

RFQ Ref No. JKGB/GAD/CCTV-HO/2023-24/6853

Dated 23.01.2024



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**Request for Quotation for Supply and
Installation of CCTV Accessories and AMC of
CCTV Setup at Head Office Narwal, Jammu**

**(A) Disclaimer**

The information contained in this RFQ document or any information/documents provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the Bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided. The purpose of this RFQ is to provide the Bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank, this RFQ does not claim to include all the information each Bidder may require. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend, supplement or annul the information in this RFQ.

(B) Brief about J&K Grameen Bank:

“J&K Grameen Bank”, a Regional Rural Bank created by amalgamation of Jammu Rural Bank and Kamraz Rural Bank by Government of India while exercising power conferred by Sub-Section (1) of section 23(A) of the Regional Rural Bank's Act,1976 vide notification dated 30th June 2009, issued by Ministry of Finance, Department of Financial Services, carrying on Banking Business, having its Head office at Narwal, Jammu, Pin-180006, Jammu and Kashmir, hereinafter referred to as the “Bank”.

Detailed information about J&K Grameen bank is available at Banks website www.jkgb.in.

(C) Objective of RFQ

The purpose of the RFQ is to select a suitable bidder / vendor for Supply and Installation of CCTV related accessories (8 SATA 64 Channel NVR (Qty: 01) and Hard disks (Qty: 06)) at Head Office Narwal of J&K Grameen Bank and provide AMC for whole CCTV Set up installed at the building for a period of Five (05) years starting from the date of commissioning of the aforementioned items. Other details, Terms & Conditions are available in the RFQ document.



(D) Schedule for RFQ Process:

RFQ Ref. No.	JKGB/GAD/CCTV-HO/2023-24/6853 Dated 23.01.2024
Scope of Work	Supply and Installation of CCTV Accessories and AMC of CCTV Setup at Head Office Narwal, Jammu.
Mode of RFQ Submission	Offline
Contact details for correspondence regarding this RFQ	Mr. Nitesh Sharma and Mr. Ravi Kumar General Administrative Department, J&K Grameen Bank Head Office, Narwal-180006, Jammu E-mail: nitesh.sharma@jkgb.in Contact No. 7051754801/ 9469509097
Base Currency	INR (₹)
Last date and time for submission of RFQ	12.02.2024 upto 05:00 P.M
Address for submission of RFQ	The General Manager, J&K Grameen Bank Head Office, Near Fruit Complex Narwal 180006, Jammu
Date of opening of Sealed Quotations	13.02.2024 at 12 noon

**(E) TERMS AND CONDITIONS:**

The following terms and conditions will be binding on all the Bidders. These terms and conditions will also form a part of the purchase order, to be issued to the Successful Bidder and the same shall be applicable during the complete term of the agreement with the Successful Bidder:

1. Earnest Money Deposit:

- The Bidders have to submit **Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand only)** in the shape of TDR pledged to the GENERAL MANAGER, J&K Grameen Bank. Any offer without EMD will out rightly be rejected by the bank. The TDR may be of any branch of J&K Grameen Bank or any branch of a Scheduled Commercial Bank. Bidders registered with Director General of Supplies & Disposals, National Small Industries Corporation, MSME/ Startups are exempted. In case a successful bidder fails to provide services as per the Terms & Conditions of the RFQ, the earnest money shall be forfeited.
 - **EMD of successful bidder shall be released after submission of PBG amounting to 10 % of the Total Cost of Ownership finalized by the Bank and execution of Service Level Agreement.**
 - EMD of unsuccessful bidders shall be released within 02 months after the completion of whole RFQ process. The unsuccessful bidders have to collect the instrument (in original) from General Administrative Department, Head Office Jammu after submitting an application to release the EMD in their favor. Information regarding release of EMD in favor of unsuccessful bidder shall be provided via mail (as mentioned in the RFQ document of the bidder). Loss of EMD of unsuccessful bidders (if not collected by them within 02 months w.e.f. the date of communication) shall be the sole responsibility of the said bidder. The bank shall not be responsible for loss of instrument after the after-mentioned time.
 - Validity of EMD should be at least 06 months.
2. The bidders may visit Head Office Narwal, Jammu during working hours (10:00 A.M to 05:00 P.M) w.e.f 23.01.2024 to 12.02.2024 to inspect the existing CCTV Setup installed at Head Office Narwal, Jammu and further check the compatibility of the offered items (8 SATA 64 Channel NVR and Hard disks) with the existing CCTV Set-up, before quoting the rates.
 3. The offered items (8 SATA 64 Channel NVR and Hard disks) should cover a warranty of 02 years w.e.f the date of installation of the said items.
 4. Rates should be inclusive of all charges (including service charges, GST, all other taxes, Labor, Installation etc.).
 5. L-1 shall be declared on the basis of the total cost of ownership as mentioned in the Commercial bid as per Annexure – 1.
 6. The L-1 Bidder shall supply and install items (8 SATA 64 Channel NVR and Hard disks) within one week from the date of supply order issued by the Bank, failing which the EMD submitted by the said bidder shall be forfeited.



7. The L-1 bidder should provide the AMC of whole CCTV Cameras Setup for a period of 05 years w.e.f date of commissioning of NVR and HDDs.
8. **Scope of AMC:**
 - a. **The duration of AMC is of 05 years.**
 - b. The AMC shall be for onsite service as well as for all spares i.e. it shall cover cost of services and also spares. The L-1 bidder shall repair / provide replacement of the defective parts during the AMC period at his own cost. In case, there is a need to replace the defective part, the L-1 bidder should ensure that the new item installed should have all the specifications as that of the original item and get the same verified through the General Administrative Department, Head Office Jammu before installation.
 - c. The offered items (8 SATA 64 Channel NVR and Hard disks) shall be covered under AMC during 3rd, 4th and 5th year of the AMC period. Bidders are advised to quote the AMC rates accordingly.
 - d. The L-1 bidder should align technician to visit the Head Office during 2nd month of each quarter and submit inspection report in this regard. **Format of Inspection report is enclosed as Annexure -2.** Failure to submit the inspection report pertaining to specific quarter shall result in deduction of AMC charges of the said quarter.
e.g. During Jan – March Quarter, the technician shall visit during the m/o Feb and submit the inspection report. If the inspection report is not submitted, the AMC charges pertaining to Jan – March Quarter shall be deducted.
 - e. The L-1 bidder should ensure that the inspection report should be submitted in each quarter during the AMC period. Failure to submit the inspection report more than once shall entail penalty like forfeiting EMD, cancellation of entire AMC contract and black-listing of the bidder.
 - f. The inspection report should be duly verified through the General Administrative Department, Head Office Jammu. **Minimum 04 inspection reports should be submitted by the L-1 bidder during each year of AMC.**
 - g. During the AMC period, the bidder has to align technician whenever a fault arises and get the fault resolved within 24 hours of the complaint. In case, there is a need to repair / replace the defective part, the L-1 bidder shall repair / provide replacement within 24 hours of the complaint at his own cost. In case there is a delay in providing services, the L-1 bidder, in writing, should submit reasons for delay in services to General Administrative Department, Head Office Jammu. The genuineness of the reasons submitted for any delay beyond 24 hours, shall be verified by General Administrative Department, Head Office Jammu and the payment / penalty shall be imposed accordingly. However the L-1 bidder should ensure that



there is proper technical staff available for resolving any complaint lodged by the Bank within 24 hours.

- h. The L-1 bidder should have proper Service Centre and technical staff in Jammu district. The details of all the technicians along with copies of their valid ID Cards and mobile numbers should be provided. Further, **Call Escalation Matrix should be provided.**

9. **Payment Terms:**

a. **Payment on account of supply and installation of items (NVR and HDDs):**

Payment shall be released within 15 days after submission of PBG, SLA and successful supply and installation of items (NVR and HDDs) and functioning of the entire CCTV Setup, on receiving of the bill duly verified through General Administrative Department, Head Office Jammu. No part payment of any nature shall be made by the bank at any stage.

b. **Payment on account of AMC:**

The payment shall be released on half yearly basis after submission of quarterly reports by the bidder and bill duly verified through General Administrative Department, Head Office Jammu.

- c. Applicable taxes (TDS and GST TDS will be deducted from all Bills at the prescribed rates applicable from time to time).

- d. GST No. of the vendor and the Bank should be mentioned on each bill.

- e. Any kind of payment shall be released only after submission of PBG and Service Level Agreement.

10. **Performance Bank Guarantee (PBG):**

The L-1 bidder has to submit performance bank guarantee amounting to **10 % of the Total Cost of Ownership finalized by the Bank** in the form of FDR or Bank Guarantee from Scheduled commercial bank which should be valid for a period of 60 days beyond the completion of AMC period of 05 years. Failure of successful bidder to provide AMC services within the stipulated time shall entail invocation of performance Guarantee or forfeiture of FDR or any other form of deposit as the case may be.

11. **Service Level Agreement:**

The successful bidder has to submit duly signed and stamped notarized Service Level Agreement to the Bank within 10 days w.e.f. the date of issue of Supply Order, on the agreed Terms & Conditions as mentioned above. Format of Service Level Agreement shall be provided along with the Supply Order.



12. Bank may disqualify the bidder, if at any time, it is found that any information submitted by the bidder as mentioned in the RFQ document is false or materially inaccurate/incomplete.
13. The Bank reserves the right to accept/reject any RFQ /or all RFQ s without assigning any reason thereof.
14. **Dispute:** If a dispute of any kind, whatsoever ,arises between the Bank and vendor/successful Bidder in connection with or arising out of the contract of supply of goods/providing of service, whether before or after the repudiation or termination of the contract, including any disagreement by either party with any action, in-action, determination; matter in dispute shall be referred to the Internal Dispute Resolution Tribunal of the Bank and if not acceptable to vendor/service, it shall then be referred to Arbitrator of the Bank. The decision of Internal Dispute Resolution Tribunal or Arbitrator of the Bank as the case may be , shall be final and binding on the parties.
15. **Arbitration:** All disputes between the parties after the repudiation/cancellation, termination, or abandonment thereof shall be referred to a sole arbitrator for adjudication through arbitration, if reference thereof to Dispute Resolution Tribunal is not acceptable to the vendor/service provider as the case may be. The arbitration shall be conducted in accordance with the provisions of the J&K Arbitration & Reconciliation Act 1996, Arbitration and Conciliation Act 1996. The Courts in Jammu alone shall have jurisdiction over such arbitration proceedings.
16. The resultant contract will be interpreted under Indian & J&K UT Laws.
17. Bidders are not permitted to alter or modify their bids after expiry of the deadline for the receipt of bids.
18. Insurance of goods against loss or damage incidental to manufacture or actuation, transportation, storage and delivery shall be at risk and responsibility of the Bidders.
19. The Bidder should sign & affix his/her firm's stamp on each page of the RFQ document and all its related documents as the acceptance of the offer made by the Bidder will be deemed as a contract.



20. Bank shall have the right to call upon the information regarding status of work at any point of time.
21. **Sensitive Information:** Any information considered sensitive must be protected by the Bidder / supplier from unauthorized disclosure, modification or release or access.
22. **The Bidders are advised to submit both signed & stamped copy of RFQ document and Quotation in a sealed envelope & superscribe on the envelope "Request for Quotations for Supply and Installation of CCTV Accessories and AMC of CCTV Setup at Head Office Narwal, Jammu." & shall also indicate their telephone numbers and valid email address.**

G. DOCUMENTS TO BE SUBMITTED ALONG WITH COMMERCIAL BID:

- Quotation as per Annexure -1
- Copy of RFQ Document

Note:

1. **All documents should be stamped and signed by the Bidder otherwise the RFQ shall be rejected.**
2. Interested Bidders agreeable to abide by the terms and conditions as mentioned above are required to submit their quotations in a sealed envelope on or before last date.
3. If, at any time, the information provided by the Bidder is found false, the RFQ shall be rejected out rightly.
4. Bidders are advised to submit the sealed envelope well before the last date and time of submission i.e Any bid received after the due time shall not be accepted.
5. Failure to comply with any one of the Terms & Conditions of the RFQ / SLA shall entail forfeiting the PBG, cancellation of the entire AMC contract and black-listing of the bidder.



ANNEXURE-1

Commercial Bid:

Name of the Bidder :

Phone Number :

ADDRESS :

S No	Particulars / Items	Make / Model	Cost Per Unit (in Rs.)	Quantity	Total Cost (in Rs.) excluding GST
01	NVR 64 Channel with 8 SATA (2 years warranty)			01	
02	Hard Disk (6 TB) (2 years warranty)			06	
GST @..... %					
TOTAL COST (including GST)					(a)

- Make / Model for NVR: Hi-Focus / Dahua / Hik-vision
- Make / Model for Hard Disk: Western Digital / Seagate

S No.	AMC details	Cost of AMC (in Rs.) including GST
01	AMC of whole CCTV Set-up at HO Jammu (excluding NVR and HDD as mentioned above) for 1 st year	
02	AMC of whole CCTV Set-up at HO Jammu (excluding NVR and HDD as mentioned above) for 2 nd year	
03	AMC of whole CCTV Set-up at HO Jammu (including NVR and HDD) for 3 rd year	
04	AMC of whole CCTV Set-up at HO Jammu (including NVR and HDD) for 4 th year	
05	AMC of whole CCTV Set-up at HO Jammu (including NVR and HDD) for 5 th year	
TOTAL COST		(b)

Total cost of ownership (a) + (b)	Rs.
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Sign and Stamp



ANNEXURE-1 (Continued)

NOTE:

1. L-1 shall be declared on the basis of the total cost of ownership.
2. Rates should be inclusive of all charges (including service charges, GST, all other taxes, Labor, Installation etc.)
3. Bidder should visit Head Office Narwal, Jammu to check the compatibility of offered NVR and HDDs with the existing CCTV Set-up before quoting the rates.
4. Warranty Period: 02 years w.e.f the date of installation of the mentioned items.
5. Minimum one visit per quarter during AMC period is required. The bidder should align technician to visit the Office during 2nd month of each quarter and submit inspection report in this regard. Failure to submit the inspection report pertaining to specific quarter shall result in deduction of AMC charges proportionately.

Sign and Stamp



ANNEXURE-2

INSPECTION REPORT (to be submitted by successful bidder during each quarter of the AMC period)

Name of the Technician:

ID No:

Date of Visit:

No. of Cameras Installed	
Whether All Cameras are functioning (Yes / No)	
If No, state no. of Cameras not functioning	
State reason for non-functioning of the Cameras	
NVR working (Yes / No)	
If No, State reason	
No. of HDDs installed	
Whether All HDDs are functioning (Yes / No)	
If No, state no. of HDDs not functioning	
State reason for non-functioning of the HDDs	
CCTV Footage Recording Available (Mention no. of days and time-period)	
Any other Observation / Remarks	

Sign and Stamp of the Technician**Sign & Stamp of Verifying Officer**