



जम्मू एवं कश्मीर ग्रामीण बैंक
JAMMU AND KASHMIR GRAMEEN BANK
Scheduled Bank Owned by Government

TENDER REF NO. JKGB/GAD/CCTV/2026-27/3440

DATED: 30.07.2026

Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches/Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh

(A) DISCLAIMER

The information contained in this Tender 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 Tender document and all other terms and conditions subject to which such information is provided. This Tender is neither an agreement nor an offer and is only an invitation by Bank to the interested parties/Bidders for submission of bids. The purpose of this Tender 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 Tender 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 Tender. 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 Tender.

(B) BRIEF ABOUT JAMMU AND KASHMIR GRAMEEN BANK

"Jammu and Kashmir Grameen Bank", a Regional Rural Bank created by amalgamation of J&K Grameen Bank and Ellaquai Dehati 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 (21 of 1976) vide notification dated 05th April 2025, issued by Ministry of Finance, Department of Financial Services, published in Govt. Gazette on 07.04.2025, which came into effect on and from 01.05.2025, having its Head office at Narwal, Jammu, Pin-180006, Jammu and Kashmir, hereinafter referred to as the "Bank".

Detailed information about Jammu and Kashmir Grameen bank is available at Banks website www.jkgrameen.bank.in.

(C) OBJECTIVE OF TENDER

To enter into Rate Contract with eligible Bidder for Supply, Installation, Testing and Commissioning of **Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR)** at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh

The Tender document can be downloaded from official web site of the Bank www.jkgrameen.bank.in Other details i.e. specifications and Terms and Conditions will be available along with the Tender document.

(D) SCHEDULE FOR TENDER PROCESS: -

1. TENDER Ref. No.	JKGB/GAD/CCTV/2026-27/3440 Dated: 30.07.2026
2. Scope of Work	Rate Contract for <u>Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR)</u> at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh.
3. Mode of Tender Submission	Offline
4. Contact details for correspondence regarding this TENDER	Mr. Vikash Koushal, Manager General Administrative Department, Jammu and Kashmir Grameen Bank Head Office, Narwal-180006, Jammu E-mail: pdg.hoj@jkgb.bank.in Contact No. 9797127377 / 9622363283
5. Tender Type	Open Tender
6. Base Currency	INR (₹)
7. Consortium	Consortium Bids are not allowed.
8. Tender Document Availability	Document can be downloaded from the Bank's website: www.jkgrameen.bank.in w.e.f. 31.07.2026 to 20.08.2026
9. Tender Type	Two Bid System – Technical Bid and Commercial Bid
10. Pre-bid queries	Interested Bidders may submit their queries at pdg.hoj@jkgb.bank.in up to 10.08.2026
11. Pre-bid Conference	11.08.2026 at 03.00 P.M. at Jammu and Kashmir Grameen Bank Head Office, Narwal, Jammu
12. Last date and time for Bid submission	20.08.2026 up to 05:00 P.M.
13. Address for submission of Sealed Tender	The General Manager, Jammu and Kashmir Grameen Bank Head Office, Near Fruit Complex Narwal-180006, Jammu
14. Technical Bid opening date	24.08.2026 at 01:00 P.M at Jammu and Kashmir Grameen Bank Head Office, Narwal, Jammu
15. Commercial Bid opening date	To be communicated separately to technically qualified Bidders only
16. Project Duration	One (1) Year
17. Tender Fee (Non-refundable)	₹1,770/- (Rupees One Thousand Seven Hundred and Seventy only)
18. EMD (Earnest money Deposit) Amount (₹)	EMD of ₹50,000/- (Rupees Fifty Thousand only) in the form of TDR pledged to the General Manager Jammu and Kashmir Grameen Bank, Head Office, Jammu. Validity of EMD should be at least 06 months

Note:

Firms/Startups/MSE's that are exempted from paying Tender Fee/EMD (As per rules of Department of Industrial Policy and Promotion (DIPP), Bank registered units/ empaneled vendors (for relevant items and monetary limit) have to submit /upload scanned copy of documents in support of this exemption.

(E) INSTRUCTIONS TO THE BIDDERS:

1. **Bidders are required to submit details about their organization, experience, technical personnel in their organization / firm, competence and adequate evidence of their financial standing etc.** and should submit duly signed and stamped copies of all the required documents and Annexures enclosed with the tender document.
2. Each page of the tender should be duly signed and stamped by the Bidder or authorized signatory (Power of Attorney should be provided).
3. **The Bidders are advised to submit 02 sealed envelopes in a single envelope as per details mentioned below:**
 - a. **Sealed Envelope -1:** All documents like tender document, Annexures, EMD, Tender fees receipt any other relevant document should be enclosed in Sealed Envelope – 1 and named as "Technical Bid regarding Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh".
 - b. **Sealed Envelope -2:** Duly filled Commercial Bid as per **Annexure – 6** should be enclosed in Sealed Envelope – 2 and named as "Commercial Bid regarding Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh".

NOTE:

- Both sealed envelopes should be enclosed in a **single Sealed Envelope** and named as "Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh". Bidder should clearly mention the name of the firm, valid e-mail address and contact no. on all 03 sealed envelopes.
 - **Sealed envelope means that the opening of the envelopes should be properly sealed by double taping with seal and signature on it.**
4. **The sealed envelope should be addressed to**

**"The General Manager,
Jammu and Kashmir Grameen Bank Head Office,
Near Fruit Complex Narwal-180006, Jammu."**

5. Clarifications if any may be sought from General Administrative Department of Jammu and Kashmir Grameen Bank at Head Office.
6. **Canvassing in any form is strictly prohibited and the tender of such Bidders that resort to canvassing will be liable to rejection/blacklisting of the said Bidder.**
7. Tender shall be rejected if the envelope is not sealed or if the Bidder submits any conditional tender.
8. The intending Bidders are categorically advised to submit all documents strictly in the attached formats only. The information required should be neatly filled/typed in each and every columns and row of the Formats. The applications received with "partly filled formats" not containing desired information in each and every columns/points/row of various Annexures shall be treated as INCOMPLETE and such tenders shall be summarily rejected without any reference to the Bidder and at the Bidder's risk and responsibility.
9. Jammu and Kashmir Grameen Bank reserves their rights to accept any or to reject all the tenders in part or whole without assigning reasons thereof and no correspondence shall be entertained in this regard.

(F) 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 Service Level Agreement, to be executed by the Successful Bidder and shall be applicable during the complete term of the agreement with the Successful Bidder/s:

1. **Tender fees** (non- refundable) of **₹1,770/- (Rupees One Thousand Seven Hundred and Seventy only)**, to be remitted through NEFT only vide below mention details:
 - A/C No.: **2000530100000217**
 - A/c Name: **Tender fee**
 - IFSC: **JAKA0GRAMEN**
 - Bank Name: **Jammu and Kashmir Grameen Bank**
 - Branch Name: **BO Narwal**
2. **Scope of work: Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) of specific make and models, as detailed in Annexure-1 at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh, wherever required.**
3. **Site of Installations: The site of Installation shall cover all the existing/new branches/offices of Jammu and Kashmir Grameen Bank within the UT of J&K and UT of Ladakh.**

Note: - In case of any addition or deletion of Branches due to merger of Branches, opening of new Branches/Offices of Jammu and Kashmir Grameen Bank in the UT of J&K and UT of Ladakh, the Vendor has to install the equipment's in respective Branches/Offices as per the term and conditions of this tender

4. **WARRANTY:** The Bidder shall provide a comprehensive onsite warranty from the date of installation as per detail mentioned below:

- a) For **Surveillance Hard Disk Drive**: - 02 Year Comprehensive Onsite Warranty.
- b) For **Network Video Recorder**: 02 Year Comprehensive Onsite Warranty.
- c) For **08 Port Full Gigabit PoE Switch**: - 02 Year Comprehensive Onsite Warranty.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all installed equipment's covered by the Tender.

Vendor must warrant all equipment's, against any manufacturing defects during the warranty period.

During the warranty period vendor shall maintain the systems and arrange repairing and/or replacement of all defective components at the site for free of charge to the Bank.

During the period of warranty, in case of any equipment malfunctioning Vendor shall bear the replacement or repairing cost.

Notwithstanding the foregoing, in the event of damage resulting from mishandling, fire, flood, rodents, theft, physical impact, power fluctuations, or short-circuiting, the Bank shall bear all associated repair or replacement costs.

5. Maintenance Contract:

- a) The vendor shall provide onsite comprehensive maintenance services for all the hardware components during the warranty period.
- b) The vendor shall **liaise with** the Bank's existing CAMC/AMC vendor for the restoration of the sites during the warranty period of the supplied hardware.

6. Support Requirements:

- a) Escalation matrix should be made available to the Bank at the beginning of contract and each time the matrix changes i.e. Annexure-3.
- b) The vendor is required to provide prompt after-sales service/support by arranging timely attending of calls received from the branches/offices where the equipments have been supplied & installed, and problem rectification through competent service engineers within 48 hours. The desired support time should be uniformly maintained at all the sites. To meet up time the vendor has to maintain sufficient inventory of spare parts/equipments with the support centers to avoid unnecessary delay in obtaining the spare parts/equipments.

7. Resolution Time:

- i) The vendor shall resolve any faults or failures in the Surveillance HDD, NVR, and other supplied components within 48 hours of notification by the Branch/Office.

- ii) In any case, if the repair of hardware components is likely to take more than 48 hours, an alternative spare must be arranged to make the CCTV camera system operational so that the security system of the branch or office is not affected.

Maintenance services shall be available on all working days of the Bank's Branches / Offices Monday through Saturday. The services should be available from 10:00 AM to 5:00 PM

8. Posting of qualified **service engineers, technicians** for the SITC, as well as any other repair and maintenance services during the warranty period.

- a) Qualified maintenance engineer(s)/ technician(s) very familiar with the CCTV Camera Systems, details provided in this Tender Document, shall perform all repairs and maintenance service described herein. The vendor shall post qualified service engineer(s)/ technician(s) for trouble shooting, repair and replacement of all kits or parts and spare parts and render such other support services, as may be necessary for satisfactory functioning of the CCTV Camera Systems. No charges, fees, accommodation, boarding etc. shall be paid or provided by the Bank to the service engineer(s)/ technician(s), if any.

b) **The technical support service engineer(s)/ technician(s):**

- Should be responsible for the overall technical support of the area he is working.
- Should have proven expertise in rendering support services in similar capacity.

- c) Vendor shall ensure that vendor's key personnel with relevant skill are always available to the Bank. Vendor should ensure the quality of methodologies for delivering the services and its adherence to quality standard.

- d) All the engineer(s)/ technician(s) must be provided with mobile phones and should carry **vendor identity card**. They should be available on all working days At least one of the engineer(s)/ technician(s) should also be available on holidays & odd hours in case of need. In case any engineer goes on leave or deputed to other work by vendor, he/she must be substituted by another engineer/technician on that day.

- e) The Bank will be within its own rights to refuse permission without assigning any reason to any or all the staff of the vendor from entering the Bank premises.

- f) All employees have to wear the identity cards issued by the company while on duty. In no case any unauthorized person/outsider will be sent to offices of the Bank to carry out installation / restoration work.

9. The **VENDOR's** maintenance personnel shall be given access to the equipment when necessary, for purpose of SITC and further repair and maintenance during the warranty period.

10. Safety: Vendor to ensure that his engineer(s)/ technician(s) shall conduct his operation in such a manner so as to avoid any risk of bodily harm to persons or damage to property. In addition, the supplier shall comply with all the applicable safety standard codes and regulations

11. On account of any negligence, commission, or omission by the VENDOR's engineers or technicians resulting in loss or damage to any property of the BANK, **the VENDOR shall fully compensate and reimburse the BANK for the loss suffered.**

In the event that any willful negligence or malpractice by the VENDOR causes or contributes to fraud, the VENDOR shall accept full accountability and shall indemnify, compensate, and reimburse the BANK for all losses suffered

12. Checking of Records: Jammu and Kashmir Grameen Bank can at any point of time check the books & records of the successful bidder.

13. Period of Contract: One (01) year and may be renewed for a period of 01 years as deemed necessary by the Bank on the existing rate, terms and conditions. Tenderers are advised to quote rates after examining the whole tender document.

14. Execution of Agreement:

- a) **A format of the Service Level Agreement (SLA)** to be executed by the successful Bidder with the Bank will be provided by the Bank. SLA of Bid and Non-Disclosure Agreement (NDA) will be part of the agreement.
- b) The successful Bidder has to submit duly signed and stamped notarized Service Level Agreement to the Bank within 15 days w.e.f. the date of issue of Empanelment Order by the Bank, on the agreed Terms & Conditions.
- c) Penalty on account of non-submission of Service Level Agreement by L-1 Bidder: If L-1 Bidder fails to submit the Service Level Agreement within 15 days from the date of issue of Empanelment Order by the Bank, due to any reason, the Bank will be within its rights to cancel the allotment to the Bidder and proceed with forfeiting of the EMD and other penal provisions, and allot the same to L-2 bidder after he matches the price of L-1 bidder or as decided by the Bank.
- d) **Performance Bank Guarantee (PBG) shall be submitted to Bank at the time of execution of SLA. No SLA will be entertained without PBG. However, if the vendor agreed for the retention of funds from future invoices as Retention Money, 10% of the total invoice(s) shall be deducted as Retention Money and shall be released after the completion of warranty period of 02 (Two) years.**

15. Earnest Money Deposit (EMD):

a) EMD Amount:

All the eligible bidders shall have to submit an EMD of ₹50,000/- (Rupees Fifty Thousand only) in shape of TDR pledged to "The General Manager, Jammu and Kashmir Grameen Bank, Head Office-Narwal" should be accompanied with the Tender. Any Tender without EMD will out rightly be rejected by the bank. The TDR may be of any branch of Jammu and Kashmir Grameen Bank or any branch of a Scheduled Commercial Bank. Suppliers registered with Director General of Supplies & Disposals (DGS&D), National Small Industries Corporation (NSIC), MSE's, Start-ups, Govt approved sources are exempted. Tender without EMD shall be considered incomplete and shall be rejected.

b) Forfeiture of EMD: The EMD may be forfeited if,

- (i) A Bidder withdraws his Bid during the period of Bid validity specified in this BID: 'or'
- (ii) A Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of Contract; 'or'
- (iii) In case of successful bidder, if the bidder dishonors its bidding commitments or fails to sign the Contract or fails to accept the work order or fails to furnish Performance Bank Guarantee within 15 (Fifteen) days from date of award of the contract.

16. EMD of successful Bidder shall be released after the execution of Service Level Agreement and submission of Performance Bank Guarantee (PBG).

17. EMD of unsuccessful Bidders shall be released within 02 months after the completion of Tender 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 tender 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 afore-mentioned time.

18. Performance Bank Guarantee (PBG) / Retention Money: Vendors may, at their discretion, elect to provide **either a Performance Bank Guarantee (PBG) or** agree for the retention of funds from future invoices as **Retention Money**, to be held by the Bank until the expiration of the warranty period.

- i. **Performance Bank Guarantee:** Performance Bank Guarantee **amounting to 5% of the Total Cost of Ownership (as finalized by the Bank)** has to be submitted by the successful Bidder in the form of TDR or Bank Guarantee from JAMMU AND KASHMIR GRAMEEN BANK or any Scheduled commercial bank which should be **valid for a period of 38 Months (Contract Period + Warranty period + 02 Months)**. Failure of successful Bidder to provide the services within the stipulated time shall entail invocation of Performance Bank Guarantee or forfeiture of TDR or any other form of deposit as the case may be.

- ii. The PBG shall be submitted within 15 days w.e.f. the date of issue of Empanelment Order by the Bank along with SLA.
 - iii. The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the successful bidder.
 - iv. **Retention Money:-** If the vendor opts for retention money rather than a Performance Bank Guarantee, the Bank will retain 10% of each invoice value. This amount will be held until the warranty period expires.
19. The **contract shall come into effect w.e.f 01.09.2026 onwards or date of issue of Rate Contract Order by the Bank (whichever is later)** and shall be binding on the successful vendor.
20. TDS and GST TDS will be deducted from all Bills at the prescribed rates applicable from time to time.
21. The **rates finalized shall remain valid over the contract period of 12 months (w.e.f. date of issue of Rate Contract)** and no price variations shall be allowed for any rise or fall in cost of Labour, materials or any other factors influencing the order price.
22. The successful Bidder shall conclude the installation(s)/service(s) w.e.f 01.09.2026 onwards or date of issue of Rate Contract Order by the Bank (whichever is later), failing which the Bank shall be at liberty to cancel the contract of the defaulting Bidder and the earnest money of the successful Bidder shall be forfeited without assigning any reason. Besides, the Bank shall be entitled to recover from the successful Bidder any loss/damages which the bank may incur due to default of the successful Bidder.
23. Bank, if not satisfied with the installation(s)/service(s) provided by the successful Bidder i.e. if there is any deviation in the installation of components against those specified in the tender or if there is delay in providing services to the Branches, the Bank reserve the right to cancel the entire contract and invoke the Performance Guarantee/EMD/Retention Monies including black-listing of the Bidder.
24. The Bank reserves the right to accept/reject any Tender/or all Tenders without assigning any reason thereof.
25. The conditional Tenders shall be rejected outrightly and no correspondence of any nature shall be entertained.
26. The Bidder should also provide Declaration regarding not-being blacklisted or otherwise and Declaration that the documents attached in response to this bid are genuine and bonafide, should be provided.

- 27.** Bank may disqualify the Bidder, if at any time, it is found that any information submitted by the Bidder/service provider as mentioned in the Tender document is false or materially inaccurate/incomplete/incorrect.
- 28.** Dispute and Arbitration:- " In the event of disputes, differences, claims and questions between the parties hereto arising out of this agreement or in any way relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the same shall be referred to the arbitration by the arbitrator appointed by both the parties mutually. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1966 or any other statutory modification or re-enactment thereof for the time being in force and shall be held in Jammu. The Courts in Jammu alone shall have jurisdiction over such arbitration proceedings. The language of the arbitration proceedings and that of the document and communication between the parties shall be English. The award of the Arbitrator shall be final, conclusive and binding upon the parties. Such award shall be filed in any competent court in Jammu. The parties shall continue to be performing their respective obligations under this Agreement, despite the continuance of the arbitration proceedings, except for the disputed part under arbitration.
- 29.** Each party will bear the expenses/costs incurred by it in appointing the Arbitrator. However, the cost of appointing the Umpire shall be borne equally by both the parties.
- 30.** Governing Laws: - The Contract, its meaning and interpretation and relation between the parties shall be governed by the applicable laws of the Union of India read with local laws of UT of Jammu and Kashmir and the Firm shall agree to submit the courts under whose exclusive jurisdiction the Registered Office of Bank falls.
- 31.** The resultant contract will be interpreted under Indian & J&K UT Laws.
- 32.** Bidders are not permitted to alter or modify their bids after submission of the tender document.
- 33.** The Tenderer should sign & affix his/her firms stamp on each page of the Tender documents and all its related documents. Tender documents not containing signature and stamp of the Bidder/ firm shall be rejected.
- 34.** Sensitive Information: Any information considered sensitive must be protected by the Bidder / Bidder from unauthorized disclosure, modification or release or access. The Successful Bidder has to sign a Non-Disclosure Agreement with the Bank.
- 35.** Miscellaneous: In the event of L-1 vendor back outs or Bank rejects the proposal of L-1 bidder on the ground of poor supports & services, the Bank may award the contract to L-2 bidder provided they match the prices with that of the L-1 vendor. Additionally, the L-1 vendor security deposit will be forfeited.

36. Cancellation of Contract and Compensation: The bank reserves the right to cancel the order/ contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: -

- a) The selected bidder commits a breach of any of the terms & conditions of the contract.
- b) The bidder goes into liquidation voluntarily or otherwise.

37. Banks Address for communication purpose:

**"The General Manager,
Jammu and Kashmir Grameen Bank Head Office,
Near Fruit Complex Narwal-180006, Jammu."**

38. Frequency of submission of comprehensive maintenance reports of CCTV Networks at Branches/Offices:

- a) The Vendor shall mandatorily carry out an onsite comprehensive service/inspection of all hardware supplied under the contract at each Branch or Office on a half-yearly basis during the warranty period. The Vendor must accordingly submit half-yearly reports to the respective Branch or Office. Failure to do so shall entitle the BANK to invoke the Performance Bank Guarantee, Retention Monies, forfeit the TDR, or claim any other form of deposit, as the case may be.
- b) Vendor should handover the original copy of comprehensive service/inspection report at respective Branch / Office.
- c) Scanned copies of Branch/Office wise halfyearly comprehensive service/inspection report shall be submitted to Head Office.

39. Payment Terms: Payment shall be released in the following manner:

(A) In case of Vendor agreed for providing Performance Bank Guarantee (PBG):-

- (i) 100% of the total bill shall be released within 15 days after submission of duly verified bill and commissioning certificate by the Branch Head / Incharge.
- (ii) Payment shall be released only after submission of Service Level Agreement and PBG.

(B) In case of Vendor agreed for providing Retention Money:-

- (iii) 90% of the total bill shall be released within 15 days after submission of duly verified bill and commissioning certificate by the Branch Head / Incharge.

- (iv) 10% of the total bill shall be deducted as Retention Money and shall be released within 15 days after completion of the warranty period of the respective systems.

Note:-

Bidder should handover the original Bill and Commissioning report at respective Branch / Office and should also submit the soft copy of the same at the following e-mail address: pdg.hoj@jkgb.bank.in failing which the payment shall not be released.

TDS & GST-TDS as applicable shall be deducted from Bills/ Invoices raised as per Govt of India guidelines.

G. BIDDERS ELIGIBILITY CRITERIA AND DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID:

Bank will examine the bids against **Bidder's Eligibility Criteria** mentioned below

Note:

- a) Bidder must comply with all criteria mentioned below. Non-compliance of any of the criteria will entail rejection of the offer summarily.
- b) Duly self-attested photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. Jammu and Kashmir Grameen Bank reserves the right to verify/evaluate the claims made by the bidder independently or by virtue of a third party. Any decision of Jammu and Kashmir Grameen Bank in this regard shall be final, conclusive and binding upon the bidders.

Offers received from the bidders who do not fulfil all or any of the eligibility criteria are liable to be rejected.

Bidder's Eligibility Criteria

S.No.	Criteria	Proof to be submitted	Compliance (Y/N)
1	Duly Signed and Stamped Tender document	Copy of Tender document duly signed and stamped on each page (with filled annexures) by authorized signatory as compliance to terms and conditions.	
2	EMD Money	Proof of EMD receipt/ valid certificate for exemption of EMD	
3	The vendor must be a Firm / Proprietary/ Partnership / Company registered under Companies Act.	a) Registration Certificate / Shop License / Certificate of incorporation issued by Registrar of Companies (whichever applicable). b) PAN of Firm c) GST Registration	
4	The bidder should be Authorized dealer/ Authorized franchise/ Authorized distributor of the company/OEM for the Hardware they intends to supply to the Bank	Letter of Authorization/ Dealership Certificate from the manufacturer/ Company (OEM) should be enclosed for specific Surveillance HDD and NVR.	
5	Bidder must have an at least past 3 years' experience regarding Supply, Installation. Testing and Commissioning of CCTV Cameras Systems at Scheduled Commercial Banks / Financial Institutions / Govt. Organizations and should have executed 03 similar jobs in the last 03 Financial Years (2023-24, 2024-25 and 2025-26) at multiple locations.	The Bidders must submit certified copies of Purchase / Work Order.	
6	The Bidder should have an annual turnover of ₹35 Lakh or above from Sales/ Service of CCTV camera system during last 3 years.	Attach Work Order and CA certified copies of the financial statements for FY- 2023-24, 2024-25 & 2025-26.	
7	The vendor should have a well maintained registered office in UT of J&K and should have enough staff to provide services in UT of J&K and UT of Ladakh..	Details of the office along with the staff should be provided	
8	The Bidder should be a profit making firm during last three Financial Years 2023-24, 2024-25 and 2025-26. Net Profit after tax shall be considered.	Attach Balance Sheet, Profit & Loss & ITR's of FY- 2023-24, 2024-25 and 2025-26 of the company / Firm / Organisation etc.	
9	The bidder should have been registered for GST.	Attach copies of PAN & GST registration certificate	
10	Vendor should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, Banks or any other organization	Declaration as per <u>Annexure-4</u> should be provided	

NOTE: Copies of all the relevant documents should be duly signed and stamped by the Bidder and enclosed in Technical Bid Envelope along with tender document, EMD and receipt of Tender fees.

H. DOCUMENTS TO BE SUBMITTED IN TECHNICAL BID ENVELOPE:

1. All the supporting documents as mentioned above in **Para No G**
BIDDERS ELIGIBILITY CRITERIA AND DOCUMENTS TO BE SUBMITTED.
2. Annexure-1.
3. Annexure-2.
4. Annexure-3.
5. Annexure-4.
6. Annexure-6

I. DOCUMENTS TO BE SUBMITTED IN COMMERCIAL BID ENVELOPE:

Commercial Bids only (No other document is required to be submitted with the Commercial Bid).

Commercial Bids to be submitted as **"Annexure – 5"** in one single envelope.

We have read and understood the above mentioned minimum eligibility criteria and shall abide by the same.

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure-1**Technical Bid (Specifications of Surveillance HDD, Network Video Recorder and PoE Switch)**

Subject: Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh.

Technical & Functional Specifications for Specifications of Surveillance HDD, Network Video Recorder and PoE Switch as under:**1. Specification of Surveillance Hard Disk Drive**

Make & Model: - **WD Purple or Seagate Skyhawk** genuine Surveillance Hard Drive designed for mainstream surveillance systems

Capacity Required: - **4TB and 6TB.**

Parameter/ Features	Minimum Required Technical Specification	Compliance (Yes/No)
Make	WD Purple or Seagate Skyhawk genuine	
Capacity	04 TB & 06 TB	
Form Factor	3.5 Inch Internal Hard Drive	
Interface	SATA 6 Gb/s (SATA III)	
Rotational Speed	Minimum 5400 RPM	
Cache Memory	128 MB or 256 MB	
Recording technology	Conventional Magnetic Recording (CMR)	
Workload Rating	≥ 180 TB/year	
MTBF (Mean Time Between Failures)	≥ 1,000,000 hours	
Supported Cameras	Up to 64 streams (HD)	
Power Consumption	Low (Avg 5.0W- 8.0W during Read/Write)	
Operating Temperature	0°C to 65°C	
Warranty	2 Year Comprehensive Onsite Warranty.	

2. Specification of Network Video Recorder:

Make: - **OEM must be an Indian** with a registered local service / sales center in J&K with local sales/ service team (preferably of the make like CP Plus, Matrix Comsec, HI-Focus, Prama India, Wisline or equivalent with minimum specification as detailed below.

Model: - **08 Channel Double SATA NVR.**

Parameter/Features	Minimum Required Technical Specification	Compliance (Yes/No)
IP Video Input	Minimum 08 Channel IPC input.	
Resolution	Supports resolution up to 8MP IPC	

SATA Interface	Dual Storage Architecture:- 2x SATA Ports supporting internal Hard Disk Drives	
Storage Capacity	Up to 10TB or higher capacity per SATA Interface (Total Minimum 20TB support.	
Incoming Bandwidth	Minimum 80 Mbps	
HDMI Output	Supports up to 4K	
Decoding Format	H.265+ / H.265 / H.264+ / H.264 video compression standards	
Decoding Capabilities	Minimum 1-ch @ 8MP / 4-ch @ 4MP / 8-ch @ 1080p at 30fps	
Synchronous Playback	8 Channels simultaneous local playback	
Protocols Supported	Support standard RTMP, ONVIF, RTSP, GB28181 protocol	
Standard Supports / Edge Analytics	Support WEB, mobile view, CMS surveillance. Support IPC smart analysis: Line-crossing detection, Vehicle retrograde, Staff absence, Loitering, Area intrusion, Vehicle illegal parking	
Power Consumption	≤ 15 Watts (excluding Hard Disks)	
Operating Temperature	Temperature: -10 °C to +55 °C; Humidity: 10% to 90% (Non-condensing)	
Warranty	2 Year Comprehensive Onsite Warranty.	

3. **Specification of 08-Port Full Gigabit PoE Switch: -**

Make: - OEM must be an Indian with a registered local service / sales center in J&K with local sales/ service team (preferably of the make like CP Plus, AE Connect, D-Link TP Link or equivalent with minimum specification as detailed below.

Model: -08-Port.

Parameter/Features	Minimum Required Technical Specification	Compliance (Yes/No)
LAN Ports	Minimum 8 × 10/100/1000 Mbps RJ45 Auto-Negotiation ports	
Uplink Ports	Minimum 2 × Dedicated Gigabit Uplink ports (RJ45 or SFP Combo slots)	
PoE Standards	Fully compliant with IEEE 802.3af and IEEE 802.3at (PoE+)	
PoE Budget	Minimum Total PoE Budget of 120W or higher	
Max Power Per Port	Up to 30W per port simultaneously (within the total budget limit)	
Switching Capacity	Minimum 20 Gbps non-blocking fabric bandwidth	
Packet Forwarding Rate	Minimum 14.8 Mpps (Million Packets Per Second)	
Ethernet Standards	IEEE 802.3 (10Base-T), IEEE 802.3u (100Base-TX), IEEE 802.3ab (1000Base-T)	

Flow Control	IEEE 802.3x Flow Control for Full-Duplex mode and backpressure for Half-Duplex	
Input Voltage	External or Internal Power Adapter (AC 100-240V, 50/60Hz)	
Surge Protection	Minimum 4KV to 6KV lightning/surge protection for all network ports	
Operating Temperature	0°C to 40°C minimum operating range; -40°C to 70°C minimum storage range, 10% to 90% RH, non-condensing	
Warranty	2 Year Comprehensive Onsite Warranty.	

Compliance:- The vendor is required to mandatory comply with the technical specifications detailed above for the respective components, Failure to do so will result in bid rejection, and the vendor will not proceed to the next stage of tendering.

Guarantees: The vendor warrants that the equipment supplied to the Bank is brand new. All equipment shall be delivered in factory-sealed boxes and must be accompanied by complete, original documentation in electronic and/or printed format.

Compliance and Certifications: The vendor shall ensure that all supplied Network Video Recorders (NVRs) possess valid Bureau of Indian Standards (BIS) registration under **IS 13252 (Part 1)**. All surveillance hard disk drives (HDDs) and Power over Ethernet (PoE) switches must fully comply with their respective applicable regulatory and statutory standards.

Quality Certificates: The bidder must provide valid product quality certificates (such as ISO, CE, or FCC, as applicable) for all hardware components.

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure: 2**DETAILS OF BIDDER**

S No.	Particulars	Details
1	Name of Bidder	
2	Name of Firm	
2	Address of the Registered Office	
3	Contact No.	
4	E-Mail ID	
5	Name of Contact Person / SPOC	
6	Year of Establishment of Firm	
7	PAN No. of Firm	
8	GST No. of Firm	
9	Bank Details (Payment shall be credited in this account)	
9 a	Account No	
9 b	Account Name	
9 c	IFSC Code	

Detail of Registered Office in UT of Jammu and Kashmir and UT of Ladakh

S No.	Address of Registered Office in UT of Jammu and Kashmir and UT of Ladakh	Contact Number	e-mail address

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure: 3**Escalation Matrix and Single Point of Contact Details**

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

To
The General Manager
Jammu and Kashmir Grameen Bank
Head Office, Narwal Jammu

Dear Sir,

Subject: Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh.

Escalation Matrix:

Escalation Level	1st Level	2nd Level	3rd Level
Employee Name			
Designation			
Contact No.			
Email ID			
Address			

Single Point of Contact:

S No.	Single Point of Contact	Contact Number	e-mail address

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure: 4
DECLARATION
(To be given on Firm/ Company Letter Head)

To
The General Manager
Jammu and Kashmir Grameen Bank
Head Office, Narwal
Jammu

Dear Sir,

1. I/We have read and understood the contents of the Tender/Rate Contract and agree to abide by all the terms and conditions of this Tender.
2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake that the EMD submitted by me/us shall be retained by the Purchaser and shall be released after I/We have submitted Performance Security as a pre-requisite for signing the Contract Agreement.
3. I/ We also confirm and undertake that the documents attached and information provided by me/us to the bank in response to the Tender/ Rate Contract is/ are genuine to the best of my knowledge. In case any of the documents/ information is found to be false/ fake/incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit.
4. I/We further undertake that none of the Proprietor/Partners/Directors of the firm/Company was or is Proprietor or Partner or Director of any firm/ Company with whom any Government Deptt/ PSU or Bank has blacklisted/ banned / suspended business dealing. I/We further undertake to report to the Jammu and Kashmir Grameen Bank immediately after we are informed but in any case not later than 15 days, if any firm/Company in which Proprietor /Partners/Directors are Proprietor or Partner or Director of such a firm/Company which is blacklisted/banned/suspended in future during the currency of the Contract with you.
5. I/We here by confirm and declare that we, M/S_____ have never been blacklisted/De-registered by any Government department/ Public Sector Undertaking/ Private Sector/or any other agency for which we have executed/ undertaken the works/ services.

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure: 5
Commercial Bid

(This letter should be on letter head of bidder duly signed and stamped by authorised signatory)

To
The General Manager
Jammu and Kashmir Grameen Bank
Head Office, Narwal-Jammu

Dear Sir,

With reference to **Tender No. JKGB/GAD/CCTV/2026-27/3440 dated 30.07.2026** regarding the Rate Contract for Supply, Installation, Testing and Commissioning of Surveillance Hard Disk Drive (HDD) and Network Video Recorder (NVR) at Branches / Offices of Jammu and Kashmir Grameen Bank across the UT of J&K and UT of Ladakh.

We confirm that we have quoted ₹ _____ (Rupees _____ only) (excluding GST) and the price breakup for the same is as under:

S.No	Particulars	Make	Rate (₹) per Unit (Excluding GST)
1.	04 TB Surveillance Hard Disk Drive (HDD)		₹.
2.	06 TB Surveillance Hard Disk Drive (HDD)		₹.
3.	08 Channel Double SATA NVR		₹.
4.	08-Port Full Gigabit PoE Switch		₹.
Total (A)			₹.
Total (A) in Numbers:- ₹ _____ /-			
Total (A) in words :- (Rupees _____ only)			

- As on date, GST on S No. 1 to 4 is _____ %.
- Rates should be inclusive of all charges (including service charges, transportation, installation, all other taxes etc.) and excluding GST (payable extra on actual Basis).
- GST shall be paid as per the guidelines of GOI. L-1 Bidder has to mention GST number, %age, amount on the bills.
- All columns should be duly filled. In case there is mis-calculation, the bid shall be rejected and no correspondence shall be made.
- L-1 shall be declared on the basis of total cost at A.

(Signature of the Bidder)

Name:

Date:

Designation:

Seal of the Firm/ Company

Annexure: 6
CHECK LIST

S. NO.	List of Documents	Whether self-attested copy enclosed (Yes/No)	Page No. Where the documents Enclosed.	REMARKS
1	Duly Signed and Stamped Tender document			
2	Receipt of Tran/UTR no. of Tender Fee.			
3	TDR of Earnest Money Deposit			
4	Bank details (Account No and Name, Bank name, IFSC code)			
5	Copy of Registration Certificate (MSME, NSIC, DGSD)			
6	Copy of PAN			
7	Copy of GST Registration Certificate			
8	Details of Financial Statements			
8 (a)	Balance Sheet for FY 2023-24			
8 (b)	Balance Sheet for FY 2024-25			
8 (c)	Balance Sheet for FY 2025-26			
8 (e)	Profit & Loss Statement for FY 2023-24			
8 (f)	Profit & Loss Statement for FY 2024-25			
8 (g)	Profit & Loss Statement for FY 2025-26			
9	Annual Turnover Certificate duly attested by CA			
10	Income Tax Returns			
10 (a)	Assessment Year 2024-25			
10 (b)	Assessment Year 2025-26			
10 (c)	Assessment Year 2026-27 (if available)			
11	Declaration regarding not-being blacklisted / debarred.			
12	Declaration that the documents attached in response to this bid are genuine and bonafide			
13	Experience Certificate issued by Scheduled Commercial Banks / Financial Institutions (if any)			
14	Copy of Work orders and Work Completion Certificates issued by Scheduled Commercial Banks/Financial Institutions (if any Attach copies of PO and Completion Certificate)			
15	Details of Registered Office In UT of J&K along with authorized officials, valid phone numbers and email			
16	Annexure – 1			
17	Annexure – 2			
18	Annexure – 3			
19	Annexure – 4			
20	Annexure – 5			
21	Annexure – 6 (To be enclosed in Commercial Bid envelope only)			

(Signature of the Bidder)

Designation:

Seal of the Firm/ Company

General Administrative Department

Sign & Seal