

## Annexure-II

### Eligibility Criteria of Vendors for Supply, Installation and Maintenance of CCTV System

1. Vendor providing CCTV systems should have been in business for the last 5 years as on 31.03.2022.
2. Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
3. Vendor should have a registered Office and sale service networks in the state of Tamilnadu. Furnish certificate issued under shop & establishment registration.
4. Vendor should provide the latest Income Tax Assessment Order and PAN/ TAN Number.
5. Vendor should be registered under the appropriate authority for GST.
6. Vendor should have minimum turnover of Rs.25 Lakh per year in the last three financial years and provide the latest Audited Balance Sheet preceding 3 financial years.
7. Vendor should have supplied CCTV system to any Nationalized/ Private Banks in the state of Tamilnadu and is in empanelled list of any Nationalized/ Private Banks in the state of Tamilnadu.
8. The vendor should have installed minimum 40 standalone digital video recorder (SNVR) based CCTV Systems in scheduled commercial banks during the last three years ending last day of the month of Dec 2021.
9. The vendor should be original manufacture of products or their authorised representative. In case of authorised representative, a letter of authorization/ dealership to this effect from OEM must be furnished.
10. Vendor providing CCTV system should have adequate technician and well equipped after sale service center at Salem and other cities of Tamilnadu to attend and repair the complaint and breakdown within 24 hours in nearby branches & 48 hours in remote area branches. Give the exact number of technician working in your concern. If vendor fails to provide service within the above mentioned period, a penalty of 5% of the amount of Performance Security will be imposed.
11. Vendor's having ISO 9001 certification may be given preference.
12. The manufactures /dealer distributor should have never been blacklisted by any other public sector bank.
13. Ability to provide CCTV systems as per technical specifications available at Appendix-IV of this advertisement.
14. Availability of warranty for every item.
15. Ability to commence service within 15 days from date of placement of order.
16. The vendor has to give an undertaking that
  - (a) The hard disk they will supply is a surveillance hard disk.
  - (b) DNS software & remote health monitoring software has to be provided free of cost by the Vendor.
17. The vendor has to give an undertaking that, they are willing to carry out the Comprehensive AMC job for 3 years of their installed CCTV systems (after the expiry of warranty period of two years).
18. Support for retrieval of image for dispute resolution, Necessary software for retrieval of Data from the NVR Hard disc at no additional cost.
19. **Vendors may be asked to submit Copy of certification of equipment i.e. UL/CE/FCC, copy of document of authorization from manufacturer to Indian dealers and from Indian dealer to supplier undertaking that the cards supplied are original.**

**SCOPE OF WORK**

**A. For Supply, Installation & Commissioning of CCTV System**

Vendor being the supplier of own design/authorised dealer of OEM, shall supply suitably designed, manufactured and tested CCTV system. The design standards, materials or components used, manufacturing process shall all conform to the respective UL/BIS Code and any other standards mentioned elsewhere in this tender as applicable. The vendor shall be solely responsible for the entire design/specification, safety aspects of the entire CCTV system and related works as detailed in the tender notwithstanding the specifications furnished hereunder.

**Each branch/office shall have 4/8/16 cameras as per requirement, out of which one pinhole camera and one two/four bullet IP Camera, and the remaining shall be Dome IP cameras. The exact requirement shall be intimated to the L1 after submitting drawing of camera positions for our approval. The Bank shall arrange for input power supply with necessary input supply.**

**B. AMC for Maintenance of Supplied 4/8/16 Ch NVR Based CCTV Systems**

1. **Time is The Essence of Contract:** The vendor requested to note that the CCTV system is to be provided to the Branches/ATMs & if for any reasons the work of supply & commissioning is delayed the Bank's reputation and commitments will be affected and penalty stipulated as per liquidated damages will be levied with-out any requirement on the part of the Bank to establish the actual loss in monetary terms. This aspect shall be the terms of this tender and will be binding on the tenderer.
2. The vendor shall maintain the CCTV system and ensure that it works as per the tendered parameters.
3. All the repairs and replacements of spares shall be carried out which are necessitated due to unserviceable condition of components/CCTV system as per tender stipulations upon written communication from the Bank. All the newly replaced components shall be invariably covered for the warranty period of one year and any malfunctioning of the component shall be replaced free of cost. However the repairs and replacements necessitated by loss or damage due to misuse or accident, fire or natural calamities shall not be covered under the scope of Non-CAMC.
4. The vendor shall inspect the equipment **at least once in a quarter** as a part of preventive maintenance. This is apart from any breakdown visits that may be required which may emanate in between the two preventive maintenance inspections.
5. The maximum breakdown time shall be 24 hours from the time of receiving the complaint over phone or by email. If the vendor is not in a position to set right the defect or repair and put back the CCTV system to working condition within 24 hours, a standby unit of to suit the tender parameters should be provided immediately.
6. During the Preventive Maintenance the vendor shall inspect/ check the equipment and record the following in service report, which shall be verified and confirmed by the bank's representative.
  - a. CCTV system: Any malfunctioning of the components.
  - b. Any other remarks regarding the Electrical System.
  - c. Any steps to be taken by bank for working of CCTV system.
7. During the preventive Maintenance inspection vendor shall carryout the following apart from the other requirements for the smooth functioning of the CCTV system as per tender parameters and same shall be recorded in a log book which shall be verified and confirmed by bank's representative.

**Camera & Housing:**

- (a) Camera / lens focus and auto iris adjusted properly.
- (b) Camera field of view is adjusted to customer's requirements.
- (c) Camera / housing viewing window are clean, inside and out.
- (d) Camera lens is dust free.
- (e) Interior of camera enclosure is clean and dry.

**Wire & Cable:**

- (a) Check wiring and cable harnesses for wear and tear.
- (b) Check to make sure cable is dressed properly.
- (c) Check connectors and cable entry points for loose wiring.
- (d) Coaxial cable is transmitting an adequate video signal to control room. Signal should be free of distortion, tearing, hum-bars, Electro Magnetic Interference and rolling, etc.
- (e) Make sure all coaxial connectors are insulated from conduit and pull boxes.

**Control Equipment:**

- (a) Monitors are free from picture burn-in and distortion.
- (b) Monitors have proper contrast and brightness.
- (c) NVR's are functioning properly and provided distortion free recording.
- (d) All control equipment is operational. Switchers allow proper sequencing and call up. Multiplexers are properly encoding and decoding.
- (e) Clean monitor screens, control panels, and keyboards with a diluted cleaning solution.
- (f) Check all coaxial connectors on the back panels for loose connections.
- (g) Check all power connections to insure AC plugs are not loose or power cables frayed.

8. During the break down calls, the nature of repair carried out, parts replaced etc shall be recorded in the service report.

9. The rate of annual maintenance charges shall be furnished for a period of 3 years since the systems are already installed and functioning and rates quoted shall be binding on the tenderer. The scope and terms of Annual Maintenance Contract like number of monthly visits, items covering under Annual Maintenance Contract, replacement of spares exclusions if any, down time for break down and service calls shall be as per as per the bank terms.

10. **The Annual Maintenance Charges shall be paid on quarterly basis subject to satisfactory maintenance for the period of previous quarter and on production of service reports.**

11. The vendor has to maintain the equipment supplied for at-least 5 years and the new components after the expiry of warranty period. At the same time, the vendor is expected to make available the spare parts for the systems for at least 5 years after the expiry of warranty period. Thereafter, vendor will give 6 months notice prior to discontinuation of services. AMC amount for the five year after warranty period will also be taken into account to decide Lowest Vendor for awarding AMC for maintenance of existing CCTV systems.

Authorised Signatory of the Vendor

(With seal)