by the CVC, to oversee the compliance of obligations under the Integrity Pact.
  - (c) The Bank has implemented Integrity Pact in compliance with CVC guidelines. **Accordingly, Dilip Vithoba Sonpipare, IOFS (Retd.) Maharashtra has been appointed as Independent External Monitors, for the Bank. Contact Number - 9423118793, sonpiparedv@gmail.com.**
  - (d) The Integrity Pact essentially envisages an agreement between the prospective vendors/ bidders and the buyer, committing the persons/ officials of both sides not to resort to any corrupt practices in any aspect/ stage of the contract. Only those vendors / bidders, who commit themselves

to such a pact with the buyer, would be considered competent to participate in the bidding process.

- (e) The Integrity Pact, duly executed on **Rs.100 Stamp Paper** (signed in all pages), shall be submitted (if the total tender value is **likely to exceed Rs.25 Lakhs**). Draft copy of the Integrity Pact is enclosed as **Annexure - VII** to this RFP.

29. **Other Terms & Conditions.**

- (a) Bids received after stipulated date & time shall be rejected. The Bank will not be responsible for any postal/ courier delays. The Technical Bid and Commercial Bid must be filled up (typed) and should be as per formats provided in the RFP. Corrections or alterations if any should be authenticated.
- (b) The Bids will be opened by the designated Committee irrespective of availability of representatives from the SIs / SPs. **The Bid documents should be valid for a period of 6 (Six) months minimum.**
- (c) The engineers/ technicians deployed by the agency for installation of the NVR based CCTV systems and performance of AMC work in Branches must be properly dressed and carry agency issued Id card/ work permit.
- (d) The Bank reserves the right to reject any/ all offers without assigning any reasons.
- (e) Bank is entitled to withdraw this RFP at any stage without assigning any reason and accept or reject any deviation from these conditions.
- (f) Bank is at liberty to purchase the NVR Based CCTV systems from any agency irrespective of the minimum cost quoted by any agency depending on the requirement of the bank.
- (g) **Substandard Work.** The SI/ SP will be required to execute the work satisfactorily and according to the specifications laid down in this RFP.
- (i) If any material or work is found to be unsound, imperfect, or inferior from what is specified in the contract, the SI/ SP shall be advised to rectify or re-execute the work or remove the material as the case may be within a reasonable time depending upon the nature of item/ work.

- (ii) If the SI/ SP fail to do so, the work shall be got redone or rectified or the material replaced through any other agency at the SI's/ SP's risk, cost, and responsibility of the SI/ SP as per the provisions of the contract.
  - (iii) Under certain exceptional circumstances, when the substandard work done cannot be rectified or redone because of structural or other constraints and If it is subsequently decided to accept the said work, payment to such work shall be allowed at a rate not more than 50% keeping in view the nature and extent of deviation from the specifications or drawings.
- (h) **The Safety Codes** as appended below must be adopted by the Bidder.
- (i) During the execution of works, every care shall be taken to ensure the safety and convenience of the workmen staff, authorized visitors to site and the public.
  - (ii) To ensure adequate security, the SI / SP must provide scaffolding, elevation and trenching, excavation and trenching, demolition, personal safety equipment's, hoisting machines, barricading, red flags, night lamps, other items as applicable, etc.

30. **Savings.**

- (a) In the event of a dispute in "Terms and Conditions" as published in the tender documents vis-a-vis as listed in the "Agreement for Performance Guarantee", then later will prevail.
- (b) In the event of any dispute arising due to interpretation of any terms and conditions, the matter will be referred to respective Chief / Senior Regional Manager whose decision shall be final and binding on both the parties.

31. Courts in Ahmedabad shall have exclusive jurisdiction in any matter arising out of contract / agreement between the Bank and the SI / SP supplying the CCTV system and providing AMC services in Branches under Ahmedabad & Baroda Regions.

**Chief Regional Manager**



To

**The Chief / Senior Regional Manager  
Indian Overseas Bank  
Regional Office Ahmedabad  
Opposite Handloom House,  
Sharad Shopping Complex,  
Chinubhai Towers, Ashram Road, Ahmedabad- 380009**

Dear Sir,

**SUPPLY & MAINTENANCE OF NVR BASED CCTV SYSTEMS**  
**IN 35 IOB BRANCHES**  
(On SI/ SP letter head)

1. We refer to your tender notice published in IOB website on ..... 2022 and amendment(s) issued by the Bank on later day(s), we enclose our offer for supply and installation of the Network based CCTV system in ..... Branches under ..... Regions and for providing the AMC service for 5 (five) years extendable to 9 (Nine) years as mentioned in “**Scope of Work**” listed at **Para 17** of the RFP.
2. We confirm that all information furnished in our offer is correct to the best of our knowledge and belief. We understand that if any false information is detected at any later date, the contract executed on the subject with the bank shall be treated as invalid and we ourselves will be solely responsible for all the consequences.
3. We also confirm that our offer is in conformity with Terms & Conditions listed in the subject RFP issued by the bank. Further, **we have not been blacklisted / debarred / declared financial defaulter by any GE/ PSUs/ PSB during last 5 (Five) years for supply and maintenance of CCTV systems.**
4. We understand that the Bank has the right to reject our offer in full or in part at any stage without assigning any reason whatsoever. We agree that the decision of the Bank in selection of L1 bidder will be final.
5. We undertake to submit the **Performance Bank Guarantee (PBG) equivalent to 5% (but not exceeding Rs 2 lakhs per Region) of “Approximate Procurement Cost of the CCTV system, plus Normal AMC cost during Warranty Period & Comprehensive AMC Costs after Warranty Period taken together for 5 (five) years extendable to 9 (Nine) years”** on selection as L1 Bidder as per the format provided by the Bank to the Regional Offices issuing the offer letter.

6. We undertake to **demonstrate the working of important equipment's** that we plan to supply including the NVRs (8 / 16 Channel), CCTV cameras and other associated items on a date as intimated by the bank and before finalization the Technical Bid.
7. We undertake to complete the work of installation of the new CCTV systems and de-installation of the old CCTV systems (post installation of new systems) **within the number of days as specified at Para 15 (b) (xv) of the RFP**. Further, **a penalty of Rs.3000/- per day per branch** will be debited by the bank on the amount payable to the selected Bidder for any delay excluding the reasons such as natural disasters or war like situation(s) which are beyond the control of the Bidder.
8. We undertake **to provide for each item the Warranty Certificate (along with Make, Model No. & Serial Number) QR Code** as applicable while supplying the NVR based CCTV products to the Bank.
9. We also undertake **to provide** the GST Bill alongwith item description, Make & Model No. and Sl. No. for each components of the CCTV system installed in the Branch (as applicable).
10. We undertake to complete the task of installation and maintenance of the CCTV system in IOB Branches by ourselves and promise that **we shall not execute agreement(s) with any subcontractor(s)** for the same.

Yours faithfully,  
Authorized Signature with Company Seal

**Annexure - I (A)**  
**[Refers to Para 15(a) of the RFP]**

To

**The Chief / Senior Regional Manager  
 Indian Overseas Bank  
 Regional Office-Ahmedabad**

Dear Sir,

**SUPPLY & MAINTENANCE OF NVR BASED CCTV SYSTEMS IN IOB BRANCHES**

**UNDERTAKING BY OEM**

(On OEMs letter head)

1. We refer to your tender notice published in IOB website on \_\_\_\_\_.
2. We confirm that ..... (name of the agency).... having its registered office at ..... is our authorised Service Provider/ System Integrator (SP/ SI) with effect from .....
3. We undertake the following for the conduct of the subject tender by the Bank and execution of the contract by our authorised SP/ SI.
  - (a) To provide local audit support anytime without any additional cost.
  - (b) To **provide Warranty Certificate(s) with Make, Model & Serial Number mentioned in the certificate for each item manufactured by the company.**
  - (c) To **provide replacement spares for a minimum period of 7 (Seven) years** from the date of issuance of RFP by the Bank.
  - (d) To **ensure the supply of all the CCTV items required by the SI / SP within 30 days** of firm demand / work order issued by the bank.
  - (e) We understand that **non-confirmation of the same, would render SI / SP disqualified in the Technical Bid.**
  - (f) We also understand that there may be **penalty on SI / SP in case of exceeding the time limit** laid down by the Bank for installation and commissioning of CCTV systems in all the Branches as per the work order.

Yours faithfully,  
 Authorized Signature with Company Seal

(Tender for Supply & Maintenance of NVR Based CCTV System in IOB Branches)

**Annexure – II**  
**[Refers to Para 15(b) of the RFP]**

Ref. No.: .....

Date: -

**SATISFACTORY SERVICE CERTIFICATE**

**(On the letter head of the organization issuing the Certificate duly signed & stamp)**

1. Name of the SI / SP: .....
2. SI / SP as mentioned above is providing (/has provided) the AMC Services for supply and maintenance of CCTV systems to our organization since ..... till date ..... (date) for ..... years.
3. It is certified that the services provided by the agency has been satisfactory / not satisfactory.

**Sign:**  
**Name:**  
**Designation:**  
**Contact No.:**  
**Email id:**

**FORMAT OF BANK GUARANTEE (PERFORMANCE) TO BE SUBMITTED**  
**BY THE AGENCY ON SELECTION AS L1 BIDDER**

(On Rs 100 Stamp Paper)

THIS GUARANTEE AGREEMENT executed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ Two Thousand Twenty Two.

BY:

\_\_\_\_\_ Bank, (\*) **a body corporate constituted under Banking Companies Acquisition and Transfer of Undertakings) Act, 1970**, having its Registered Office/ Head Office at \_\_\_\_\_, and a Branch Office at \_\_\_\_\_ (hereinafter referred to as "**the Guarantor**"), which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns).

IN FAVOUR OF:

**Indian Overseas Bank**, a body corporate constituted under Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Regional Office at ..... (hereinafter referred to as "**Bank**"), which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

A) **WHEREAS** the Bank, vide its letter No. RO/Secy/ ..... dated ..... has offered to execute a Supply Order/ Work Order/ Contract with \_\_\_\_\_, a Company/ Partnership Firm/ Proprietorship Agency (strike as applicable) within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at \_\_\_\_\_ for execution of the work, hereinafter collectively called the "**Scope of Work**" as stipulated in Clause **(Para No. 17)** of the RFP issued vide Security Department, RO ..... letter reference No. RO/Secy/..... dated ..... 2022 including amendment to the RFP issued on ..... 2022 for **Supply and Installation of NVR Based CCTV system in various Branches under ....., ....., and ..... Regions and providing the annual maintenance service contract initially for a period of 5 (Five) years which is extendable for a period of 2 (Two) years and maximum up to 9 (Nine) years** as per the Terms and Conditions listed in the RFP.

1. **AND WHEREAS** pursuant to the Bid Documents, Offer Letter, and the other related documents (hereinafter collectively referred to as "the said documents"), the Bank has agreed to purchase the NVR based CCTV system from ..... who has also agreed to install and also

provide the maintenance services of the CCTV system to the Bank more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.

2. **AND WHEREAS** pursuant to the above arrangement, the Bank has agreed to conclude the Contract, with ..... (hereinafter referred to as "the **Vendor**" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.
3. **AND WHEREAS** in terms of the Contract stated in the said documents, the vendor has agreed to supply, install and provide comprehensive maintenance of the NVR based CCTV system, software, components and accessories as provided in RFP dated .....2022 including amendment to the RFP issued on .....2022 and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than Indian Overseas Bank acceptable to the Bank for securing the Bank towards faithful observance and performance by the vendor of the terms, conditions, covenants, stipulations, provisions of the Contract/ the said documents.
4. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) towards faithful observance and performance by the Vendor of the terms of the Contract.

**NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Chennai forthwith, an amount of Rs ..... as aforesaid due to the Bank from the Vendor, towards non-performance of the stated work, any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** for not complying with contractual terms and non-performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to the **Vendor**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.

2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
3. The Bank shall be the sole judge to decide whether the **Vendor** has failed to perform the terms of the Contract and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.
4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank
5. The liability of the Guarantor, under this Guarantee shall not be affected by
  - i) any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or
  - ii) any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or
  - iii) acquisition or nationalisation of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or
  - iv) any change in the constitution of the Bank / **Vendor**; or
  - v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
  - vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.
6. Notwithstanding anything to the contrary contained herein:
  - i) Our liability under this Bank guarantee shall not exceed Rs\_\_\_\_\_ (Rupees \_\_\_\_\_ only) and

- ii) This Bank guarantee shall be valid up to and till ..... only (unless and until a request is received from the vendor to extend it's validity), being the date of expiry of the Guarantee and
  - iii) We are liable to pay up to the Guaranteed amount only and only if we receive from you a written claim or demand within the claim period not later than 12 months from the said expiry date relating to default that happened during the Guarantee period and all your rights under this Bank Guarantee shall be extinguished and our liability under the Bank Guarantee shall stand discharged unless such written claim or demand is received by us from you on or before ..... (\*\*) being the date of expiry of the claim period"
7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from, the **courts of ..... city** where the Bank has its Regional Office, shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY  
the within named Guarantor, \_\_\_\_\_,

by the hand of Shri. \_\_\_\_\_, its authorised official.



**Annexure - IV**

(Refers to Para 20 of the RFP)

**TECHNICAL SPECIFICATION OF VARIOUS COMPONENTS OF NVR BASED  
CCTV SYSTEMS PLANNED TO BE INSTALLED IN IOB BRANCHES**

Sl. No.	CCTV Component	Make/ Model Planned to be Installed by Bidder (Must for each item)	Page No. of Brochure / Data Sheet	For Action by Bank
1.	8 Ch NVR with minimum 2 Sata			
2.	16 Ch NVR with minimum 4 Sata			
3.	32 Ch NVR with minimum 4 Sata			
4.	Surveillance HDD (6 TB)			
5.	Surveillance HDD (8 TB)			
6.	Surveillance HDD (10 TB)			
7.	2 MP IR Dome IP with Fixed Lens			
8.	2 MP IR Bullet IP Cameras with Variable Lens			
9.	18" LED Display Monitors along with wall mounting			
10.	22" LED Display Monitors along with wall mounting			
11.	32" LED Display Monitors along with wall mounting			
12.	8-Port 10/ 100/ 1000M PoE Switch with 2 uplinks			
13.	16-Port 10/ 100/ 1000M PoE Switch with 2 Uplinks			
14.	Cat-6 STP Unarmoured Cable			
15.	25 MM PVC Conduit			
16.	Lockable 4 U Rack Wall Mount with PDU for housing 8 Chanel NVR & POE switches			
17.	Lockable 6 U Rack Wall Mount with PDU for housing 16 or 32 Chanel NVR & POE switches			
18.	Power Distribution Unit			
19.	Cordless Mouse			
20.	HDMI Cable, 5 Mtr			
21.	HDMI Cable, 10 Mtr			
22.	HDMI Cable, 20 Mtr			
23.	VGA Cable, 5 Mtr			
24.	VGA Cable, 10 Mtr			
25.	VGA Cable, 20 Mtr			
26.	CAT6 STP RJ45 Shielded Modular Plug/ Connector			
27.	3 Core 2.5 sq mm Unarmoured Power Cable			
28.	IP Rated PVC Junction Box for CCTV Cameras 4x4 Inches Square Soft Box			
29.	Cat6 Patch Chord, 1 Mtr			
30.	Face Plate with I/O module in PVC Back Box			
31.	RJ45 to HDMI converter			
32.	RJ45 to VGA converter			
33.	Patch Panel Cat 6 - 8 Port-Fully Loaded			
	Add/ mention any other item(s) if required			

**Note:**

- The **quantity mentioned in the Commercial Bid is for rate contract and tender purpose** only. The payment will be done by the bank as per the Work Order issued by respective RO and actual consumption for each Branch.

(Tender for Supply &amp; Maintenance of NVR Based CCTV System in IOB Branches)

2. Bank may **negotiate rate with the L1 Bidder**. This tender process may be cancelled, if the rates quoted are found to be grossly high as compared to other tenders.
3. **Vendor must give make and model for each item (as mentioned above) it proposes to supply and mention the Page No. of the Brochure / Data Sheet attached in respect of each component [as applicable, must for marked (#)] for bank to match the Tech Specification given in the RFP.**
4. Detailed Technical specification of most of components of the NVR based CCTV system which are required to be installed in IOB Branches are mentioned at subsequent pages.
5. The Bids that are not meeting the technical specification or the Bids in which the Broachers / Data Sheet are not found attached will be disqualified in the Technical Bid.

### **MINIMUM TECHNICAL SPECIFICATIONS FOR EACH COMPONENT**

Sl. No.	Item	Technical Specification
1.	<b>8 Ch NVR with minimum 2 Sata</b>	IP Video Input 8 Ch supporting 4K resolution. Two-way audio input 1-ch, RCA (2.0 Vp-p, 1K $\Omega$ ) Audio output 1-ch, RCA (Linear, 1k $\Omega$ ) Alarm in/out 4/1 for future integration Incoming bandwidth 160 Mbps Outgoing bandwidth 160 Mbps Recording resolution 8MP/ 6MP/ 5MP/ 3MP/ 1080P/ UXGA/ 720P/ VGA/ 4CIF/ DCIF/ 2CIF/ CIF/ QCIF Video Compressor H.265+ / Smart 265 / H.265 Decoding Capacity 1030 P @ 8 Channels Single HDMI and VGA port <b>HDD Slot 2 SATA minimum</b> ANR Support Capacity Up to 10 TB for each HDD Network interface 1 RJ-45 10 /100 Mbps self-adaptive Ethernet interface USB interface USB 2.0 + USB 3.0 Certification: BIS & UL
2.	<b>16 Ch NVR with minimum 4 Sata</b>	IP video input 16 Ch supporting 8 MP resolution Two-way audio input 1-ch, RCA (2.0 Vp-p, 1K $\Omega$ ) Audio output 1-ch, RCA (Linear, 1k $\Omega$ ) Alarm in/out 16/4 for future integration Incoming bandwidth 256 Mbps Outgoing bandwidth 256 Mbps

(Tender for Supply & Maintenance of NVR Based CCTV System in IOB Branches)

		<p>Recording resolution 8MP/ 6MP/ 5MP/ 3MP/ 1080P/ UXGA/ 720P/ VGA/ 4CIF/ DCIF/ 2CIF/ CIF/ QCIF</p> <p>Video Compressor H.265+ / Smart 265 / H.265</p> <p>Decoding Capacity 1030 P @ 8 Channels</p> <p><b>HDD slot 4 SATA minimum</b></p> <p>ANR support</p> <p>Capacity Up to 10 TB for each HDD Slot</p> <p>Network interface 2 RJ-45 10 /100 / 1000 Mbps self-adaptive Ethernet interface</p> <p>USB interface USB 2.0 + USB 3.0</p> <p>Certification: BIS, UL</p>
3.	<b>32 Ch NVR with minimum 8 Sata</b>	<p>IP video input 32 Ch supporting 12 MP resolution</p> <p>Two-way audio input 1-ch, RCA (2.0 Vp-p, 1K<math>\Omega</math>)</p> <p>Audio output 1-ch, RCA (Linear, 1k<math>\Omega</math>)</p> <p>Alarm in/out 16/4 for future integration</p> <p>Incoming bandwidth 320 Mbps</p> <p>Outgoing bandwidth 320 Mbps</p> <p>Recording resolution 12MP/ 8MP/ 6MP/ 5MP/ 3MP/ 1080P/ UXGA/ 720P/ VGA/ 4CIF/ DCIF/ 2CIF/ CIF/ QCIF</p> <p>Video Compressor H.265+ / Smart H.265 / H.265</p> <p>Decoding Capacity 1030 P @ 16 Channels</p> <p><b>HDD slot 8 SATA minimum</b></p> <p>ANR support</p> <p>Capacity Up to 10 TB for each HDD Slot</p> <p>Network interface 2 RJ-45 10 /100 / 1000 Mbps self-adaptive Ethernet interface</p> <p>USB interface USB 2.0 + USB 3.0</p> <p>Certification: BIS &amp; UL</p>
4.	<b>Surveillance HDD (6 TB)</b>	<p>6 TB Surveillance Grade HDD Interface with SATA 6 Gb/s</p> <p><b>Five-year warranty, with Rescue Data Recovery Service (3 Years) as video footage of Banks are very important.</b></p>
5.	<b>Surveillance HDD (8 TB)</b>	<p>8 TB Surveillance Grade HDD Interface with SATA 6 Gb/s</p>

		<b>Five-year warranty, with Rescue Data Recovery Service (3 Years) as video footage of Banks are very important.</b>
6.	<b>Surveillance HDD (10 TB)</b>	10 TB Surveillance Grade HDD Interface with SATA 6 Gb/s  <b>Five-year warranty, with Rescue Data Recovery Service (3 Years) as video footage of Banks are very important.</b>
7.	<b>2 MP IR Dome IP,</b>	2MP IP IR Dome Camera WDR 120dB <b>Focal length 2.8 - 3.6 mm Fixed Lens</b> <b>IR Range Up to 30m</b> Video Compression H.265/H.264/H.264+/H.265+ Video Bit Rate 32 Kbps to 8 Mbps Basic Events Motion detection, video tampering alarm, exception Max. Resolution 1920x1080 Built-in memory card slot, support micro SD card, up to 256 GB Protocols TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, NTP, UPnP, SMTP, IGMP, 802.1X, QoS, IPv6, UDP, Bonjour Communication Interface 1 RJ45 10M/100M self-adaptive Ethernet port Power Supply 12 VDC $\pm$ 25%, reverse polarity protection PoE: 802.3af, Class 3 Protection Level IP67 & Vandal Proof - IK10 Addnl. Features: Line Crossing & Intrusion detection. Certifications BIS & UL
8.	<b>2 MP IR Bullet IP Cameras,</b>	2MP IP IR Bullet Camera WDR 120dB <b>Focal length 2.8 mm - 13 mm Variable Lens</b> <b>IR Range Up to 30m</b> Video Compression H.265/H.264/H.264+/H.265+ Video Bit Rate 32 Kbps to 8 Mbps Basic Events Motion detection, video tampering alarm, exception

		<p>Max. Resolution 1920x1080</p> <p>Built-in memory card slot, support microSD card, up to 256 GB</p> <p>Protocols TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, NTP, UPnP, SMTP, IGMP, 802.1X, QoS, IPv6, UDP, Bonjour</p> <p>Communication Interface 1 RJ45 10M/100M self-adaptive Ethernet port</p> <p>Power Supply 12 VDC <math>\pm</math> 25%, reverse polarity protection</p> <p>PoE: 802.3af, Class 3</p> <p>Protection Level IP67, Vandal Proof - IK10</p> <p>Addnl. Features: Line Crossing &amp; Intrusion detection.</p> <p>Certifications BIS &amp; UL</p>
9.	18.5" LED Screen Display Monitors with stand	<p>Hardware Interface VGA, HDMI</p> <p>Resolution HD</p> <p>Refresh Rate 60 Hz</p> <p>Connector Type VGA, HDMI</p> <p>Resolution 1366 x 768 Pixels</p>
10.	22" LED Screen Display Monitors with stand	<p>Hardware Interface VGA, HDMI</p> <p>Resolution HD</p> <p>Refresh Rate 60 Hz</p> <p>Connector Type VGA, HDMI</p> <p>Resolution 1920 x 1080 Pixels</p>
11.	32" LED Screen Display Monitors	<p>Hardware Interface VGA, HDMI</p> <p>Resolution HD</p> <p>Refresh Rate 60 Hz</p> <p>Connector Type VGA, HDMI</p> <p><b>Mounting Type Wall Mount</b></p> <p>Resolution 1920 x 1080 Pixels</p>
12.	8-Port 10/100M PoE Switch with 2 uplinks	<p>10/100M RJ45 8 ports</p> <p>2 RJ45 uplinks with 10/100/1000M</p> <p>MAC address table 4K</p> <p>MAC address learning Automatic learning/Aging</p> <p>Backplane bandwidth 5.4 Gbps (08 Ports)</p> <p>PoE standard IEEE 802.3af, IEEE802.3at</p> <p>Port max. power 60W</p> <p>123W (8 port Switch)</p> <p>Lighting Protection Grade for port 4 KV for power supply 6 KV</p> <p>Power Supply 100 to 240 VAC, 50/60Hz</p>

		POE support Extended mode Network Standard IEEE 802.3, IEEE 802.3u, IEEE802.3ab, IEEE 802.3x
13.	16-Port 10/ 100/ 1000M PoE Switch with 2 Uplinks	10/100M RJ45 16 ports 2 RJ45 uplinks with 10/100/1000M MAC address table 4K MAC address learning Automatic learning/ 7.2 Gbps (16 Ports) PoE standard IEEE 802.3af, IEEE802.3at Port max. power 120 W 135W (16 port Switch) Lighting Protection Grade for port 4 KV for power supply 6 KV Power Supply 100 to 240 VAC, 50/60Hz POE support Extended mode Network Standard IEEE 802.3, IEEE 802.3u, IEEE802.3ab, IEEE 802.3x, IEEE802.3z
14.	Cat-6 STP Unarmoured Cable	SITC of CAT-6 unarmoured Cable (STP)
15.	25 MM PVC Conduit with accessories	Reputed Brand
16.	Rack Wall Mount for housing 8 Channel NVR & POE switch	4 U Rack with PDU
17.	Rack Wall Mount for housing 16 or Ch NVR & POE switch	6 U Rack with PDU
18.	Power Distribution Unit	
19.	Cordless Mouse	
20.	HDMI Cable, 5 Mtr	For connecting Display to NVR as required
21.	HDMI Cable, 10 Mtr	For connecting Display to NVR as required
22.	HDMI Cable, 20 Mtr	For connecting Display to NVR as required
23.	VGA Cable, 5 Mtr	For connecting Display to NVR as required
24.	VGA Cable, 5 Mtr	For connecting Display to NVR as required
25.	CAT6 STP RJ45 Shielded Modular Plug	STP RJ 45 Connector
26.	3 Core 2.5 Sq mm Unarmoured Cable	SITC of 3 Core x 2.5 Sq mm unarmoured cable <b>(Power cable)</b>
27.	IP Rated PVC Junction Box for CCTV Cameras 4x4	Size 4*4 and 6*6 Material Plastic Rating IP65, Waterproof

(Tender for Supply & Maintenance of NVR Based CCTV System in IOB Branches)

	Inches Square Softbox	
28.	Cat6 Patch Chord, 1 Mtr	
29.	Face Plate with I/O module in PVC Back Box	
30.	RJ 45 to HDMI Converter	
31.	RJ 45 to VGA Converter	
32.	Patch Panel Cat 6 - 8 Port-Fully Loaded	For proper termination .... I/O Module
33.	<b>Add/ mention any other item(s) as required</b>	<b>Standard</b>

**TECHNICAL BID**  
**(On Agency Letterhead)**

**A. Qualification Requirements (QRs) for OEM**

Sl. No.	Qualification Requirements for OEM	Yes/ No	Details/ Documents Required	Page No.
1.	The NVRs, Cameras, POE switches, Video Management Server and other accessories planned to be supplied/ installed by the System Integrator, should be <b>manufactured/ assembled in India</b> .		Copy of valid address proof of OEMs production facility to be provided.	
2.	The OEM should be registered in India.		Copy of Certificate of Incorporation, GST Certificate and PAN to be provided.	
3.	The OEMs must have its own Service Centre(s) in at least Six metro cities of India out of Ahmedabad, Bangalore, Chennai, Coimbatore, Delhi, Kolkata, Mumbai, and Hyderabad since last Three years.		Valid Address Proofs & other documents showing presence of service centers in six metro cities as mentioned above for last three years to be provided.	
4.	The OEM should have average annual turnover of at <b>least Rs 150 Crores</b> during last three years.		Copy of audited Profit & Loss statements for Business done in India for FY 2019-20, 2020-21 & 2021-22 to be provided.	
5.	The OEM should have ISO 9001 & 14001 Certifications.		Copy of relevant certificates to be provided.	
6.	The products should have suitable Indian BIS Certification.		Copy of relevant certificates to be provided.	
7.	OEM undertake to provide Warranty Certificate(s) with Make, Model & Serial Number mentioned in the certificate for each item manufactured by the company.		An undertaking as per <b>Annexure - I (A)</b> to be provided by the OEM.	
8.	The OEM must also provide a Certificate of the product. i.e. replacement will should be made available for at least 7 years.		An undertaking <b>Annexure - I (A)</b> to be provided by the OEM.	

Yours faithfully,  
Authorized Signature with Company Seal



**TECHNICAL BID**  
**(On Agency Letterhead)**

**B Qualification Requirement of System Integrator/ Service Provider (SI/ SP)**

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Yes/ No</b>	<b>Document Required</b>	<b>Page No.</b>
1.	Bidder (SI/ SP) should be Proprietorship/ Partnership/ Pvt Ltd Company having its registered office in India.	Yes	Copy of Certificate of Incorporation to be provided.	
2.	However, the Bidder (SI/ SP) should have an office/ service center in <b>Ahmedabad &amp; Baroda</b> Region.		Copy of suitable document in the name of the agency (Shop Est Certificate / GST Certificate with address / Telephone/ Electricity Bill/ Lease Agreement with complete address) to be provided.	
3.	The Bidder should be "System Integrators/ Service Providers" for supply & installation of OEMs products.		Copy of <b>Manufacturer Authorization Certificate</b> (MAC) format attached as <b>Annexure 1 (A)</b> to be provided for CCTV, NVR, Network Switches & Passive Components, LED displays etc.	
4.	The selected bidder while supplying the NVR based CCTV products must provide for each item the Warranty Certificate (along with Make, Model No. & Serial Number) and <b>QR Codes</b> as applicable.		An undertaking as per <b>Annexure - I</b> to be provided.	
5.	Bidder should not have been blacklisted / debarred by any GE or PSUs or PSBs during last five years as on date of RFP submission.		An undertaking as per <b>Annexure - I</b> to be provided.	
6.	Bidder should not be or must <b>not have been a financial defaulter with any bank in India</b> . An undertaking to be provided.		An undertaking as per <b>Annexure - I</b> to be provided.	

7.	Bidder undertakes to submit the Performance Guarantee on selection as L1 Bidder, as per the format provided by the Bank.	An undertaking as per <b>Annexure - I</b> to be provided.
8.	The bidder should have been in the business of supplying CCTV systems and providing installation & maintenance services to GE/ PSUs/ PSBs / Pvt Banks for last <b>five</b> years from date of issuance of this RFP.	Submit copy of <b>any two best "Work Orders"</b> to justify the same.
9.	The services rendered by the agency must have been assessed satisfactory by GE/ PSUs/ PSBs/ Pvt Banks.	Submit copy of Satisfactory Service Certificate issued by <b>minimum three clients</b> not below Zonal / Circle / Regional office level in the format attached as per <b>Annexure - II</b> to this RFP.
10.	Bidder should have <b>an average turnover (T/o) of Rs.17.50 lakhs</b> per year during last four years.	Submit copy of <b>Audited Profit &amp; Loss Statement</b> for last four years i.e FYs 2018-19, 2019-20, 2020-21, 2021-22.
10(a)	Alternately, SI / SP, currently providing satisfactory services to any of the IOB Region for more than four years continuously will also be considered qualified irrespective of the Turnover as mentioned above. However, the contract of such SI / SP should not have been discontinued by any of the IOB Regions due to deficiency in AMC services during last four years.	Submit Satisfactory Service Certificate (in original) issued by all IOB Regional Offices to which SI / SP has provided the AMC services during last four years in the format attached as <b>Annexure - II</b> .
11.	The Bidder should be assessed for Income Tax and must be <b>profitable for three years out of last four years</b> .	Submit copy of <b>IT return</b> for last four years i.e FYs 2018-19, 2019-20, 2020-21, 2021-22.
12.	The Bidder should be registered with GST.	Submit copy of the GST certificate with address of the Agency (not provisional certificate).
13.	<b>L1 Bidder must provide Broachers (Data Sheet) received from the OEM for all the components of the CCTV</b>	Submit <b>Annexure - IV with page numbers of Brochure (Data Sheet)</b> .

	<b>system</b> it intends to supply along with the Technical Bid.			
14.	The SI / SP who are shortlisted during the initial phase of the Technical Bid will be advised to <b>demonstrate the working of the important equipment</b> it plans to supply including the NVRs (8 / 16 Channel), CCTV cameras and other associated items on a date as intimated by the bank and before finalization the Technical Bid.		An undertaking as per <b>Annexure - I</b> to be provided.	
15.	Bidder agrees to complete the installation of the new CCTV systems and de-installation of the old CCTV systems within the number of days as specified at Para 15(b)(xv) of the RFP.		An undertaking as per <b>Annexure - I</b> to be provided.	
	Bidder submits <b>Appendix V(A)</b> duly signed & stamped by the OEM as a documentary proof with respect to OEM meets the QRs as specified in this RFP.		An undertaking as per <b>Annexure - V(A)</b> to be provided by the OEM.	
16.	Tender Application Fee		DD for Rs	
17.	Earnes Money Deposit		DD for Rs	
18.	Copy of the RFP issued with each page duly signed and stamped by the competent authority having agreed to terms and conditions for the tender.		Copy of RFP and amendments (if any).	

We understand that criteria and documents mentioned above are **MANDATORY** & non-submission or non-linking of the document correctly will lead to rejection of the offer.

Yours faithfully,  
Authorized Signature with Company Seal

**COMMERCIAL BID**  
**(On Agency Letterhead)**

**Part - I: Rate for 8 - Channel CCTV System in Smaller Branch.**

Sl. No.	CCTV Component	Make/ Model Planned to be Installed by Bidder	Approx. Qty	Rate (Rs)	Amt.	GST (Rs)	Tot. Amt. (Rs)
1.	8 - Ch NVR with Minimum 2 Sata		01				
2.	Surveillance HDD (6 TB)		01				
3.	Surveillance HDD (8 TB)		01				
4.	2 MP IR Dome IP Camera (Fixed lens)		06				
5.	2 MP IR Bullet IP Camera (Variable lens)		02				
6.	18" LED Display Monitors along with stand		01				
7.	8-Port 10/100/1000M PoE S/w with 2 uplinks		01				
8.	Cat-6 STP Unarmoured Cable (Mtr)		100				
9.	25 MM PVC Conduit		100				
10.	Lockable 4U Rack Wall Mount for housing 8 Channel NVR & POE switch		01				
11.	Power Distribution Unit		01				
12.	Cordless Mouse		01				
13.	HDMI Cable, 5 Mtr		01				
14.	VGA Cable, 5 Mtr		01				
15.	CAT 6 STP RJ45 Shielded Modular Plug		20				
16.	3 Core 2.5 Sq mm unarmoured Cable (Mtr)		10				
17.	IP Rated PVC Junction Box for CCTV Cameras 4x4 Inches Square Softbox		08				
18.	Cat 6 Patch Chord, 1 Mtr		01				
19.	Face Plate with I/O module in PVC Back Box		01				
20.	RJ 45 to HDMI Converter		01				
21.	RJ 45 to VGA Converter		01				
22.	Add/ mention any other item(s) if required		01				
23.	Cost for Installation, Commissioning & Testing (Including other misc. items) along with submission of Commissioning Report.	Includes any other item not mentioned above for installation.	01				
24.	Cost for de-installation of old/ existing DVR based CCTV systems including all cameras/ wiring/ accessories.	Includes any other work not mentioned above for installation.	01				
25.	Cost for providing "Normal AMC" during the Warranty Period (Calculate Amount = Rate x No. of Quarters).	Quarterly Basis e.g 4 for One Year Warranty Pd. & 8 for Two Yrs Warranty					
26.	Cost for providing "Comprehensive AMC" post Warranty Period. (Calculate Amount = Rate x No. of Quarters).	Quarterly Basis e.g 16 for One Year Warranty Pd. & 12 for Two Yrs War Pd.					
	<b>Total (Rate for 8 Channel Branch)</b>						

Yours faithfully,  
Authorized Signature with Company Seal

**Annexure - VI (Contd.)**  
[Refers to Para 24 of the RFP]

**Part - II: Rate for 16 - Channel CCTV System n Larger Branch.**

Sl. No.	CCTV Component	Make/ Model Planned to be installed by Bidder	Qty	Rate (Rs)	Amt.	GST (Rs)	Tot. Amt. (Rs)
1.	16 - Ch NVR with Minimum 4 Sata		01				
2.	Surveillance HDD (8 TB)		01				
3.	Surveillance HDD (10 TB)		01				
4.	2 MP IR Dome IP Camera (Fixed lens)		11				
5.	2 MP IR Bullet IP Camera (Variable lens)		03				
6.	22" LED Display Monitors along with stand		01				
7.	16-Port 10/100/1000M PoE Switch with 2 uplinks		01				
8.	Cat-6 STP Unarmoured Cable (Mtr)		150				
9.	25 MM PVC Conduit		150				
10.	Lockable 6U Rack Wall Mount for housing 16 Channel NVR & POE switch		01				
11.	Power Distribution Unit		01				
12.	Cordless Mouse		01				
13.	HDMI Cable, 10 Mtr		01				
14.	VGA Cable, 10 Mtr		01				
15.	CAT 6 STP RJ45 Shielded Modular Plug		40				
16.	3 Core 2.5 Sq mm unarmoured Cable (Mtr)		10				
17.	IP Rated PVC Junction Box for CCTV Cameras 4x4 Inches Square Soffbox		14				
18.	Cat 6 Patch Chord, 1 Mtr		01				
19.	Face Plate with I/O module in PVC Back Box		01				
20.	RJ 45 to HDMI Converter		01				
21.	RJ 45 to VGA Converter		01				
22.	Add/ mention any other item(s) if required		01				
23.	Cost for Installation, Commissioning & Testing (Including other misc. items) along with submission of Commissioning Report.	Includes any other item not mentioned above for installation.	01				
24.	Cost for de-installation of old/ existing DVR based CCTV systems including all cameras/ wiring/ accessories.	Includes any other work not mentioned above for installation.	01				
25.	Cost for providing "Normal AMC" during the Warranty Period (Calculate Amount = Rate x No. of Quarters).	Quarterly Basis e.g 4 for One Year Warranty Pd. & 8 for Two Yrs Warranty					
26.	Cost for providing "Comprehensive AMC" post Warranty Period. (Calculate Amount = Rate x No. of Quarters).	Quarterly Basis e.g 16 for One Year Warranty Pd. & 12 for Two Yrs War Pd.					
	<b>Total (Rate for 16 Channel Branch)</b>						

Yours faithfully,  
Authorized Signature with Company Seal

**Annexure - VI (Contd.)**

[Refers to Para 24 of the RFP]

**Part - III: Rate for 32 - Channel CCTV System in Currency Chests.**

Sl. No.	CCTV Component	Make/ Model Planned to be installed by Bidder	Qty	Rate (Rs)	Amt.	GST (Rs)	Tot. Amt. (Rs)
1.	32 - Ch NVR with Minimum 8 Sata		01				
2.	Surveillance HDD (8 TB)		01				
3.	Surveillance HDD (10 TB)		01				
4.	2 MP IR Dome IP Camera (Fixed lens)		25				
5.	2 MP IR Bullet IP Camera (Variable lens)		03				
6.	32" LED Display Monitors along with wall mounting		01				
7.	08-Port 10/100/1000M PoE Switch with 2 uplinks		02				
8.	16-Port 10/100/1000M PoE Switch with 2 uplinks		01				
9.	Cat-6 STP Unarmoured Cable (Mtr)		200				
10.	25 MM PVC Conduit		200				
11.	Lockable 6U Rack Wall Mount for housing 32 Channel NVR & POE switch		01				
12.	Power Distribution Unit		01				
13.	Cordless Mouse		01				
14.	HDMI Cable, 20 Mtr		01				
15.	CAT 6 STP RJ45 Shielded Modular Plug		70				
16.	3 Core 2.5 Sq mm unarmoured Cable (Mtr)		20				
17.	IP Rated PVC Junction Box for CCTV Cameras 4x4 Inches Square Softbox		32				
18.	Cat 6 Patch Chord, 1 Mtr		01				
19.	Face Plate with I/O module in PVC Back Box		01				
20.	RJ 45 to HDMI Converter		01				
21.	RJ 45 to VGA Converter		01				
22.	Patch Panel Cat 6 - 8 Port-Fully Loaded		01				
23.	Cost for Installation, Commissioning & Testing (Including other misc. items) along with submission of Commissioning Report.	Includes any other item not mentioned above for installation.	01				
24.	Cost for de-installation of old/ existing DVR based CCTV systems including all cameras/ wiring/ accessories.	Includes any other work not mentioned above for installation.	01				
25.	Cost for providing "Normal AMC" during the Warranty Period (Calculate Amount = Rate x No. of Quarters).	Quarterly Basis e.g 4 for One Year Warranty Pd. & 8 for Two Yrs Warranty					
26.	Cost for providing "Comprehensive AMC" post Warranty Period. (Calculate Amount = Rate x No. of Quarters).	Quarterly Basis e.g 16 for One Year Warranty Pd. & 12 for Two Yrs War Pd.					
	<b>Total (Rate for 32 Channel Branch)</b>						

Yours faithfully,  
Authorized Signature with Company Seal

(Tender for Supply & Maintenance of NVR Based CCTV System in IOB Branches)

**Annexure - VI (Contd.)**  
[Refers to Para 23 of the RFP]

**COMMERCIAL BID (Contd.)**

Sl. No.	Region	No of Branches (8 Ch)	Rate for 8 Ch CCTV Sys	Amt for 8 Chanel Branches	No of Branches 16 Ch	Rate for 16 Ch CCTV Sys	Amt for 16 Ch Branches	No of CC (32 Ch)	Rate for 32 Ch CCTV Sys	Amt for 32 Ch CC's
	<b>Region-1</b>							<b>01</b>		
	<b>Region-2</b>							<b>01</b>		
	<b>Region-3</b>							<b>01</b>		
				<b>Total 1</b>			<b>Total 2</b>			<b>Total 3</b>

**Final Amount Considered for Commercial Bid**

<b>Amt for 8 Ch Branches</b>	<b>Amt for 16 Ch Branches</b>	<b>Amt for 32 Ch Currency Chests</b>	<b>Total</b>

**Note:**

1. The "Quantity" mentioned above is for the purpose of Commercial Bid only. However, the quantity of items required for each Branch will be mentioned in the Work Order to be issued by respective Region.
2. Please ensure that period of Normal AMC + Comprehensive AMC = 5 (five) Years, i.e. Total period for **Sl. No. 25 & 26** as mentioned above should be 5 yrs.
3. The rates of all the items as mentioned above and as approved for L1 Bidder shall be finalized for a period of minimum one year (12 Months) for any additional installation required by the Bank. Work order(s) may be issued by the bank to the selected Bidder for the specific Region accordingly.
4. All the Items must be supplied as per Technical Specifications given at **Annexure - IV** to this RFP. Therefore, copy of **Annexure - IV** must also be attached along with the Commercial Bid.
5. Each item must be supplied along with all standard accessories and warranty certificates as specified in this RFP.
6. The payment for Branch wise Bill will be made by respective Regional Office as per actual consumption/ installation report.
7. The number of 32 Channel CCTV system for Currency Chests (CC) is for rate purpose only. Work Order for the same may be issued to the selected Bidder by respective RO as and when required basis.

Yours faithfully,  
Authorized Signature with Company Seal

(Tender for Supply & Maintenance of NVR Based CCTV System in IOB Branches)

**INTEGRITY PACT**

(On Rs 100 Stamp Paper)

Between

**Indian Overseas Bank (IOB)** hereinafter referred to as "The Bank",

And

..... hereinafter referred to as "The Bidder/ Contractor"

**Preamble**

1. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness /transparency in its relations with its Bidders(s) and / or contractors(s).
2. In order to achieve these goals, the Bank has appointed Independent External Monitors (IEMs) who will monitor the tender process & the execution of the contract for compliance.

**Section 1 - Commitments of the Bank**

3. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following Banks: -
  - (a) No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - (b) The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) confidential / additional information and will not provide to any Bidder(s) an advantage in relation to the tender process or the contract execution.
  - (c) The Bank will exclude from the process all known prejudiced persons.
4. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the chief vigilance officer and in addition can initiate disciplinary actions.

**Section 2 - Commitments of the Bidder(s)/ contractor(s)**



5. The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
- (a) The Bidder(s) Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - (b) The Bidder(s) contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - (c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly for purpose of competition or personal gain, or pass on to others, any information or document provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details including information contained or transmitted electronically.
  - (d) The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any similarly the Bidder(s)/contractor(s) if Indian Nationality shall furnish the name and address of the foreign Banks, if any. Further details as mentioned in the "Guidelines on Indian Agent of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at (page nos.6-7).
  - (e) The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
  - (f) Bidder(s)/ Contractor(s) who have signed the integrity pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.
  - (g) Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

**Section 3 - Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of section 2, above or in any other form such as to put their

reliability or credibility in question, the principal is entitled to disqualify the Bidder(s)/ Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings" Copy of the "Guidelines on Banning of business dealings" is placed at (page nos. 8-17).

#### **Section 4 - Compensation of damages**

6. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to section 3, the Bank is entitled to demand and recover the damages equivalent to earnest money deposit/Bid security.
7. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

#### **Section 5 - Previous transgression**

8. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any other country confirming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
9. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the guidelines in "Guidelines on Banning of business dealings".

#### **Section 6 - Equal treatment of all Bidders / Contractors**

10. In case of sub-contracting, the Bank contractors shall take the responsibility of the adoption of Integrity pact by the Sub-contractor.
11. The Bank will enter into agreement with identical condition as this one with all Bidders and Contractors.
12. The Bank will disqualify from the tender process all bidders who do not sign this pact violate its provisions.

#### **Section 7 - Criminal charges against violating Bidders(s) / Contractor(s)**

13. If the Bank obtains Knowledge of conduct of bidder, Contractor or of an employee or a representative or an associate of a Bidder, Contractor, which constitutes corruption, or if the Bank has substantive suspicion in this regard, the Bank will inform the same to Chief Vigilance Officer.

#### **Section 8 - Independent External Monitor**

15. The Bank has appointed competent and credible Independent External Monitor for this pact after approval by Central Vigilance Commission. The task of the Monitors is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
16. The Monitor is not Subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the MD & CEO, IOB.
17. The Bidder(s)/Contractor(s) accepts that the monitor has the right to access without restriction to all Project documentation of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
18. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest' In case of any conflict of interest arising at a later date, the IEM Shall inform MD & CEO, IOB and recuse himself /herself from that case.
19. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
20. As soon as the monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
21. The Monitor will submit a written report to MD & CEO, IOB within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise, submit proposals for correcting problematic situations.
22. If the Monitor has reported to the MD & CEO IOB, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO IOB, has not, within the reasonable time taken visible action to proceed against such offence or reported it to the chief vigilance officer, the Monitor may also transmit this information directly to the CVC.
23. The word 'Monitor' would include both singular and plural. Further, the Bank has appointed Independent External Monitors [hereinafter referred to as Monitors] for this Pact in consultation with the Central Vigilance Commission. Details of the IEM have been given in the RFP issued by the bank for inviting tenders.

**Section 9 - Pact Duration**

- 24. This Pact begins when both parties have legally signed it. It expires for the selected contractor 12 Months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 25. If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by MD & CEO and Managing Director of IOB.

**Section 10 - Other provisions**

- 26. Other miscellaneous provisions of this contract are as under:
  - (a) This agreement is subject to Indian Law. Place of performance and jurisdiction is the registered office of the Bank, i.e. Chennai.
  - (b) Changes and supplements as well as termination notices need to be made in writing. Side agreement have not been made.
  - (c) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
  - (d) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
  - (e) Issue like Warranty / Guarantee etc. shall be outside the purview of IEMs.
  - (f) In the event of any contradiction between the Integrity pact and its **Annexure**, the clause in the Integrity pact will prevail.

\_\_\_\_\_  
(For & On behalf of the Bank)

\_\_\_\_\_  
(For & On behalf of Bidder/ Contractor)

(Office seal)

(Office seal)

Place -----

Date -----

**Witness 1:** (Name & Address)

**Witness 2:** (Name & Address)