

कॉर्पोरेट कार्यालय; गांधीनगर बेंगलुरु - 560 009 दूरभाष सं 080-22375704 / 22267545 फैक्स:080 - 22341737	 <b>Security Department</b>	<b>Corporate Office,</b> Gandhi Nagar, Bengaluru - 560 009 Tel : 080-22375704 / 22267545 Fax : 080 - 22341737
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**COB/SEC/2019/9073**

RFP-EoV-EAMC-Security\_01022019

**05<sup>th</sup> Feb 2019**

**EMPANELMENT OF VENDORS FOR SUPPLY INSTALLTION & CAMC /  
AMC OF SECURITY & FIRE EQUIPMENTS/GADGETS FOR ALL  
REGIONAL OFFICES**

*Applications are invited from reputed vendors for empanelment of Security Equipment Vendors For Supply & CAMC / AMC of Security & Fire Equipments/Gadgets of various categories for branches/ATMs/Admin Offices etc of all our Regional Offices.*

*The RFP document may be downloaded from Bank's website [www.syndicatebank.in](http://www.syndicatebank.in). Downloaded RFP shall be submitted along with RFP Cost of. 5000/-, in form of DD drawn in favour of GM (GAD), Syndicate Bank Corporate Office Manipal Wing, Manipal.*

*Application forms / Bids duly filled in all respect, along with related copies of testimonials as asked for in the RFP should reach Corporate Office Manipal Wing, Manipal in a sealed envelope super scribed **"Application for Empanelment of Security Equipment Vendors For Supply & AMC of Security Equipments"** on or before **1430 Hrs** on **13/03/2019***

**AGM (Security)**

**Tel : 080-22375704 / 22267545**

**Fax : 080 - 22341737**

**Email: securityemp@syndicatebank.co.in**

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*Cost of RFP Set : Rs. 5000 ( Rupees Five thousand Only ) – Non refundable  
 (Refer Para IX.f with regard to RFP Cost exemption by Govt. Authorities)*

**RFP set is not transferable**

Schedule to RFP No	:	<b>COB/SEC/2019/9073</b>
Date of issue of RFP	:	<b>05/02/2019</b>
Vendor Meeting	:	<b>By 1500 Hrs on 21/02/2019</b>
Last date for submission of Offers	:	<b>By 1430 Hrs on 13/03/2019</b>
Opening of Offers	:	<b>By 1500 Hrs on 13/03/2019</b>
Validity of offer	:	The Offer shall remain open for acceptance till 180 days from the date of opening.

<b><u>NO</u></b>	<b><u>DESCRIPTION OF STORES / SERVICES</u></b>
I.	<p><b>Empanelment of Security Vendors for Supply, Installation &amp; AMC/CAMC of Security &amp; Fire Equipments/Gadgets for Branches/ ATMs/ Administrative Offices etc under various ROs for a period of 2 years, which may be extended further for a period of two years based on review of performance.</b></p> <p><b>The details of Category / Item or System / Equipments are as under.</b></p> <p><b>CATEGORY – INSTALLATION OF SECURITY GADGETS</b></p> <p><b>a. SECURITY ALARM SYSTEM</b></p> <p><b>b. CCTV SYSTEM</b></p> <p><b>c. AUTOMATIC FIRE DETECTION AND ALARM SYSTEM</b></p> <p><b>CATEGORY – AMC / CAMC</b></p> <p><b>d. AMC / CAMC OF ABOVE ITEMS (a to c)</b></p>

	<b><i>The details of ROs are as shown in <u>Annexure 'A'</u></i></b>
II	<p><b><i>AIM OF EMPANELMENT:</i></b></p> <p><b><i>a. To create and have pool of readily available Sec Vendors capable of supplying the required system, equipment / components, or services of the laid down specifications, at competitive rate without loss of time and are also able to provide after sales service for at least 2-4 years to ensure all time serviceability thereby prolonging the life of the security equipment, in each Regional Office. Bank intent to have 3-5 (or more) Sec Vendors for each RO separately for Security Equipments, depending upon various aspects pertaining to each RO.</i></b></p> <p><b><i>b. <u>Empanelment shall be done for support of all equipments / items specified in Para.1 above or similar solutions. Bids submitted for support of individual equipments item/items shall not be entertained.</u></i></b></p>
III.	<p><b><i>a. The empanelment shall be finalized RO wise only.</i></b></p> <p><b><i>b. The process of empanelment is being undertaken in a central location; however, the empanelment will be finalized for different ROs separately as per the offers mentioned in the Bids viz-e-viz evaluation report of the technical bids of each bidder and solution being offered, separately for each RO.</i></b></p>
IV.	<p><b><i>a. The bidders shall mention clearly their preference with regard to offering of services for Different ROs specifically and clearly in the sheet <u>Annexure 'A'</u></i></b></p> <p><b><i>b. The evaluation of Bids and finalization will be based on documents submitted by the bidders for each RO separately.</i></b></p>

### **GENERAL TERMS & CONDITIONS**

- V. All documents attached with this RFP i.e from pages 2 to 62 only, including the specifications are SACROSANCT for considering any offer as complete offer. It is therefore important that RFP Acceptance Letter **Annexure 'B'** which is a written undertaking that all the terms and condition of the RFP are understood and accepted, should be signed and submitted along with the offer.
- VI. The Offer must be submitted along with methodology of support to meet the requirements, change management, staffing plan, repairing facilities, repairing mechanism, maintenance strategy, support mechanism and all documents as specified in the RFP. ***This is to be mentioned separately for each RO wherever the Bidder is interested to offer their bids.***

- VII. a. Incomplete offers, offers not conforming fully to RFP requirements or with vague replies will not be considered.
- b. **Any conditional bids/applications shall not be considered and will be out rightly rejected in the very first instance.**
- c. **Bank will not entertain any claim from any bidders at any stage regarding any rejection as specified above.**
- VIII. **Definitions:** The definitions in the RFP to be understood subject to exceptions.

a.	Sec Vendor	<i>The word Sec Vendor means any original manufacturer / authorized Supplier or Dealer or AMC provider of any of the Security &amp; Safety or Fire equipment, who will be submitting their offer / bid.</i>
b.	Equipment	<i>The word equipment means any System/Gadget/Components used for installing in the branches / offices etc for the purpose of Security, surveillance &amp; Fire Safety etc., related to the security gadgets specified in Para I 'a' to 'c' or similar solution being offered in the bid.</i>  <i>The empanelment shall be for support of all equipments and its AMC. No bid shall be entertained for support of individual equipments.</i>
c.	Items:	<i>The items shall be the equipments shown in Para I from 'a' to 'c' including its sub-categories &amp; individual components, unless specified different.</i>
d.	CO Manipal Wing	<i>CO Manipal Wing (Security Dept); Empanelment process is being done centrally at CO Manipal Wing (Security Dept) and the empanelment will be finalized separately for each RO</i>
e.	RO	<i>Regional Office. These are the local Administrative Entities which controls the Branches / ATMs and other Administrative Offices in their AOR.</i>
f.	AOR	<i>Area of Responsibility means Area which comes under the armpit of each RO as far as Administration of Branches of Syndicate bank are concerned. <b>AOR of each RO is shown in the Annexure 'A'</b></i>
g.	For Each RO	<i>The bidder shall specify their preference to offer services for different ROs specially and clearly in the <b>Annexure 'A'</b> which will be taken for technical evaluation of the Bids for each RO.</i>

		<p>The Bid shall be deemed for each such ROs which the Bidder is specified in <b><u>Annexure ‘A’</u></b></p> <p><b><u>Separate copies of documents pertaining to the AOR of the RO shall be submitted wherever asked for as “For each RO”</u></b></p>	
h.	NPC	<p>Notarized Photocopy – All copies of the documents, where ever specified as <b>‘NPC’</b> shall be a notarized photocopy which is not more than 3 months old from the date of release of the RFP</p>	
i.	Sec Vendor Services	<p>Installation and support services being offered by the Sec Vendor for all items specified in Para I from ‘a’ to ‘e’</p>	
j.	Authorized Signatory	<p>The Official who is authorized to sign the bid / offer on behalf of the company.          In the case of Proprietorship – Proprietor itself.          In the Case of Partnership – As specified in Para XII.f          In the Case of Limited Company – As specified in Para XII.g</p>	
k.	AMC	Annual Maintenance Contract	<p>- After successful empanelment of Sec Vendors, Branches of a Particular RO shall be distributed amongst the empanelled Sec Vendors for that particular RO, as specified in the Contract. The Sec Vendor shall take over AMC or CAMC, as the case may be. The RO will ascertain the ground / field requirement and may award CAMC or AMC to the empanelled vendor. AMC /CAMC for an RO will be decided during finalization of processes as specified in Para XXIII.i.e.12. The T &amp; C for the AMC / CAMC is as under</p>
l.	CAMC	Comprehensive Annual Maintenance Contract	

#### IX. **EARNEST MONEY DEPOSIT**

- a.** The bidder shall have to deposit earnest money in the form of Bank Guarantee of **Rs.1,00,000/- (Rupees One Lakhs Only)** for **each RO, wherever, the Sec Vendor wishes to get empanelled.** It should be valid for one year from the last date of proposal-submission,  
**Illustration:** Firm X is interested to get empanelled for 5 ROs; the firm is to prepare and submit BG worth Rs. 5,00,000/- as EMD along with the Offer specifying clearly five ROs in the **Annexure ‘A’**, where the firm is interested to offer their services.
- b.** The period of the EMD can be further extended as per the Bank’s requirements with reference to RFP processing. **The offer without Earnest Money Deposit, as specified above (Para IX.a) would be**

**considered as non-responsive, incomplete and shall be outrightly rejected.**

- c. The EMD shall be released/ returned to all the bidders except successful bidders after finalization of Empanelment process. **In case of successful bidders the EMD shall be released after receipt of requisite Performance Guarantee. In case of un-successful bidders, EMD shall be returned to any representative from the firm on production of authority letter & Receipt in Company Letter Head, Authorized by Signatory Specified in the Bid Document. Proper receipt in letter head signed by the Authorized Signatory & specifying the authorization letter shall be enclosed with such authorization letter.**
- d. The EMD submitted to the Bank may be invoked and amount forfeited in case the bidder backs out from the offers made by it under empanelment process after being declared as successful Sec Vendor.
- e. If any firm is exempted by the Govt Authorities with regard to registration with NSIC/ MSME etc, **notarized copy** of these sanctions issued by such authority in the name of the firm shall be enclosed. In case any financial limit is specified in the sanction, the Firm shall submit an undertaking that the sanction is still valid as the limit is not exhausted.
- f. Submission of NPC as specified in Para IX. e above shall apply for the case of RFP Cost exemption also.**
- g. Format of EMD/Bank Guarantee is attached at Annexure 'J'.**

## **X. PRE-QUALIFICATION CRITERIA**

- a. Qualification criteria given below specify minimum Qualification criteria in various areas to ensure that **Sec Vendor** / his partner has necessary experience, expertise, financial strength and skilled human resource to provide quality service to the Bank.
- b. Documents are not transferable.
- c. Provide documentary details wherever necessary.
- d. Following are the mandatory requirements (Submission of documents / proof shall be as per Para XVII.1)
  - 1. Should be financially strong to undertake such kind of projects and should furnish the documents like audited balance sheet of last 3 years. Should have a turnover of Minimum Rs.1 Crore per year on account of similar services, in last 3 years **(Doc. Proof essential for Turnover (Audited balance sheet)) as well as experience essential.**

2. Should have a presence in the market for offering services from the past 3 years with experience in offering similar solutions as specified in Para X.d.6, Para X.d.7 & Para X.d.8.
  3. Should be a registered firm.(Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) Partnership firm with proper partnership deed or letter of Proprietorship (attested copy to be attached) and have Registration under Shops & establishment Act- issued by the state authorities.
  4. Should have GST Registration, for each State where the **AOR** of the RO, intended for offering services, falls.
  5. Should submit Bank Solvency Certificate of minimum Rs. 50 Lakhs to establish the financial soundness of the Company. ***(The Solvency Certificate shall be issued by any scheduled or commercial Bank, addressing to “The GM(GAD), Syndicate Bank Corporate Office Wing, Manipal” and clearly specifying the RFP Number in the Subject Line or Matter). Solvency Certificate if not submitted as specified here would be considered as non-responsive, incomplete and shall be out rightly rejected.***
  6. Should be empanelled with minimum 2 PSBs / PSUs/Central/State Govt. undertaking for similar services (all three equipments).
  7. Should have current /valid AMC with minimum 2 PSBs / PSUs/Central/State Govt. undertaking for Similar Services (AMC of all three equipments).
  8. Should have undertaken Installation of minimum 100 Units each of all three equipments.
  9. Should have registered office or effective infrastructure or workshop for undertaking repair of equipments in the **AOR/ State** of the RO, intended for offering services.
  10. Must be an income tax assesses and should have filed IT return for the last three Assessment Year, with valid PAN/TAN. Should be following all statutory guidelines of Taxation.
  11. Should be either OEM or having OEM certification exclusively in the name of Sec Vendor, specifying maintenance support.
- e. Additional qualifications, which may give weightage to the bidder in the empanelment process
1. ISO or other relevant Certifications

2. Any other certificate regarding quality assurance issued by a third party authorized to issue such certificates

**XI. SERVICES FROM SECVENDOR – EMPANELMENT & SUPPORT**

- a. The Bank reserves the right for selection and finalization of empanelment as per laid on procedures. The Sec Vendors will be considered for empanelment only if it meets all conditions specified in this RFP and screening being done by the Bank.
- b. Empanelment would be done for for Supply, Installation & AMC / CAMC of Security & Fire Equipments/Gadgets for Branches/ ATMs/ Administrative Offices etc under various ROs for a period of 2 years, which may be extended further for a period of two years based on review of performance.
- c. ***Empanelment shall be for support of all three equipments (Supply, installation as well as AMC) or that of similar solutions. No bid / offer for support of individual solutions or more which is not covering all three equipments will be entertained.***

**The Indicative QRs - Technical as well as other Specification of various Items of all Categories shall be as specified in Annexure 'H' for reference. (These are the minimum specification required. Any equipment / solution of same or superior QRs/ solution with same or better output shall be accepted for technical scrutiny).**

**Fresh Installation / New Equipment (category a,b,c of Para I or similar solution)**

- d. After successful empanelment of SecVendors, concerned RO will undertake formalities, during the currency of empanelment, as per existing procurement policy of the Bank and the works will be awarded to the selected vendor from the empanelled vendors. However RO may at its own sole discretion also consider modalities as specified in **Annexure 'I'** for speedy action.

**AMC or CAMC of items (item -d of Para I)**

- e. After successful empanelment of Sec Vendors, Branches of a Particular RO shall be evenly distributed amongst the empanelled Sec Vendors for that particular RO. The Sec Vendor shall take over AMC or CAMC, as the case may be. ***The RO will ascertain the ground / field requirement and may award CAMC or AMC to the empanelled vendor.*** AMC /CAMC for an RO will be decided during finalization of processes as specified in Para XXIII.i.e.12. The T & C for the AMC / CAMC is as under:-

**General aspects (AMC /CAMC)**

- f. **Site response time:** The AMC Sec Vendor shall turn up for attending the problem within a time period of 24/48 hours (48 hours for outstation) from the time of registering of the complaint, failing which may attract penalty. This would not include bank holidays
- g. **Turn-around time:** The AMC Sec Vendor shall repair / replace/ provide solution within a time period of 48 / 72 (72 hours for outstation) hours from the time of registering of the complaint. This would not include bank



holidays. In case the equipment could not be brought into working conditions within the time specified above, the Sec Vendor shall provide a substitute so that the working of the system should continue, failing which may attract penalty.

- h. **Preventive Maintenance visit by CAMC Sec Vendor** (mandatory visit once in a quarter even if the branch has not called):- At least one mandatory preventive Maintenance visit shall be arranged by AMC provider once in each quarter even if there is no Complaint from the branch. Details of the visit shall be recorded in the Equipment Register and a copy in detail shall be forwarded to RO.
- i. **Procedure for 'On Call Visits'**, whenever required by branches to attend any complaint or repairs: -
- The branch will be making the telephone calls to register the complaint (on telephone number of the AMC provider or by email, fax or letter).
  - While registering the complaint, a complaint number shall be generated, by service provider, with date and time and inform branch as well as Security Cell RO.
  - Likely time of deputing the technician shall be informed to the branch by the Sec Vendor.
  - The branch shall make note of the complaint number (With date and time) in the security equipment checking register.
  - When the technician from the AMC provider visits the branch / repairs the system, he shall make entry against the complaint in the register with details of the defects, its rectification as well as present status.
  - The Officer in charge of the branch shall endorse his remarks against rectification of each and every complaint.
  - Maintenance / Repair log for each equipment shall be recorded and shall be kept updated in the register.
  - Branch officials to ensure that the system is working fine before giving the sign off.
- j. **Service Report:** The repairs shall be carried out at the branch itself (on site). *In case the equipment is required to be taken to the workshop for repairs, the replacement / stand by system shall be provided by the AMC provider.* Service report shall be duly completed after the closure of the complaint which shall be signed by the technician and officer in charge.
- First copy shall be handed over to the Branch.
  - Second copy shall be sent to RO security cell on weekly basis by the Sec Vendor.
  - Third copy may be retained by the AMC provider as record.
  - Consolidated summary of branch visits shall be sent once in a quarter to Security Cell / RO; eg first week of July, October, January and April. This shall include details of both **"Preventive Maintenance visits" as well as "On call visits"**.

***Additional Scope and Coverage of the exclusive CAMC:***

- k. All services and repairs shall be carried out by the Sec Vendor as part of CAMC. No extra cost will be paid, other than CAMC rates. CAMC will not cover replacement of HDD, as well as Batteries (Expendable Items).

Every time the technician visits, he shall clean, check, service and repair all components for its serviceability.

1. The Bank will take all possible steps to distribute Branches evenly to all qualified Sec Vendors, however, RO shall also consider factors like equal opportunities, level of service, performance assessment etc and other aspects which are in the interest of the Bank in addition to the price factor, and shall reserves the right of awarding the job in each case
- m. New Installation:- In case the equipment is replaced with new one, irrespective of reasons and through any of the suppliers during the currency of the CAMC, the CAMC of the old / unserviceable item will be ceased. Payment of those particular items may be deducted on pro-rata basis, from the date of replacement, by the branch. The part replaced shall be taken by the CAMC vendors as per buy-back system to be finalized. **However, HDDs & expandable items shall not be given back to the Vendor.**
- n. Items under warranty:- Equipments already under warranty shall not be included in the CAMC charges. However, if the warranty expires during the currency of the CAMC period, the cost of the equipment may also be included on pro-rata basis for calculating CAMC charges from the date of expiry of warranty.

***Additional Scope and Coverage of the normal AMC:***

- o. All services and repairs shall be carried out by the SecVendor as part of AMC and payment shall be as per approved rate chart of the RO. No extra cost will be paid, other than AMC rates. Every time the technician visits, he shall clean, check, service and repair all components for its serviceability, free of cost.
- p. The Bank will take all possible steps to distribute Branches evenly to all qualified Sec Vendors, however, RO shall also consider factors like equal opportunities, level of service, performance assessment etc and other aspects which are in the interest of the Bank in addition to the price factor, and shall reserves the right of awarding the job in each case
- q. New Installation:- In case the equipment is replaced with new one, irrespective of reasons and through any of the suppliers during the currency of the AMC, the AMC of the old / unserviceable item will be ceased. Payment of those particular items may be deducted on pro-rata basis, from the date of replacement, by the branch. The part replaced shall be taken by the AMC vendors as per buy-back system to be finalized. **However, HDDs & expandable items shall not be given back to the Vendor.**
- r. Items under warranty:- Equipments already under warranty shall not be included in the AMC charges. However, if the warranty expires during the currency of the AMC period, the cost of the equipment may also be included on pro-rata basis for calculating AMC charges from the date of expiry of warranty.

**General:**

- s. The scope of work involves supply, installation and maintenance support of security equipments as specified in this RFP for Branches / ATMs / Admin Offices etc of Syndicate Bank across the country. Upon empanelment, the vendors shall be allotted Regions depending upon the offers specified in their bids, area of operation & service network. The order of installation, AMC/CAMC shall be placed by the concerned Regions, based on aspects specified in this RFP / T & C of Indicative Price Bid Format. Mere empanelment of vendors should in no way be construed as work order of any nature.**
- t. RO will be considering factors like equal opportunities, level of service and other aspects which are is in the interest of the Bank in addition to the price factor, and shall reserves the right of awarding the job in each case for each category.**
- u. On event of finalization of any new item as a part of any Category / equipment during the currency of the empanelment, the L1 rates of the same will be finalized at RO as per procedure in place. Sec Vendor shall ensure installation of the same within three months in all Branches / ATMs etc under AMC / CAMC. No deviation in this shall be accepted. If any deviation found after completion of a quarter, penalty clause shall be invoked.**
- v. Bidder shall keep the offer open for a minimum period of 180 days from the date of opening of the Bids within which period the Bidder cannot withdraw their offer including the period being extended further, if so required, by mutual agreement from time to time. Any contravention of the above conditions will make the Sec Vendor liable for forfeiture of their Earnest Money Deposit.**
- w. Bank reserves the right to go for additional empanelment through advertised mechanism, if required, due to any reason what so ever, even after completion of this empanelment process or during currency of this empanelment.**
- x. The Sec Vendor who is undertaking the AMC / CAMC and the Sec Venodr who had supplied / installed CCTV system during warranty, shall have the system of HDD cloning or shall get the HDD cloned, without loss of any data, so that on requirement, entire HDD can be duplicated for investigation within a short time span.**

## XII. OTHER CONDITIONS

- a. All entries in the Offer form should be **legible and filled** clearly.
- b. If the space for furnishing information is insufficient, a **separate sheet duly signed by the authorized signatory** may be attached.
- c. Amounts quoted in **figure, if any, should be repeated in words** and in case of any discrepancy the amounts stated in words shall prevail.
- d. **No overwriting or cutting** is permitted. However, the cuttings, if any, in the Technical Bid/Application **must be initialed & sealed(with name)** by the person authorized to sign the bids.
- e. **No costs** incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
- f. **Authorized Signatory – Partnership Firm:** -If the application/Offer is made by a **partnership firm, it shall be signed by all the partners** of the firm with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application, in which case a **notarized copy of the power of attorney** shall accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- g. **Authorized Signatory – Limited Company:** If the application/Bid is made by a **limited company**, it shall be signed by a **duly authorized person holding the power of attorney for signing the application (PoA shall be given by the person authorized through Board Resolution), or authority as per Board resolution.** However in each such case **a notarized copy of the power of attorney and / or Notarized copy of Board resolution, as the case may be,** shall accompany the application. The information furnished must be sufficient to show that the applicant is capable in all respects to successfully complete the envisaged work in respective category.
- h. The evaluation will be based on the experience of the bidder in relevant field and their financial capabilities, presence / experience in the local area and may also include inspecting the works carried out by the vendor for which necessary co-ordination shall be made by the vendor. Based on the details furnished and inspection of works, eligibility criteria, the vendor shall be empanelled. Decision of the Bank regarding selection / rejection for empanelment will be final and binding and no further correspondence will be entertained. The empanelled vendors will only be informed by post /email.

- i. If information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later date, the empanelment of such applicant will be cancelled immediately.
- j. The Bank will not be responsible for the **Offers** received late on account of any reason. **The Offers sent by normal post will not be entertained.**
- k. Bank reserves its right to reject any / or all the applications without assigning any reasons whatsoever. Bank reserves the right to.
  - i) Accept or reject the application either in whole or in part.
  - ii) Reject any or all the applications partially or wholly.
  - iii) Cancel or withdraw this RFP.
  - iv) Accept or reject any deviation from these conditions.

**1. Other Important Aspects**

i)	<i>Full name and status of the Authorized Signatory signing the Offer documents must be clearly mentioned in the Offer documents</i>
ii)	<i>The Sec Vendor applying against the subject RFP are informed that all relevant details with reference to the RFP stipulations are clearly responded to. In case any of the RFP stipulations are not clearly stated to/ replied to by any of the firms, no <b>repeat</b> no clarifications will be sought from the concerned firm and its offer will be rejected out-rightly.</i>
iii)	<i>Before submission of Offers, Bidders should check the “CHECK LIST” attached to this Documents as <b>Annexure- ‘X’</b> for compliance on various stipulations of the RFP.</i>
iv)	<i>A set of FAQs are also attached as <b>Annexure- ‘Z’</b>. Bidders shall go through the same for more clarity on the Terms and conditions specified in this RFP.</i>

**XIII. CONTRACT**

- a. The successful Sec Vendors who are selected for empanelment for each RO, will be allotted with specific branches / ATMs for providing CAMC or AMC as the case may be, by the Regional Office Concerned. This is in addition to the new Installation during the Empanelment period.
- b. The Sec Vendor shall sign the contract / agreement with RO as per terms and conditions specified in the RFP. The format of Agreement will be provided by the RO after finalization of empanelment.
- c. If the Sec Vendor fails to perform any of the obligations under this contract and if the Bank is dissatisfied with the services, the Bank

shall terminate the services of the contractor and will forfeit the PG along with a notice of winding up and the contractor shall move out from all our premises within a period of one month of written notice. Bank should not be held liable for any cost, damage, expenses or any loss whatsoever that the Sec Vendor may suffer on being served with the winding up notice. The Sec Vendor is required to give 3 months' notice in case he does not want to continue with the contract. However, under such situation, PG may be invoked and the contractor shall have no claim on it.

#### XIV. **PERFORMANCE BANK GUARANTEE (PBG)**

- a. *Empanelment / Fresh Installation:*** The successful bidder shall be required to deposit a Performance Bank Guarantee worth Rs 1,00,000/- (Rs. One Lakh) along with the Contract as Performance Security to each RO which it gets empanelled.
- b.** Once the PGs are submitted along with Contracts, to all Empanelled ROs by a particular Bidder, the EMD will be returned By-Hand on submission of Authority Letter & Pre-receipt Challan from Authorized Signatory.
- c. *AMC / CAMC:*** The successful bidder shall be required to deposit a Performance Bank Guarantee, in addition to that specified in Para XIV. a above, in the form of PBG worth 8% of CAMC or AMC Charges pertaining to allotted Branches based on the rates prevailing at the time of empanelment (Rounded up to next Ten Thousand) along with the Contract as Performance Security.
- d.** Failure at the part of the firm to deposit the PG within stipulated time will make the Empanelment Null and Void.
- e.** The validity of PBG will be up to 75 months from the date of signing of the Contract.
- f.** Performance guarantee will be returned after completion of bidder's performance obligations under the contract.
- g.** If the bidder fails or neglects any of his obligations under the contract it shall be lawful for the Bank to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.
- h.** The PBG shall be forfeited in case contractor fails to perform his duties to the satisfaction of the Bank.

- i. Where the Currency of Warranty of any item / equipments is in force, even after the expiry of Empanelment, the PBG shall be returned only after completion of Warranty Period.***
- j. The Sec Vendor will have to furnish the PBG on the proforma to be prescribed by the Bank at the time of awarding the contract.***

**XV. PENALTY**

- a. In case the Sec Vendor is not able to provide proper support during Empanelment / CAMC, **Penalty clause** shall be applicable as per details given below. The penalty will be levied over and above related recoveries if any.**

<b>Nature of Default Observed/Caused/Reported - etc</b>	<b>Penalty to be imposed</b>
Failure to depute the engineer/ technician to the branch within 24/48 hours (48 hours for outstation) from the time of registering of the complaint. This would not include bank holidays	Rs100 per day
Failure to repair the system within 48 / 72 (72 hours for outstation) hours from the time of registering of the complaint, if the repair is of minor nature and can be carried out at branch. This would not include bank holidays	Rs200 per day (After first two days)
Failure to repair the system at site / or failure to provide replacement system in case of major repairs where system needs to be taken to workshop	Rs 500 per day (After first two days till closure of the complaints)
Non Compliance of any other aspects specified in the Contract	Rs 1000 per day)

- b. If the services (Supply, Installation, AMC/CAMC as the case may be) are not provided after 5 Bank working days, or repeated defaulting of above instances by the Sec Vendor, RO may consider feasibility of imposing further penalty.***

- i. Reduction of Branches / Sites for support with one month notice***
- ii. termination of the Contract and forfeiture the PBGs***
- iii. de-empanelment,***
- iv. black listing from RO / Bank / Letter to IBA (Heavy Penalty specified in sub-para ii, iii & iv above shall be imposed by RO after taking approval from CO/Manipal Wing: Security Department )***

- c. The Bank reserves, the right to encash/seize the PGs deposited by the Sec Vendors in case any deviation is found in the terms and conditions specified in the RFP/Contract. The Bank shall give the reasons in writing to the Sec Vendor pointing out the deviations while forfeiting the Performance Guarantee.
- d. In case of any occurrence of defaults specified above at any Branch /ATM, concerned branch can take up case with RO for imposing penalty. Any penalty specified in “para-a” above shall be imposed on the Sec Vendor by the branches after getting specific approval of RO.

**Liquidated Damage:- (Other than AMC / CAMC)**

- e. If the Sec Vendor fails to deliver any or all the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5%( half percent) of the delivered price of the delayed goods or unperformed services for each week of delay or part thereof until actual delivery or performance, up to a maximum deduction of 10%(ten percent) of the delayed goods’ or services’ contract price.
- f. Once the maximum is reached, the Bank may consider termination of the contract, if the same have not been terminated already. Further, during the above mentioned delayed period of supply and/ or performance, the Sec Vendor, notwithstanding any stipulation in the contract for increase in price for any ground, shall not be entitled to any increase in price and cost, whatsoever, which take place during the period of delay. But, nevertheless, the Bank shall be entitled to the benefit any decrease in price and cost on any ground during that period of delay.

**XVI. PLACE OF SUBMISSION OF OFFER DOCUMENTS :-**

Offer documents duly completed in all respect are to be submitted along with required documents in the tender box of **Syndicate Bank, Corporate Office Manipal Wing, Manipal, Karnataka 576104**, before specified time and date mentioned in the Schedule to RFP. Late/delayed/Non Submission of Offer shall not be opened and returned in original to the bidder.

**XVII. BID SYSTEM - TWO BID SYSTEM:-**

***First only Technical Bids to be submitted by the Bidders. Price Bids will be invited from Sec Vendors who will be short listed after proper verification / assessment of Technical Bids.***



## 1. **Technical Bid:-**

All bidders are required to submit their offers as under:- ***(Documents specified here are compulsorily (mandatory) required to be submitted along with the Bid / Application (in addition to those specified in Para X(d) & (e) if any.):- All documents shall be flagged as specified in the table below. (Flag 'A' - 'J', 'S' - 'U' are general for a Bidder and Flag 'K' to 'R' is required to be kept separately for each RO in the Bid Document. )***

	<b>Parameters</b>	<b>Bid Ref.</b>
a.	The copy of RFP with sign & seal of authorized signatory in all pages. <b><i>(Mandatory)</i></b>	<b>Flag - 'A'</b>
b.	DD of Rs. 5000/- as payment against Cost of RFP. <b><i>(Mandatory)</i></b>	<b>Flag - 'B'</b>
c.	EMD as specified in Para IX. <b><i>(Original - Mandatory)</i></b>	<b>Flag - 'C'</b>
d.	Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) letter of Proprietorship in the case there may be In case of Ltd. Company, copy of MoU /Article of Association shall also be submitted <b><i>(NPC to be attached -Mandatory)</i></b> . (Refer Para X.d.3)	<b>Flag - 'D'</b>
e.	Solvency Certificate as specified in Para X.d.5 <b><i>(Original in the letter head of the banker-Mandatory)</i></b>	<b>Flag - 'E'</b>
f.	Audited Balance Sheet of Last 3 years:- As asked for in Para X.d.1 <b><i>(self attested copy to be attached - Mandatory)</i></b> . (Refer Para X.d.1)	<b>Flag - 'F'</b>
g.	Format <b><i>Annexure 'A', 'B' &amp; 'C'</i></b> attached shall be duly filled and signed by authorized signatory with Name, Designation and Office Seal <b><i>(Mandatory)</i></b>	<b>Flag - 'G1', 'G2' &amp; 'G3'</b>
h.	Income Tax Return (latest) & PAN No along with proof of having filed the IT return for the last three financial year <b><i>(NPC of PAN &amp; Income Tax Returns (NPC of ITR Form only; other attachments of ITR can be self attested) to be attached- Mandatory)</i></b> . (Refer Para X.d.10)	<b>Flag - 'H'</b>
i.	Other Certifications like SSI, NSIC, ISO etc <b><i>(NPC to be attached)</i></b> . - <b><i>Not Mandatory</i></b>	<b>Flag - 'I'</b>
j.	OEM Certification <b><i>(NPC to be attached)</i></b> . - <b><i>Mandatory</i></b> (Refer Para X.d.11)	<b>Flag - 'J'</b>
k.	Registration under Shops & establishment Act <b><i>(NPC to be attached -Mandatory)</i></b> . <b><i>Each for each RO (if in</i></b>	<b>Flag - 'K'</b>

	<b><i>different States)</i></b> (Refer Para X.d.3)	
l.	Certificate of GST Registration – Registration Number with Date <b><i>(NPC to be attached -Mandatory). Each for each RO(if in different States)</i></b> (Refer Para X.d.4)	<b>Flag - 'L'</b>
m.	Experience in the field: As asked for in Para X.d.2 <b><i>(self attested copy to be attached -Mandatory). Each for each RO</i></b>	<b>Flag - 'M'</b>
n.	Experience in similar domain – Proof of Empanelment with other PSBs/PSUs/Central / State Govt undertakings /copies of supply orders. As asked for in Para X.d.2 <b><i>(self attested copy to be attached -Mandatory). Each for each RO</i></b>	<b>Flag - 'N'</b>
o.	Service process – Proof of Proximity of service stations to furthestmost Branch of our Bank (the telephone / mobile numbers of stations / persons with STD code to be provided) as asked for in Para X.d.9 <b><i>(self attested copy to be attached -Mandatory). For each RO</i></b>	<b>Flag - 'O'</b>
p.	Proof of Detailed description of works done & value of work done for other organizations /Establishments & our Bank for past 3 years as per Para X.d.2. <b><i>(self attested copy to be attached -Mandatory). Each for each RO</i></b>	<b>Flag - 'P'</b>
q.	Should have effective infrastructure /workshop for undertaking repair of equipments. as asked for in Para X.d.9 <b><i>(self attested copy to be attached -Mandatory). Each for each RO</i></b>	<b>Flag - 'Q'</b>
r.	<b><i>Annexure 'D' to 'G'</i></b> , duly filled and signed by authorized signatory with Name, Designation and Office Seal. <b><i>(Mandatory)</i></b>	<b>Flag - 'R1' to 'R4'</b>
s.	<b><i>Annexure - 'H' – Shall give complete solution being offered with regard to all Category / Equipments, including its QRs and scalability options.</i></b>	<b>Flag - 'S'</b>
t.	<b><i>Annexure 'K'</i></b>	<b>Flag - 'T'</b>

- u. **Separate Undertaking shall be given in separate sheets stating the following:** (These undertaking should be in Company letter head, signed by authorized signatory with Name, Designation and Office Seal) . ***(Mandatory)***

*Undertaking 1. (Flag - 'U-1')*

- No criminal cases/charges is pending with the police against the Proprietor/Firm/Partner or Directors/Partners of our Company.
- The Company has not been blacklisted by any entity (Govt/PSU/PSB/MNC or any other reputed firm).
- No criminal case is pending with the police against the proposed staff who will be deputed for service in the Branches / ATMs / Office etc.

*Undertaking 2. (Flag - 'U-2')*

- Will be undertaking to provide trouble free & uninterrupted Maintenance contract for at least 4 years after the expiry of minimum of two year warranty period at agreed Terms & conditions at the time of placing purchase order itself.
- Will be providing AMC / CAMC of all equipments / items as specified in Para I a to c, installed in all allotted Branches, as the case may be.

*Undertaking 3. Flag - 'U-3')*

- Will be Installing items as per specifications approved by the Bank
- Will be using genuine spare parts during Maintenance Support.

**2. Indicative Commercial Bid / Price Bid:**

i. The bidders who qualify the Technical Criteria will be later on intimated to submit their indicative Commercial bids in a different sealed envelope as per Price Bid format which will be shared along with the intimation.

- a. No separate sheets or any other conditions shall be accepted.
- b. Only the rates shall be mentioned against each.
- c. Warranty (On Site) of all items / Equipments shall be for 2 year.
- d. The AMC / CAMC rates once finalized will be valid till completion of the contract.

ii. ***The bidder shall not offer any price quotes / rates of any equipment / item / AMC anywhere in the Technical Bid. However, they can submit copy of previous invoices with regard to documentation of experience.***

**3. Submission of Technical Bid:**

Offer should reach this office in a sealed envelope super scribed ***“Application for Empanelment of Security Eqpt. Vendors for Supply and AMC of Security Equipments”***. The envelopes shall have Name, Address and Contact Details of the Firm; Printed or affixed properly.

**XVIII. PAYMENT TERMS –**

**(After empanelment and allotment of branches .)**

- a. In the event of installation, payment will be released after verification of successful Installation / activation & working of all equipments specified in the work-order by Branch and RO.
- b. In the case of AMC, payment will be made on quarterly basis by Branches / offices after completion of every successful service period of three months.
- c. Terms and conditions which will be specified in the Price Bid Format & Contract will stand valid
- d. Tax shall be deducted at source (TDS) as per the provisions of the Income Tax Department by the Bank while making payment and a certificate to this effect shall be provided by the Bank.

**XIX. ARBITRATION:-**

“Syndicate Bank and the Sec Vendor shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract/Agreement in the following manner:

The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within fifteen (15) days of receipt of the notice. The matter will be referred for negotiation between GM (GAD), Security Department of Syndicate Bank Corporate Office, Manipal Wing, Manipal Karnataka and Sec Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 (fifteen) days.

Any dispute or difference between the Sec Vendor and Syndicate Bank, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 (thirty) days of the failure of negotiations. Arbitration shall be held at Manipal, Karnataka, India and Conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. The arbitration award shall be final, conclusive and binding upon the Parties. The cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be borne by the Sec Vendor unless the award otherwise provides.”

**XX. JURISDICTION OF COURT:**

The courts in the AOR of the RO concerned or clearly Specified in the Contract, shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

**XXI. INDEMNITY:**

- a. The Sec Vendor shall keep Syndicate Bank indemnified against claims, if any, of the workmen and all costs and expenses as may be incurred by Syndicate Bank in connection with any claim that may be made by any workmen.
- b. The Sec Vendor shall indemnify the bank against any loss / damages that the Bank may incur owing to any act of omission or commission or any other act by Sec Vendor, its employees or any of the person deputed by Sec Vendor at the Bank premises.

**XXII. NON-DISCLOSURE AGREEMENT.**

On successful empanelment, the Sec Vendor shall abide with the security Policies of the Bank and shall sign Non Disclosure Agreement (NDA) with Bank as part of the Contract. The format of the same will be provided with the Contract.

**XXIII. EVALUATION PROCESS.**

- i. The Bids will be opened by a Board of Officers detailed by the Competent Authority, on the date and time as specified in the RFP document.
  - a. The Technical Bids will be evaluated by the Committee constituted by the Bank, for the purpose. The Committee may call for a presentation by the Sec Vendors, which will include verifying the financial turn-over, registration certificates, legal, financial, statutory, taxation and other associated compliance of contract conditions in addition to the technical presentation / demonstration of items to showcase / prove the compliance of specifications asked for each item / equipment. Credential of all the applications will be examined by our own panel of experts. Their recommendations /decisions will be final and no correspondence /representation will be accepted in this regard.
  - b. The Committee, may evaluate/verify the performance of the Sec Vendor at any of their existing contracts which may include obtaining references /or visiting the clients and the quality of services rendered by the Sec Vendor etc.
  - c. The Committee or any Team so detailed, may also visit the office / premises / repair Infrastructure / workshop /factory etc of the Sec Vendor to ascertain the facts being specified in the Bid / Application. The Visit report will be annexed with the Technical Evaluation Report.
  - d. The Committee may ask for presentation / demo of the solutions being offered by the Sec Vendors for assessment of technical as well as qualitative specifications / specialties of each item / product / equipment.

- e. Offers / Applications will be evaluated in the following stages:
1. Stage I - Incomplete Offers, i.e. offers not accompanied by the mandatory documents as mentioned in the RFP document, cost of RFP Forms and EMD shall be rejected.
  2. Stage II - Each offer will be evaluated against the stipulated minimum eligibility criteria purely based on valid proof / documents submitted. Offers not meeting the eligibility criteria will be rejected. This will be done RO wise, based on the entries in **Annexure 'A'** and submission of RO wise documents.
  3. Stage III - Short-listing of Sec Vendors based on satisfactory feedback from reference sites / past performance.
  4. Stage IV - Site visit as well as verification by the Committee / team of Officers, and marking / ranking as per the prescribed format.
  5. Stage V - Display/Demo of Security gadgets by short listed vendors. Suitable gadgets will be approved.
  6. Stage VI – Finalization of Solution & Technical Evaluation and RO wise final short listing of suitable bids / selection of Vendors; based on final outcome of Stages III, IV & V shown above. (*Technically Qualified vendors*).
  7. Stage VII – Inviting Indicative price Bids from Technically Qualified vendors, based on the solution / items / gadgets finalized & option of AMC / CAMC.
  8. Stage VIII - Opening of Indicative price Bids.
  9. Stage IX - Rate rationalization; Reference-Rate Bench Mark Finalization; - meeting of all bidders.
  10. Stage X – Final selection of RO wise eligible firms and allotment of ROs as per their overall standing in the ranking.
  11. Stage XI - Formal Award of RO Wise Empanelment Order and Signing of Contracts.
  12. Stage XII. Finalization of AMC / CAMC at RO level based on outcome of Stage IX.

**XXIV. Augmentation of New ROs, other Offices:**

- a. During the currency of empanelment, after the commencement of the empanelment process, if new ROs / Offices are introduced in our systems, the Sec Vendors who are / being empanelled for the area under which the new AOR comes into being shall be empanelled for the new RO. A new Contract shall be required to be signed with the new RO as per T & C specified in the RFP.

- b. In the case of addition of any new Office of different stature (new Office of a different administrative hierarchy), again the SecVendors who are empanelled for the area under which the new AOR comes into place shall be empanelled for the new RO.
- c. In the case of addition of any new Office / Site in the existing pattern RO shall award the new sites to the exiting empanelled vendor as per the performance analysis within the concerned RO.

**XXV. AMENDMENTS IN THE RFP CONDITIONS:**

- a. At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP contents by amendment. Amendment will be published on Bank's website only and will be binding on bidders.
- b. The Bank shall not be liable for any communication gap, although it will take ample care to communicate to all the concerned well in time.
- c. In order to provide prospective bidders, reasonable time to take the amendment into account for preparation of their bid, the Bank may, at its discretion, extend the last date for bid-submission.
- d. Further, the Bank reserves the right to scrap the RFP or drop the empanelment process at any stage without assigning any reason.

**AGM (Security)**

**List of RO and options to be selected by the Bidders for registering their Offer RO wise****Sub : List of ROs for which the Bid / Offer is submitted.**

Dear Sir,

1. I/We confirm that we are interested in offering our Bids for following ROs against each as **“Yes”**.
2. I/We confirm that relevant records / EMD is attached along with the Bids with regard to our offering of different ROs as shown below.
3. I/We is / are aware that entire, bid evaluation is based on the selection of these ROs by us and we confirm that we are willfully and knowingly opted for following ROs with regard to the Services mentioned in this RFP.

<b>SN o</b>	<b>REGIONAL OFFICE</b>	<b>STATE</b>	<b>AOR (Districts of concerned states coming under the RO)</b>	<b>Services Being Offered as per Para III &amp; IV of RFP  (Yes to be specified if offering any for Any RO)</b>
1.	AGRA	UP	AGRA, ALIGARH, HATHRAS, MATHURA	
2.	AHMEDABAD	GUJRAT	AHMEDABAD, AMRELI, BHAVNAGAR, GANDHINAGAR, JAMNAGAR, JUNAGADH, KACHCHH, PORBANDAR, RAJKOT, SURENDRANAGAR,	
3.	ANANTAPURAMU	ANDRAPRADESH	ANANTAPURAMU, KURNOOL	
4.	BAGALKOT	KARNATAKA	BAGALKOT, RAICHUR, VIJAYAPURA	
5.	BALLARI	KARNATAKA	BALLARI, KOPPAL	
6.	BELAGAVI	KARNATAKA	BELAGAVI	
7.	BENGALURU- CENTRAL	KARNATAKA	BENGALURU	
8.	BENGALURU-EAST	KARNATAKA	BENGALURU, KOLAR, BENGALURU-RURAL	
9.	BENGALURU- NORTH	KARNATAKA	BENGALURU, CHIKKABALLAPUR, BENGALURU-RURAL	
10.	BENGALURU- SOUTH	KARNATAKA	BENGALURU, RAMANAGARA, BENGALURU URBAN, BENGALURU-RURAL	
11.	BHOPAL	MP	BHOPAL, ASHOK NAGAR, BARWANI, BETUL, BHIND, BHOPAL, DATIA, DEWAS, DHAR, EAST NIMAR, GUNA, GWALIOR, HARDA, HOSHANGABAD, INDORE, KHARGAON, MANDSAUR, MORENA,	



<b>SN o</b>	<b>REGIONAL OFFICE</b>	<b>STATE</b>	<b>AOR (Districts of concerned states coming under the RO)</b>	<b>Services Being Offered as per Para III &amp; IV of RFP (Yes to be specified if offering any for Any RO)</b>
			NEEMUCH, RAISEN, RATLAM, SAGAR, SEHORE, SHAJAPUR, SHIVPURI, UJJAIN, VIDISHA,	
12.	BHUBANESHWAR-I	ORISSA	BHUBANESHWAR, BALASORE, BALESHWAR, BHADRAK, DHENKANAL, JAGATSINGHPUR, JAIPUR, KENDRAPARA, KEONJHAR, KHURDA, MAYURBHANJ, PURI,	
13.	BHUBANESHWAR-II	ORISSA	BHUBANESHWAR-II, ANGUL, BALANGIR, BARGARH, BOUDH, CUTTACK, GAJAPATI, GANJAM, JHARSUGUDA, KALAHANDI, KANDHAMAL, KORAPUT, NAYAGARH, RAYAGADA, SAMBALPUR, SONEPUR, SUNDARGARH,	
14.	CHANDIGARH	CHANDIGARH, HARYANA, HIMACHAL PRADESH	CHANDIGARH, AMBALA, BHIWANI, FATEHABAD, HAMIRPUR, HISSAR, JIND, KAITHAL, KANGRA, KARNAL, KULLU, KURUKSHETRA, MANDI, PANCHKULA, PANIPAT, ROHTAK, SIMLA, SIRMOUR, SIRSA, SOLAN, SONEPAT, UNA, YAMUNANAGAR	
15.	CHENNAI	TAMIL NADU & A & N ISLANDS	CHENNAICHENNAI, NICOBAR, NORTH & MIDDLE ANDAMAN, SOUTH ANDAMAN, THIRUVALLUR,	
16.	CHENNAI-II	TAMIL NADU & PONDICHERRY	CHENNAI, CUDDALORE, KANCHEEPURAM, PONDICHERRY, VELLORE, VILLUPURAM,	
17.	CHIKODI	KARNATAKA	CHIKODI, BELAGAVI	
18.	COIMBATORE	TAMIL NADU	COIMBATORE, ERODE, NILGIRIS, TIRUPUR,	
19.	DAVANAGERE	KARNATAKA	DAVANAGERE, CHITRADURGA, DAVANGERE, HAVERI,	
20.	DEHRADUN	UTTARAKHAND & UP	DEHRADUN, ALMORA, BAGESHWAR, BIJNOR, CHAMOLI, CHAMPAWAT, DEHRADUN, GARHWAL, HARIDWAR, MUZAFFARNAGAR, , NAINITAL, PITHORAGARH, RUDRAPRAYAG, SAHARANPUR, SHAMLI, TEHRI , TEHRI GARHWAL, UDHAM SINGH NAGAR, UTTARKASHI,	
21.	DELHI-I	DELHI	DELHI	
22.	DELHI-II	DELHI	DELHI	
23.	ERNAKULAM	KERALA & LAKSHADWEEP	ERNAKULAM, IDUKKI, KOTTAYAM, LAKSHADWEEP, MALAPPURAM,	

<b>SN o</b>	<b>REGIONAL OFFICE</b>	<b>STATE</b>	<b>AOR (Districts of concerned states coming under the RO)</b>	<b>Services Being Offered as per Para III &amp; IV of RFP (Yes to be specified if offering any for Any RO)</b>
			PALAKKAD, THRISSUR,	
24.	FARIDABAD	HARYANA	FARIDABAD, GURGAON, JHAJJAR, MAHENDRAGARH, MEWAT, PALWAL, REWARI,	
25.	GHAZIABAD	UP	BAGHPAT, GHAZIABAD,	
26.	GUWAHATI	NE STATES	GUWAHATI, AIZAWL, BAKSA, BARPETA, BONGAIGAON, CACHAR, DARRANG, DIBRUGARH, DIMAPUR, EAST KHASI HILLS, GOALPARA, GOLAGHAT, IMPHAL WEST, JORHAT, KAMRUP , KAMRUP METRO, KARIMGANJ, LAKHIMPUR, LUNGLEI, MORIGAON, NAGAON, NALBARI, NORTH TRIPURA, PAPUMPARE, RI-BHIO, SIPAHIJOLA, SIVASAGAR, SONITPUR, SOUTH TRIPURA, TINSUKIA, WEST TRIPURA,	
27.	HASSAN	KARNATAKA	HASSAN, MANDYA, TUMKUR,	
28.	HUBBALLI	KARNATAKA	HUBBALLI, DHARWAD, GADAG,	
29.	HYDERABAD-I	TELENGANA	HYDERABAD, MEDCHAL-MALKAJGIRI	
30.	HYDERABAD-II	TELENGANA	BHADRADRI (KOTHAGUDEM), HYDERABAD, JAYASHANKAR (BHUPALPALLI), JOGULAMBA (GADWAL), KHAMMAM, MAHABUBABAD, MAHBUBNAGAR, MEDAK, MEDCHAL- MALKAJGIRI, NALGONDA, RANGAREDDY, SURYAPET, VIKARABAD, WARANGAL RURAL, WARANGAL URBAN, WARANGAL URBAN , YADADRI,	
31.	JAIPUR	RAJASTHAN	JAIPUR, AJMER, ALWAR, BEAWAR, BHARATPUR, BIKANER, CHURU, DAUSA, DHOLPUR, HANUMANGARH, JHUNJHUNU, KARALI, NAGOUR, SAWAI MEDHOPUR, SIKAR, SRIGANGANAGAR, TONK,	
32.	KALBURGI	KARNATAKA	KALBURGI/GULBARGA, BIDAR, YADAGIRI,	
33.	KANNUR	KERALA & PONDICHERRY	KANNUR, KOZHIKODE, MAHE, WYNAD,	
34.	KANPUR	UP	KANPUR, AURAIYA, AURIYA, BANDA, CHITRAKOOT , ETAH, ETAWAH, FARRUKHABAD, FATEHPUR, FIROZABAD, HAMIRPUR, JALAUN, JHANSI, KANAUJ, KANPUR, KANPUR DEHAT, KANPUR NAGAR, KANSHIRAM NAGAR, KAUSHAMBI, LALITPUR, MAHOBA,	

<b>SN o</b>	<b>REGIONAL OFFICE</b>	<b>STATE</b>	<b>AOR (Districts of concerned states coming under the RO)</b>	<b>Services Being Offered as per Para III &amp; IV of RFP (Yes to be specified if offering any for Any RO)</b>
			MAINPURI, RAE BARELI, UNNAO,	
35.	KARWAR	KARNATAKA	KARWAR, UTTAR KANNADA,	
36.	KASARGOD	KERALA	KANNUR, KASARGOD,	
37.	KOLKATA	WEST BENGAL	KOLKATA, EAST MIDANPORE, HAORA, HUGLI, NORTH 24 PARGANAS, PASCHIM MEDINIPUR, PURBA MEDINIPUR, SOUTH 24 PARGANAS,	
38.	LUCKNOW	UP	LUCKNOW, AMETHI, BAHRAICH, BALRAMPUR, BARABANKI, FAIZABAD, GONDA, HARDOI, KHERI, LAKHIMPUR, LUCKNOW, SHAHJAHANPUR, SHRAVASTI, SITAPUR,	
39.	LUDHIANA	PUNJAB & J&K	LUDHIANA, AMRITSAR, BARNALA, BATHINDA, FARIDKOT, FATEHGARH SAHIB, FAZILKA, FEROZEPUR, GURDASPUR, HOSHIARPUR, JALANDHAR, KAPURTHALA, LUDHIANA, MANSA, MOGA, MOHALI(SAS NAGAR), MUKTSAR, PATHANKOT, PATIALA, RUPNAGAR, SANGRUR, SHAHID BHAGAT SINGH NAGAR (NAWANSHAHR), SRINAGAR, JAMMU, KATHUA, LEH,	
40.	MADURAI	TAMILNADU	MADURAI, DINDIGUL, KANYAKUMARI, KARAIKAL, MADURAI, NAGAPATTINAM, PUDUKKOTTAI, RAMANATHAPURAM, SIVAGANGA, THANJAVUR, THENI, THIRUVARUR, TIRUCHIRAPALLI, TIRUNELVELI, TIRUNELVELLI, TOOTHUKUDI, VIRUDHUNAGAR,	
41.	MANGALURU	KARNATAKA	MANGALURU, DAKSHINA KANNADA	
42.	MEERUT	UP	MEERUT	
43.	MORADABAD	UP	MORADABAD, AMROHA(J P NAGAR), BAREILLY, BHIM NAGAR, BUDAUN, JYOTIBA PHULE NAGAR,, MORADABAD , PILIBHIT, RAMPUR, SAMBHAL,	
44.	MUMBAI-I	MAHARASHTRA	MUMBAI, MUMBAI SUBURBAN, RAIGAD, THANE,	
45.	MUMBAI-II	MAHARASHTRA	MUMBAI, BRIHAN MUMBAI, MUMBAI SUBURBAN, PALGHAR, THANE,	
46.	MYSURU	KARNATAKA	MYSURU, CHAMARAJANAGAR, KODAGU, MADIKERI,	
47.	NAGPUR	MAHARASHTRA	NAGPUR, AKOLA, AMRAVATI,	

<b>SN o</b>	<b>REGIONAL OFFICE</b>	<b>STATE</b>	<b>AOR (Districts of concerned states coming under the RO)</b>	<b>Services Being Offered as per Para III &amp; IV of RFP (Yes to be specified if offering any for Any RO)</b>
			BHANDARA, BULDANA, CHANDRAPUR, DHULE, GONDIA, HINGOLI, JALGAON, NANDED, WARDHA, WASHIM, YAVATMAL,	
48.	NELLORE	AP	NELLORE	
49.	NIZAMABAD	TELENGANA	NIZAMABAD, ADILABAD, JAGITIAL, KAMAREDDY, KARIMNAGAR, MANCHERIAL, MEDAK, NIRMAL, NIZAMABAD, SANGAREDDY, SIDDIPET,	
50.	NOIDA	UP	NOIDA, BULANDSHAHAR, GAUTAM BUDDH NAGAR, GAUTAM BUDH NAGAR, HAPUR,	
51.	ONGOLE	AP	ONGOLE, PRAKASAM,	
52.	PANAJI	GOA, MAHARASHTRA	PANAJI, NORTH GOA, RATNAGIRI, SINDHUDURG, SINDUDURGA, SOUTH GOA,	
53.	PATNA	BIHAR	PATNA, AURANGABAD, BANKA, BEGUSARAI, BHAGALPUR, BHOJPUR, BUXAR, DARBHANGA, GAYA, GOPALGANJ, KATIHAR, MADHUBANI, MUNGER, MUZAFFARPUR, NALANDA, NAWADA, PURBI CHAMPARAN, PURNEA, ROHTAS, SAMASTIPUR, SARAN, SASARAM, SHEIKHPURA, SITAMARHI, SIWAN, VAISHALI,	
54.	PUNE	MAHARASHTRA	PUNE, AHMEDNAGAR, AURANGABAD , BEED, JALNA, KOLHAPUR, LATUR, NASIK, OSMANABAD, PARBHANI, SANGLI, SATARA, SOLAPUR,	
55.	PUTTUR	KARNATAKA	PUTTUR, DAKSHINA KANNADA,	
56.	RAIPUR	CHATTISGARH & MP	RAIPUR, ANUPPUR, BALAGHAT, BASTAR, BILASPUR, CHHATARPUR, CHHINDWARA, DAMOH, DHAMTARI, DURG, JABALPUR, JANJGIR CHAMPA, JASHPUR, KATNI, KAWARDHA, KONDAGAON, KORBA, MAHASAMUND, MANDLA, NARSIMHAPUR, PANNA, RAIGARH, RAIPUR, RAJNANDGAON, REWA, SATNA, SEONI, SHAHDOL, SIDHI, SINGRAULI, SURGUJA, UMARIA,	

<b>SN o</b>	<b>REGIONAL OFFICE</b>	<b>STATE</b>	<b>AOR (Districts of concerned states coming under the RO)</b>	<b>Services Being Offered as per Para III &amp; IV of RFP (Yes to be specified if offering any for Any RO)</b>
57.	RANCHI	JHARKHAND	RANCHI, BOKARO, DEOGHAR, DHANBAD, DUMKA, EAST SINGHBUM, GIRIDIH, GODDA, HAZARIBAG, PAKUR, PASHCHIM SINGHBHUM, PURBI SINGHBHUM, RAMGARH, RANCHI, SAHEBGANJ, SARAİKELA KHARSAWAN, SERAIKELA (KHARSAWAN),	
58.	SALEM	TAMILNADU	SALEM, ARIYALUR, DHARMAPURI, KARUR, KRISHNAGIRI, NAMAKKAL, TIRUVANNAMALAI,	
59.	SHIVAMOGGA	KARNATAKA	SHIVAMOGGA, CHIKMAGALUR, CHITRADURGA,	
60.	SILIGURI	WB & SIKKIM	SILIGURI, BANKURA, BARDDHAMAN, BIRBHUM, DAKSHIN DINAJPUR, DARJILING, EAST SIKKIM, JALPAIGURI, KOCH BIHAR, MALDAH, MURSHIDABAD, NADIA, PURULIA, SOUTH SIKKIM, UTTAR DINAJPUR,	
61.	SIRSI	KARNATAKA	SIRSI, UTTAR KANNADA	
62.	THIRUVANANTHAPURAM	KERALA	THIRUVANANTHAPURAM, ALAPUZHA, KOLLAM, PATHANAMTHITTA,	
63.	TIRUPATHI	AP	TIRUPATHI, CHITTOOR, YSR KADAPA ,	
64.	UDAIPUR	RAJASHTAN	UDAIPUR, BANSWARA, BARAN, BARMER, BUNDI, CHITTORGARH, DUNGARPUR, JAISALMER, JALORE, JHALWAR, JODHPUR, KOTA, PALI, PRATAPGARH, RAJSAMAND, SIROHI	
65.	UDUPI-I	KARNATAKA	UDUPI	
66.	UDUPI-II	KARNATAKA	UDUPI	
67.	VADODARA	GUJRAT, DAM & DIU, DADRA & NAGAR HAVELI	VADODARA, ANAND, BANASKANTHA, BHARUCH, DADRA & NAGAR HAVELI, DAHOD, DAMAN, KHEDA, MEHSANA, NARMADA, NAVSARI, PANCHMAHAL, PATAN, SABARKANTHA, SURAT, VADODARA, VALSAD,	
68.	VARANASI	UP	VARANASI, ALLAHABAD, AMBEDKARNAGAR, AZAMGARH, BALLIA, BASTI, CHANDAULI, DEORIA, GHAZIPUR, GORAKHPUR, JAUNPUR, KUSHINAGAR, MAHARAJGANJ, MAU, MIRZAPUR, PRATAPGARH, PRAYAGRAJ, SANT KABIRNAGAR, SANT RAVIDASNAGAR, SIDDARTHANAGAR, SONEBHADRA, SULTANPUR, VARANASI,	

SN o	REGIONAL OFFICE	STATE	AOR (Districts of concerned states coming under the RO)	Services Being Offered as per Para III & IV of RFP (Yes to be specified if offering any for Any RO)
69.	VIJAYAPURA	KARNATAKA	VIJAYAPURA/BIJAPUR	
70.	VIJAYAWADA	AP	VIJAYAWADA, GUNTUR, KRISHNA, WEST GODAVARI,	
71.	VISHAKHAPATNA M	AP	VISHAKHAPATNAM, EAST GODAVARI, SRIKAKULAM, VIZIANAGARAM,	

4. **Summary of Offer with regard to ROs:-** Offer hereby submitted is applicable for Total ----- ROs as per selection made by us in the above table.

5. EMD of Rs----- is submitted with regard to Para 4 above.

6. I/We accept that if in any case these documents / EMD as per above selection is not available, our Offer can be out-rightly rejected for those ROs where the documents / EMD is not available. It will be the privilege vest with the Bank to decide whether to accommodate our offer or not with respect to the mis-match in the selection of ROs viz-e-viz submission of required EMD / Documents.

7. In case any provisions of this offer / selection of ROs are found violated with regard to the T & C specified in this RFP, then Syndicate Bank shall without prejudice to any other right or remedy, be at liberty to reject this offer/bid.

Yours faithfully,

**(Authorized Signatory)**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Place: Date:

Designation \_\_\_\_\_

Official Seal of Applicant:

Address \_\_\_\_\_

**RFP ACCEPTANCE LETTER**

(To be given on Company Letter Head)

To

The General Manager (GAD),  
Syndicate Bank Corporate Office Manipal Wing,  
Manipal  
Karnataka - 576104

Sub : - **Acceptance of Terms & Conditions of RFP**

Services being offered with reference to RFP No. -----  
-

Dear Sir,

1. I/We hereby certify that I/we have read the entire terms and conditions of the RFP documents from page No.\_\_\_\_ to \_\_\_\_ (including all documents like annexure(s), appendix(s), schedule(s), etc), which may form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
2. The corrigendum(s) issued from time to time by your Bank to have also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the RFP conditions of above mentioned RFP document(s)/corrigendum(s) in its totality/entirety.
4. I /We do hereby declare that the information furnished in the application and in the supplementary sheets from pages \_\_\_\_to \_\_\_\_ are correct to the best of my/our knowledge and belief.
5. In case any provisions of this offer are found violated, then your Bank shall without prejudice to any other right or remedy be at liberty to reject this offer/bid.

Yours faithfully,

**(Authorized Signatory)**

Signature\_\_\_\_\_

Name \_\_\_\_\_

Designation\_\_\_\_\_

Address\_\_\_\_\_

Place: Date:

Official Seal of Applicant:

**Annexure 'C'**

**LIST NO-1**

**BIDDERS SHOULD FURNISH SPECIFIC ANSWERS TO ALL THE QUESTIONS GIVEN BELOW. BIDDERS MAY PLEASE NOTE THAT IF THE ANSWER SO FURNISHED ARE NOT**

**CLEAR AND**

**/ OR ARE EVASIVE, THE OFFER WILL BE LIABLE TO BE IGNORED.**

**(No Conditional acceptance will be entertained)**

1.	RFP No	:	
2.	Name of the Sec Vendor Firm	:	
3.	Address	:	
4.	Year of Establishment	:	
5.	Status of the firm (whether Company / Firm / Proprietary/ Partnership)	:	
6.	Do you offer services of all categories / Equipments as per RFP in the Branches / ATMs under the RO Opted (Yes or No against each may be prescribed)	:	
7.	Name of Directors /Partners /Proprietor: (Enclose relevant document/ deed)	:	i)  ii)  iii)
8.	Whether registered with the Registrar of Companies/ Registrar of firms. If so, mention number and date		
9.	<u>Proprietorship</u> (a) Identity proof of the owner <b>(NPC required)</b>  -  Yes / No		
	(b) Address proof of the owner <b>(NPC required)</b>	-	
10.	<u>Private Limited Company</u> (a) Date of Certificate of Registration with Registrar of Companies <b>(NPC proof required)</b>		
	(b) Article of Association <b>(NPC proof required)</b>		
11.	<u>Partnership</u> Partnership Deed: <b>(NPC proof required)</b>		



12.	<u>Income Tax Documents - Proprietorship</u> (a) PAN Number <b>(NPC)</b> & IT Returns Enclosed		
	(b) IT Return being filed since (mention first year of IT return submission here) - Yes / No		
	(c) IT returns as per Para XVII.1.h attached – Yes / No <b>(Documentary proof required)</b>		
13.	<u>Income Tax Documents - Private Limited Company</u> (a) PAN Number <b>(NPC)</b> & IT Returns Enclosed		
	(b) IT Return being filed since (mention first year of IT return submission here) - Yes / No		
	(c) IT returns as per Para XVII.1.h attached – Yes / No <b>(Documentary proof required)</b>		
14.	<u>Income Tax Documents - Partnership</u> (a) PAN Numbers of partners <b>(NPC)</b>	i)	
	(b) IT Returns of each partner Enclosed, as per Para XVII.1.h	ii)	
	(c) IT returns as per Para XVII.1.h attached – Yes / No <b>(Documentary proof required)</b>	iii)	
15.	a) Name and address of Bankers	:	i)
			ii)
			iii)
b)	Enclosed Solvency Certificate as specified in Para X.d.5	:	
c)	Whether able to furnish performance guarantee for full cost of work if entrusted	:	
16.	Whether registered under GST authorities. If so, mention No. and date. Also Furnish Copies	:	
17.	Whether Furnished copies of audited Balance Sheet and Profit & Loss Account (audited) for the last three years - Yes / No	:	
18.	If you are registered in the panel of other organizations/statutory bodies, such as CPWD, PWD, MES, Banks etc. furnish their names, category and date of registration.	:	i)
			ii)
			iii)
19.	Detailed description and value of works done for others in the past. (Supported with copies of relevant documents)	:	
20.	Detailed description and value of works done for Syndicate Bank	:	

21.	Furnish the names of three responsible persons in Bank's, CPWD, PWD, MES etc who will be in a position to certify about the quality as well as past performance of your organization.	:	i) ii) iii)
22.	Whether the bidder is ready to offer Service as specified in the RFP. If not, mention here details of deviations. - Yes / No	:	
23.	Do you agree to the arbitration clause specified in this RFP - Yes / No	:	
24.	Do you agree to the penalty clause specified in this RFP - Yes / No	:	
25.	Do you agree to the Payment clause specified in this RFP - Yes / No	:	
26.	State whether business dealings with you have been banned or black listed by any Govt. agencies / PSUs / Nationalized Banks.? - Yes / No	:	
27.	Please confirm that you have read all the instructions carefully and have complied with accordingly. - Yes / No	:	

**Note:**

- 1. Where copies are required to be furnished, these are to be NPC unless and until it is separately specified as "Self attested Copies".**
- 2. In case a vendor / OEM is applying for more than one RO then for all documents which are common to all ROs, one set of NPC/ Copies is sufficient, as explained in Para XVII.1.**

Signature of Witness---\_\_\_\_\_

Full name and address of witness in block letters

\_\_\_\_\_

**(Authorized Signatory)**

Signature\_\_\_\_\_

Name \_\_\_\_\_

Place: Date:

Designation\_\_\_\_\_

Official Seal of Applicant:

Address\_\_\_\_\_

**Annexure 'D'**

**PARTICULARS IN RESPECT OF WORK EXECUTED FOR THE  
LAST 3 YEARS**

**(Separate sheet required "for each RO")**

<b>SNo</b>	<b>Name of work project with</b>	<b>Short Description of work executed</b>	<b>Name &amp; address of owner</b>	<b>Value of work executed</b>	<b>Stipulated time of completion</b>	<b>Actual time of completion</b>	<b>Name &amp; address of architect / consulting engineer</b>

***(Authorized Signatory)***

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Place: Date:

Official Seal of Applicant:

\_\_\_\_\_

**KEY PERSONNEL PERMANENTLY EMPLOYED**

**(Separate sheet required "for each RO")**

Sl. No.	Name	Designation	Qualification	Experience	Years with the Firm	Any Other Firm

**(Authorized Signatory)**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Place: Date:

Official Seal of Applicant:

\_\_\_\_\_

**OTHER RELEVANT INFORMATION**

	Permanently Employed	No.	Any Other info	Years with the Firm
a	Executives			
b	Managers			
c	Technicians			
d	Others			

**RO Wise - Infrastructure / Workshop Facilities (RO Wise – separate sheets)**

	Location	Land Area	Type of Structure	Type of Facilities
a				
b				
c				
d				
e				

**Note: Please attach copy of proof for all the items mentioned in the application**

**RO Wise Contact / Office Facilities (RO Wise – separate sheets)**

Address of the Office	
Contact person / Support Engineer -1 Name: Designation: Landline No.: Cell No.: E-mail id: Fax No	Contact person / Support Engineer -2 Name: Designation: Landline No.: Cell No.: E-mail id: Fax No

**Note: Please attach copy of proof for all the items mentioned in the application (RO Wise – separate sheets)**

***(Authorized Signatory)***

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Place: Date:

Official Seal of Applicant:

Address \_\_\_\_\_

**Annexure-'G'**

**REFERENCE DETAILS – RO Wise**  
**(RO Wise – separate sheets)**  
**(Separate pages for separate reference may be included)**

Name of the company / PSU / Banks / Govt Body	
Address of the company / PSU / Banks	
Contact person	Name: Designation: Landline No.: Cell No.: E-mail id: Fax No
Details of installation / CAMC of equipments (Ref. No., date of order and quantity)	

***(Authorized Signatory)***

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Place: Date:

Official Seal of Applicant:

**INDICATIVE QRs / SPECIFICATION / OTHER ASPECTS / REQUIREMENTS - SECURITY AND FIRE SAFETY EQUIPMENTS**

**I. GENERAL**

1. As specified in the RFP, we are requiring security services i.e. Supply / Installation and Maintenance Support for three major Equipments / Category viz-e-viz.
  - i. Burglar Alarm systems / Security Alarm System
  - ii. Fire alarm Systems / AFDAS
  - iii. Surveillance Systems / CCTV System.
2. The solution being offered shall accommodate all these three aspects either as three separate entities or as an Integrated Model. The control shall be separate or integrated. We may be using the same in Standalone mode as of now and may be switching to networking mode during the currency of empanelment(the scope of scalability shall be there in the standalone modes). In accordance with the same the systems being proposed should be networkable and hence shall be compatible with / scalable to IPV4/IPV6 networks and compatible to any third party CMS software for central monitoring.
3. Surveillance equipments solutions should be catering for the latest compression techniques and storage solutions for increasing demand higher storage at affordable cost without compromising the picture quality and networking capabilities for central monitoring and analytics.
4. Alarm Systems shall be intelligent enough to self diagnose periodically and also should be able to isolate faulty components / zones and resume functioning and simultaneously give calls/ SMS alerts to all stake holders. Systems should have remote VIRUS programming/access facility using secure codes. Proper alert / indication / warning shall be repeatedly showing / broadcasting in this regard till repair / clearance of the faults. Keypad should be separated from the control panels
5. With changing scenario & technological advancements, these systems should be compatible to wireless technologies as well, if so desired by the Bank.
6. Surveillance and Alarm Systems shall have the capacity of capturing and maintaining logs of each and every activity with proper time stamp.
7. Systems shall be dust / weather -proof; or accommodate in a such a manner without extra cost. Operating temperature: -10° C to +55° C. Humidity: 10% to 90% non-condensing. Vibration, Tremors and normally applied jerks resistant.
8. Systems and wiring shall be tamper-proof.

9. Shall maintain redundancy in major components like power management / output through hooter etc for the best results under any adverse circumstances.
10. Components of all systems (including wiring) shall be placed in a concealed manner unless and until it is required to be placed so.
11. Better efficiency in Power management & surge protection. Shall be adaptive to Standard Voltage Range.
12. Self-Test facility
13. System operating frequency should have immunity to external Radio Frequency interference.

II. Bidders can assess this Indicative specification and propose their solution accordingly.

III. Bank will be finalizing the solution after assessing all proposals, Technical qualification, Demo etc as specified in Para XXIII.e. Financial bids will be invited based on the solution finalized from the technically qualified bidders. Proper QRs and related T & C, based on the solution finalized, will be specified in the letter / communication for Price Bids.

#### **IV. SURVEILLANCE SYSTEM**

	<b>ITEM</b>	<b>INDICATIVE SPECIFICATIONS &amp; CERTIFICATIONS</b>
	NETWORK VIDEO RECORDER - 4 CHANNEL	4 CHANNEL, COMPACT 1U, NVR, UL/ EN / EU/ CE CERTIFIED H.264+/H.264 CODEC DECODING, MAX 80MBPS INCOMING BANDWIDTH, <b>UP</b> TO 6MP RESOLUTION PREVIEW & PLAYBACK, HEMI/VGA SIMULTANEOUS VIDEO OUTPUT, SUPPORT PICA UPNP, 4POE PORTS, ONVIF COMPATIBLE, 1 SATA III PORT, UP TO 6TB CAPACITY FOR EACH HDD  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
	NETWORK VIDEO RECORDER - 8 CHANNEL	8 CHANNEL, 1 U, 8 POE NVR, UL/ EN / EU/ CE CERTIFIED H.264+/H.264 CODEC DECODING, MAX 80MBPS INCOMING BANDWIDTH, <b>UP</b> TO 6MP RESOLUTION PREVIEW & PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT , SUPPORT IPC UPNP, 4POE PORTS , ONVIF COMPATIBLE, 2 SATA III PORTS, UP TO 6TB CAPACITY FOR EACH HDD  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT



3.	NETWORK VIDEO RECORDER – 16 CHANNEL	16 CHANNEL 1.5 U 16 POE, NVR, UL/ EN / EU/ CE CERTIFIED H.264+/H.264 CODEC DECODING, MAX 80MBPS INCOMING BANDWIDTH, <b>UP</b> TO 6MP RESOLUTION PREVIEW & PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT,SUPPORT IPC UPNP, 16 POE PORTS,ONVIF COMPATIBLE, 2 SATA III PORTS, UP TO 6TB CAPACITY FOR EACH HDD  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
4.	NETWORK VIDEO RECORDER – 32 CHANNEL	32 CHANNEL 1.5 U 16 POE, NVR, UL/ EN / EU/ CE CERTIFIED H.264+/H.264 CODEC DECODING, MAX 80MBPS INCOMING BANDWIDTH, <b>UP</b> TO 6MP RESOLUTION PREVIEW&PLAYBACK, HDMI/VGA SIMULTANEOUS VIDEO OUTPUT,SUPPORT IPC UPNP, 32 POE PORTS,ONVIF COMPATIBLE, 4 SATA III PORTS, UP TO 6TB CAPACITY FOR EACH HDD  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
5.	8 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE
6.	6 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE
7.	4 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE
8.	2 TB SURVEILLANCE HARD DISC	UL,WD- AVGP SERIES/ SEAGATE
9.	FIXED DOME IP IR CAMERA ( UL/ EN/EU/CE CERTIFIED)	1.3MP HD NETWORK IR CAMERA H.264&MJPEG DUAL-STREAM ENCODING & DWDR  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
10.	BULLET IP IR CAMERA ( UL/ EN/EU/CE CERTIFIED)	1.3MP HD NETWORK IR BULLET CAMERA. H.264&MJPEG DUAL-STREAM ENCODING & DWDR  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
11.	PINHOLE IP IR CAMERA ( UL/ EN/EU/CE CERTIFIED)	1.3MP HD NETWORK PINHOLE CAMERA. H.264&MJPEG DUAL-STREAM ENCODING & DWDR  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT

12.	IP IR WIFI HD CUBE CAMERA	1.3MP HD IR CUBE CAMERA WIFI-10 MTR, DWDR, H.264 & MJPEG, MICRO SD CARD SLOT,BUILT- IN MIC & SPEAKER, MOBILE SOFTWARE: iCMOB,gCMOB,WCMOB BRANDS : DAHUA/ HIKVISION/EQUIVALENT
13.	NETWORK ATTACHED STORAGE(NAS)-1 BAY	NAS WITH 1 BAY, WITH 01 ESATA (IF AVAILABLE) PORT, MIN 01 ETHERNET PORT, 02 USB(3.0) PORTS. Max Cap: 6TB (1x 6TB HDD) (Capacity may vary by RAID types), WITH PROVISION TO CONNECT MIN 4 IP CAMERAS BRANDS: SYNOLOGY/NETGEAR/EQUIVALENT
14.	NETWORK ATTACHED STORAGE(NAS)-2 BAY	NAS WITH 2 BAY, WITH MIN 02 ETHERNET PORT, 02 USB(3.0) PORT RAID 0, 1 and JBOD SUPPORTED, Max Capacity – 12 TB (Capacity may vary by RAID types). WITH PROVISION TO CONNECT MIN 4 IP CAMERAS. BRANDS: SYNOLOGY/NETGEAR/EQUIVALENT
15.	4 PORT NETWORK SWITCH	FULL POE PLUS SWITCHES BRANDS: DAHUA/HIKVISION
16.	8 PORT NETWORK SWITCH	FULL POE PLUS SWITCHES BRANDS: DAHUA/HIKVISION
17.	16 PORT NETWORK SWITCH	FULL POE PLUS SWITCHES BRANDS: DAHUA/HIKVISION
18.	MONITOR- LED 21”	LG OR SAMSUNG
19.	CAT 6 CABLE	DLINK / DIGISOL
20.	ARMOURED CAT 6 CABLE	
21.	PVC ROUND CONDUIT WHITE COLOUR	
22.	PVC FLAT CONDUIT WHITE COLOUR	
23.	Rack 4 U WITH LOCK	FOR 4 & 8 CHANNEL NVR
24.	Rack 6 U WITH LOCK	FOR 16 & 32 CHANNEL NVR
25.	HD DVR/XVR(PENTA BRID) -4 CHANNEL	4 CHANNEL, HD DVR/ XVR,UL/ EN / EU/ CE CERTIFIED, SUPPORTING PENTA BRID CAMERA TECHNOLOGIES( CVBS/HDTVI/ HDCVI/IP/ANALOG), WITH 01 SATA HDD SUPPORT, ONVIF. BRANDS : DAHUA/MAXAEI, / HIKVISION/EQUIVALENT

26.	HD DVR/XVR(PENTA BRID) -08 CHANNEL	08 CHANNEL, HD DVR/ XVR, UL/ EN / EU/ CE CERTIFIED, SUPPORTING PENTA BRID CAMERA TECHNOLOGIES( CVBS/HDTVI/ HDCVI/IP/ANALOG), WITH 02 SATA HDD SUPPORT, ONVIF.  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
27.	HD DVR/XVR(PENTA BRID) -16 CHANNEL	16 CHANNEL, HD DVR/XVR, UL/ EN / EU/ CE CERTIFIED, SUPPORTING PENTA BRID CAMERA TECHNOLOGIES( CVBS/HDTVI/ HDCVI/IP/ANALOG), WITH 02 SATA HDD SUPPORT, ONVIF.  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
28.	FIXED DOME IR COLOUR CAMERA, <b>HD CAMERA( UL/ EN/EU/CE CERTIFIED)</b>	MINIMUM 2 MP, WITH GLASS LENSES, WITH WDR AND ALL IN ONE TECHNOLOGY( SUPPORTING HDTVI/HDCVI/AHD/CVBC)  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
29.	HD INFRARED BULLET CAMERAS ( <b>UL/ EN/EU/CE CERTIFIED)</b>	MINIMUM 2 MP, WITH GLASS LENSES, WITH WDR AND ALL IN ONE TECHNOLOGY( SUPPORTING HDTVI/HDCVI/AHD/CVBC)  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
30.	PIN HOLE CAMERA ( <b>UL/ EN/EU/CE CERTIFIED)</b>	<b>MINIMUM 700 TVL AND ABOVE WITH WDR, FIXED WITHIN A “ NO SMOKING” BOARD/ OR OTHER CAMOUFLAGING DEVICES SUCH AS PIR SENSOR OR SMOKE DETECTORS OR SIMILAR.</b>  BRANDS : DAHUA/MAXAEI,/ HIKVISION/EQUIVALENT
31.	RG 6 CO-AXIAL UN ARMoured VIDEO CABLE	POLYCAB/FINOLEX
32.	POWER CABLE OF 2 CORE COPPER CONDUCTOR 2 X 1.0 SQ MM	POLYCAB/FINOLEX
33.	SMPS POWER SUPPLY FOR CAMERAS	RATING 12V, 8 -10 AMPS

**V. ALARM SYSTEM**

	<b>ITEM</b>	<b>INDICATIVE SPECIFICATIONS</b>
1	SMART BRANCH SECURITY AND FIRE ALARM CONTROL	<p>SUPPORTING BOTH SECURITY AND FIRE ALARM DETECTORS - CONTROL PANEL WITH SEPARATE KEY PAD AND PSTN INBUILT SPEECH DIALER AND CMS ENABLED ( COMPATIBLE TO ANY THIRD PARTY CMS) WITH BATTERY BACK UP AND IVR</p> <p>BRANDS: AMC/ HONEYWELL OR EQUIVALENT. UL/ EN CERTIFIED</p>
2	SMART ATM SECURITY AND FIRE ALARM	<p>SUPPORTING BOTH SECURITY AND FIRE ALARM DETECTORS- CONTROL PANEL WITH/WITHOUT SEPARATE KEY PAD AND PSTN INBUILT AUTO DIALER AND CMS ENABLED( COMPATIBLE TO ANY THIRD PARTY CMS) WITH BATTERY BACK UP AND IVR</p> <p>BRANDS: AMC/ HONEYWELL OR EQUIVALENT. UL/ EN CERTIFIED</p>
3	STAND ALONE BRANCH BURGLAR ALARM CONTROL PANEL	<p>OPERATING VOLTAGE 180-240 V , WITH EXTENDABLE ZONE INDICATOR, CAPABLE OF CATERING FOR ATLEAST 15 ALARM SENSORS WITH BATTERY BACKUP. WITH DAY AND NIGHT MODE WITH KEY/CODE TYPE OPERATIONS, METAL CASE WITH PSTN AUTO DIALER. GSM/IP COMPATIBLE FOR CONNECTIVITY TO THIRD PARTY CMS IN FUTURE.</p> <p>BRAND: SECURICO/EQUIVALENT</p>
4	STAND ALONE BRANCH FIRE ALARM (FADES) CONTROL PANEL	<p>2 ZONE CONTROL PANEL . WITH FOLLOWING SPECIFICATIONS : OPERATING VOLTAGE 180-240 V WITH VISUAL ZONE INDICATORS MAINS, BATTERY, SHOWING FIRE , OPEN, SHORT FAULT, RESET , ZONE AND HOOTER TESTS, ETC, PUSH BUTTONS TO DISABLE AUDIO ALARM WITH BATTERY BACKUP. METAL CASE WITH PSTN AUTO DIALER. GSM/IP COMPATIBLE FOR CONNECTIVITY TO THIRD PARTY CMS IN FUTURE.</p> <p>BRANCH: RAVEL/EQUIVALENT</p>

5	STANDALONE ATM BURGLAR ALARM PANEL	CONTROL PANEL (22 GAUGE THICKNESS-METAL BOX), WITH AUTO DIALER, GSM/IP COMPATIBLE FOR CONNECTIVITY TO CMS IN FUTURE.	
5	PSTN AUTO DIALER	HAVING FOLLOWING BASIC FEATURES – 8 TELEPHONE NUMBERS HAVING 16 DIGIT TELEPHONE NUMBER (EACH) MESSAGE SEQUENTIAL MANNER	
6	GSM AUTO DIALER		
7	BATTERY 12V 7 AH	EXIDE /EQUIVALENT	
8	HOOTERS	SECUIRCO/ EQUIVALENT	
9	PIR SENSORS(PET SAFE)	SECUIRCO/ EQUIVALENT	
1 1	PANIC SWITCHES	SECUIRCO/ EQUIVALENT	
1 2	MAGNETIC CONTACT	SECUIRCO/ EQUIVALENT	
1 3	VIBRATION SENSOR	SECUIRCO/ EQUIVALENT	
1 4	TEMPERATURE SENSOR	SECUIRCO/ EQUIVALENT	
1 5	SHUTTER SENSOR	SECUIRCO/ EQUIVALENT	
1 6	SMOKE DETECTOR	SYSTEMS SENSOR / EQUIVALENT	
1 7	HEAT DETECTOR	SYSTEMS SENSOR / EQUIVALENT	
1 8	RESPONSE INDICATOR	SECUIRCO/ EQUIVALENT	
1 9	MCP		
2 0	WHITE ACRYLIC SHEET ( 1FT X 1FT) WITH “EMERGENCY CALL POLICE” PRINTED IN RED ON IT FOR ATM BURGLAR ALARM	<table border="1"> <tr> <td> <b>EMERGENCY CALL (PANIC SWITCH) POLICE 100</b> </td> </tr> </table>	<b>EMERGENCY CALL (PANIC SWITCH) POLICE 100</b>
<b>EMERGENCY CALL (PANIC SWITCH) POLICE 100</b>			
2 1	ARMORED CABLE 2 CORE 1.5 SQ MM, ISI MARKED	POLYCAB OR FINOLEX	
22	CABLE OF 2 CORE COPPER CONDUCTOR 2 X 1.0 SQ MM	POLYCAB OR FINOLEX	
23	PVC ROUND CONDUIT WHITE COLOUR		
2 4	BLACK CONDUIT		

**Modality for speedy Installation of Equipments through empanelled Vendor**

**Fresh Installation / New Equipment (items a-c) – At RO Level**

1. The successful Sec Vendors who are selected for empanelment will be allotted with specific branches / ATMs for providing AMC / CAMC services by the respective Regional Offices. The allotment shall be done generally for covering all systems of a particular branch to a Sec Vendor. However, such allotment of the work/branches will be at the sole discretion of the Bank depending upon the performance and urgency etc.
2. Generally, Bank shall be distributing the branches evenly based on factors like serviceability, capability etc to the maximum possible extent. However, Bank reserves the right to change the allotment of any branch/branches during the currency of AMC / CAMC by giving a notice period of one month if in any case the Sec Vendors fails in providing satisfactory services.
3. The Sec Vendor shall sign this contract / agreement with RO as per terms and conditions specified in the RFP and the format of Agreement finalized.
4. After allotment of branches / ATMs to the Sec Vendors by concerned RO, quotes in sealed envelopes will be obtained from all empanelled Sec Vendors for each and every items finalized in the reference Price-Bid.
5. Afterwards, Quotes of all required items will be obtained from the empanelled Sec Vendors in sealed envelopes by each RO, in regular intervals as decided by the concerned RO. This rates will be further scrutinized / compared with market trend in the light of bench mark / reference rate and, if found feasible, shall be accepted as “Approved Rate Chart”, clearly specifying L1 rates of each item. This process will be repeated as per the interval decided at RO, till completion of the Empanelment period.
6. During the event of a new installation of any system, either for a branch or for an independent ATM, the requirements of the individual items may vary from case to case. Here each case will be identified as total requirement for an Individual Branch including ATM. This total requirement of items case will be thus assessed and the final estimate of expenditure may be calculated based on L1 rates from the approved rate chart, in each case.
7. The distribution of work will be done to the as per guidelines in vogue.

8. During replacement of any faulty items, from existing locations, which are not covered under warranty / CAMC, the payment for the same shall be done based on L1 rate of approved rate chart.

**Additional Installation / Augmentation of a Site**

9. In the case of additional installation / augmentation of equipments in an existing location, the work may be awarded to the Sec Vendor who is already providing AMC support for said category for that Office, so that the compatibility and continuity in the support can be ensured, however, rates will be that of L1 of approved rate chart.
10. Installation of each item shall be completed within the time period specified in the order, which will be intimated to the Sec Vendor through registered email id or any other official means. In case of delay, due to any genuine cause, Sec Vendor may submit representation to RO within 4 days of issue of the order for approval. RO reserves the right to accept the representation or not based on merit.
11. If the installation of items are not completed within stipulated time, clauses specified in “penalty” as well as “liquidated damages” of the RFP shall be imposed.

**SPECIMEN FORMAT FOR EMD / BANK GUARANTEE**

To

The General Manager (GAD),  
Syndicate Bank Corporate Office Manipal Wing,  
Manipal  
Karnataka - 576104

1. M/s \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ (herein after referred as 'Bidder') has inter-alia agreed to furnish a Bank Guarantee from a Scheduled Bank for Rs.-----/- (Rupees ----- only) as security for compliance with the Bidder's obligation in accordance with stipulation of RFP No: \_\_\_\_\_ dated \_\_\_\_\_ issued by Syndicate Bank .
2. On request of the Bidder we \_\_\_\_\_ (hereinafter called the issuing bank) do hereby undertake to pay to you an amount not exceeding Rs.-----/- (Rupees ----- only) against any non-compliance with conditions contained in the RFP.
3. We \_\_\_\_\_ (the issuing bank) undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from you stating that the amount claimed is due by way of loss or damage caused to or that would be caused to or suffered by you by reasons of any breach by the said Bidder of any of the terms or conditions contained in the RFP by reason of the Bidder's failure to perform the terms thereof. Any such demand on us during the currency shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ----/- (Rupees ----- only).
4. Any notice by way of demand or otherwise hereunder may be sent by Courier, or Registered Post to our local address of the issuing Bank and if sent accordingly, it should be received and duly and acknowledged by the Bank on or before the expiry date of the guarantee.
5. We \_\_\_\_\_ (the issuing bank) further agree that the guarantee herein contained shall remain in force during the period that would be taken for the performance of the said obligation and that it shall continue to be enforceable till satisfactory compliance of the terms and conditions thereof by the Bidder or till you certify that the terms and conditions of the said RFP have been fully and properly carried out by the said Bidder and accordingly discharge the guarantee or till expiry date whichever is earlier.
6. This bank guarantee shall remain in operation from the date of issue and we shall not revoke this guarantee during the currency except with your



previous consent in writing. You may enforce your rights pursuant to this guarantee in any court or tribunal in accordance with laws of India.

7. We \_\_\_\_\_ (the issuing bank) further agree with you, that you shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said RFP or to extend time of performance by the said Bidder from time to time or to postpone for any time or from time to any of the power exercisable by you against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said RFP and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Bidder or for any forbearance, act or omission on your part or any indulgence by you to the said Bidder.
8. The bank guarantee shall not in any way be affected by your taking or giving up any securities from the Bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or as the case may be of the Bidder.
9. The bank guarantee shall not be affected by any change in our constitution or of the Bidder nor shall it be affected by any change in your constitution or by any amalgamation or absorption but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamating company or concern till expiry date.
10. We have the power to issue this bank guarantee in your favour and the undersigned has full power to execute this bank guarantee under the power of attorney dated ----- issued by \_\_\_\_\_

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. -----/- (Rupees ----- only)
- ii) This Bank Guarantee shall be valid up to ; and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_.

**Note: - EMD Amount shall be as per Instructions issued at Para IX.a of the RFP**

Pre Contract Integrity Pact as per below format to be submitted on a Non Judicial Stamp Paper of Rs 200/- along with Technical Proposal

**PRE CONTRACT INTEGRITY PACT**

**GENERAL**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of \_\_\_\_\_ month, 20\_\_\_\_, between, on one hand, Syndicate Bank, a body corporate constituted under the Banking Companies (Acquisitions and Transfer of Undertakings) Act, 1970 having its Head Office at **Corporate Office Manipal Wing, Manipal, Karnataka**), (hereinafter called the "BANK", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s \_\_\_\_\_ represented by Mr. / Mrs. \_\_\_\_\_, Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure / avail Security Services i.e Supply & CAMC / AMC of Security & Fire Equipments/Gadgets of various categories specified in the RFP and the BIDDER is willing to offer / has offered the said services

And

WHEREAS the BIDDER is a Private Company / Public Company / Government Undertaking / Partnership / LLP / LLC /Firm, constituted in accordance with the relevant law in the matter and the BANK is a Public Sector Bank .

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-  
Enabling the BANK to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

## **1. COMMITMENTS OF THE BANK**

- 1.1 The BANK undertakes that no official of the BANK, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BANK will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BANK will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BANK with full and verifiable facts and the same is prima facie found to be correct by the BANK, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BANK and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BANK the proceedings under the contract would not be stalled.

## **2. COMMITMENTS OF BIDDERS**

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 2.4 BIDDERS shall disclose the name and address of Agents and Representatives and Indian BIDDERS shall disclose their foreign Principals or Associates.
- 2.5 BIDDERS shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.
- 2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BANK or their Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

- 2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BANK, or alternatively, if any relative of an officer of the BANK has financial interest/stake in the BIDDER's firm, the same shall be is closed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 1(77) of the Companies Act, 2013.
- 2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BANK.

### **3. PREVIOUS TRANSGRESSION**

- 3.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **4. EARNEST MONEY (SECURITY DEPOSIT)**

While submitting the Bid, which will be submitted pursuant to this RFP process, the BIDDER shall deposit an amount as specified in the RFP as Earnest Money / Security Deposit, with the BUYER through the following instruments -

- 4.1 A confirmed Bank Guarantee by a Scheduled Commercial Bank other than Syndicate Bank, promising payment of the guaranteed sum to the BANK on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BANK shall be treated as conclusive proof of payment.
- 4.2 The Earnest Money / Security Deposit shall be valid up to a period of twelve months or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BANK, including warranty period.
- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bank Guarantee in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bank Guarantee in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

- 4.4 No interest shall be payable by the BANK to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

## **5. SANCTIONS FOR VIOLATIONS**

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BANK to take all or any one of the following actions, wherever required:-
- 5.1.1 To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- 5.1.2 The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BANK and the BANK shall not be required to assign any reason therefore.
- 5.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- 5.1.4 To recover all sums already paid by the BANK with interest thereon at 2% higher than the prevailing Base Rate of Syndicate Bank, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilised to recover the aforesaid sum and interest.
- 5.1.5 To encash the Advance Bank Guarantee and Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BANK, along with interest.
- 5.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BANK resulting from such cancellation / rescission and the BANK shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- 5.1.7 To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BANK.

- 5.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
- 5.1.10 Forfeiture of Performance Bank Guarantee in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.2 The BANK will be entitled to take all or any of the actions mentioned at para 5.1(5.1.1 to 5.1.9) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BANK to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6. FALL CLAUSE**

The BIDDER undertakes that it has not provided any services to any Ministry / Department of the Government of India or PSU or PSB or any other company by violating the labour laws.

## **7. INDEPENDENT MONITORS**

- 7.1 The BUYER has appointed the following Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
1. Dr. Saleem Ali (Email: [saleemali53@gmail.com](mailto:saleemali53@gmail.com))
  2. Mr. Anand Deep (Email: [anand.deep117@gmail.com](mailto:anand.deep117@gmail.com))
- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BANK.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BANK including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7 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 parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BANK within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **8. FACILITATION OF INVESTIGATION**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BANK or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## **9. LAW AND PLACE OF JURISDICTION**

This Pact is subject to Indian Law. The place of performance and jurisdiction shall be as specified in Para XIX & XX of the RFP.



**10. OTHER LEGAL ACTIONS**

The actions stipulated in this **INTEGRITY PACT** are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**12. VALIDITY**

This INTEGRITY PACT begins when both parties have legally signed it. It expires for the Vendor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. 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, Syndicate Bank. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**12. OTHER PROVISIONS**

12.1 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

12.2 Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

12.3 In the event of any contradiction between the Integrity Pact and its Annexures, the Clause in the Integrity Pact will prevail.

The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

BUYER  
Name of the Officer:  
Department

BIDDER  
Chief Executive Officer / Authorized  
Representative Designation:

Witness  
1.-----

Witness  
1.-----

Witness  
2.-----

Witness  
2.-----

**CHECK LIST**

<b>Sl.</b>	<b>Requirements to be checked by the Bidders before submission of the Offer.</b>	<b>Compliance (To be indicated by the Bidder with "YES" after compliance of the requirements)</b>
1.	The Copy of RFP signed & Sealed in all pages	
2.	Submission of Offer RO Wise / Group Wise (Annexure -A)	
3.	Submission of RFP Acceptance Letter (Annexure -B)	
4.	List No-I duly filled along with copies of required documents (Annexure -C)	
5.	Particulars In Respect of Work Executed (Annexure -D)	
6.	Key Personnel Permanently Employed (Annexure -E)	
7.	Other Relevant Information (Annexure -F)	
8.	Reference Site Details (Annexure -G)	
9.	Compliance of Tech Specifications (Annexure -H)	
10.	Compliance of Modality Tech Specifications (Annexure -I)	
11.	Pre-Contract Integrity Pact (Annexure -K)	
12.	Check List with Compliance / reference (Annexure -X)	
13.	Proof of payment of Cost of RFP.	
14.	EMD in accordance with the aspects specified in Para.IX	
15.	Solvency Certificate in accordance with the aspects specified	
16.	Submission of attested copy of "Certificate of Registration with Registrar of companies (or) Registrar of Firms (or) letter of Proprietorship"	
17.	Submission of attested copy of "Registration under Shops & establishment Act"	
18.	Submission of attested copy of Income Tax Return (latest) & PAN No along with proof of having filed the IT return for the last 3 financial years	
19.	Submission of attested copy of Audited Balance Sheet of last 3 financial years	
20.	Submission of attested copy of Certificate of GST Registration with Registration Number with Date	

21.	Submission of Proof of Detailed description of works done & value of work done for other organizations / Establishments & our Bank for past 3 years which specifies the requirement asked for vide Para X.d.2	
22.	Submission of Proof of Experience in similar domain – Proof of Empanelment with other PSBs/PSUs/Central / State Govt undertakings	
23.	Proof of having Should have effective infrastructure /workshop for undertaking repair of equipments.	
24.	Submission of all other documents specified in Para X.d	
25.	Undertaking 1 as per Para XVII1.t	
26.	Undertaking 2 as per Para XVII1.t	
27.	Undertaking 3 as per Para XVII1.t	
28.	Supporting documents for Additional Qualification as per Para X.e	

***This list is not exhaustive. The Bidder may go through each and every clause specified in the RFP document and should submitted all required as well as supporting documents, failing which will may cause rejection during screening of Offer Documents. Where ever it is mentioned that Copies for each RO is required shall be adhered to.***

**Frequently Asked Questions (FAQs)**

1.	<b>Q</b>	As a Company dealing with CCTV, I want to apply for services related to CCTV Only. Will it be possible
	<b>A</b>	<p>No. Any Company who can provide all services related to Equipments / Category specified in specified in Para I 'a' to 'c' or Similar solutions covering all these aspects and AMC/CAMC in the AOR of any RO can only participate in the Bidding process.</p> <p>Even if a Company is ready to offer installation and support services for more than one equipment but not covering all three equipments or similar solutions as specified in the RFP; their Bids shall be rejected.</p> <p>Services offered shall cover all Equipments / services as specified in Para II.b</p>
2.	<b>Q</b>	As a Company dealing in North India, how can I bid for your ROs in north India.
	<b>A</b>	<p>You can go through the <b><u>Annexure 'A'</u></b>, wherein it is clearly specified about the AOR. You may specify <b>"Yes"</b> against all ROs in the north India Area, in this Annexure, where you prefer to offer your service.</p> <p><b><i>The only thing is you should submit the EMD as per the preference of RO/ROs and all relevant records / documents required / as asked for, for these ROs along with the Offer. You shall be providing installation &amp; support for all equipments / Category as specified in Para I.</i></b></p>
3.	<b>Q</b>	I do services for all aspects specified in RFP in many parts of UP but not in complete UP as a state. How best can I offer my Service.
	<b>A</b>	<p>You can go through the <b><u>Annexure 'A'</u></b>, wherein it is clearly specified about the AOR. You may specify <b>"Yes"</b> against ROs of UP where you could provide services.</p> <p><b><i>The only thing is you should submit the EMD as per the selection of RO and all relevant records / documents required / as asked for, for these ROs along with the Offer. You shall be providing installation &amp; support for all equipments / Category as specified in Para I.</i></b></p>
4.	<b>Q</b>	As a Company dealing with all aspects of above services for the last 14 years, I want to apply for this bid, but I do not have any specific experience with PSU/PSA/Central & State Govt. entities as asked for in your PQC; but have experience with private bodies.

	<b>A</b>	No. Even if you submit your offer, it will be disqualified as the aspects specified in the PQC are the pre-requisite for empanelment.
5.	<b>Q</b>	As my Company is exempted from RFP / Tender Cost as well as EMD due to my registration with NSIC / MSME. How can I submit the bids.
	<b>A</b>	<p>You may very well submit your bids if your firm is having all other PQC fulfilled.</p> <p>In place of EMD / RFP Cost, you may submit the Notarized Copy of the Order / Sanction issued by the concerned Govt. Authority, with regard to NSIC / MSME. In case any ceiling of amount (financial limit) is specified in these sanctions, kindly confirm (undertaking) in your letter head that your firm is still eligible for this waiver. Refer Para IX. in this regard.</p> <p>In such cases, no rejection of bids will be made with regard to EMD/ RFP Cost. However, all other conditions specified will be taken account during technical evaluation which shall be the decisive factor for final selection.</p>
6.	<b>Q</b>	My firm is already empanelled with some ROs for said services. Is it mandatory for me to submit my bid again
	<b>A</b>	<p><b>Yes.</b> For getting empanelled again, from the date specified, you have to submit your bids clearly specifying the ROs and Groups and taking care of all other aspects specified in the RFP.</p> <p>Once this new Empanelment comes into force, all previous empanelment will get cancelled. However, you will receive a proper notice regarding this from your empanelled RO as per T &amp; C of the existing Contract.</p> <p>Having an experience with any of the RO / Branch of Syndicate Bank (was empanelled / is empanelled as of now) for similar service can only give some extra (limited) advantage in the marking system (for that particular RO) as specified in the Para XXI.e.3 of the RFP.</p> <p><b><i>It is clarified that such previous experience is not a guarantee for getting empanelled again.</i></b></p>
7.	<b>Q</b>	My firm was a proprietary firm which became a partnership firm last year. Will the experience of my firm as proprietary firm be counted for assessing PQC in this system.
	<b>A</b>	Logically Yes. However, in such typical cases, the aspects specified in the Partnership-deed, definition of liability, stake of partners, continuing the names and resources of the pervious firm etc is to be looked into during Technical bid evaluation. However if the Committee finds any discrepancy in the documentation part, during technical scrutiny, your bid will be liable for rejection.

		<b><i>This applies to all firms which had recently changed (during the currency of experience period specified in the PQC) their type / constitution of the firm due to any reason.</i></b>
8.	<b>Q</b>	My firm is interested to offer services in all ROs. Will it be possible.
	<b>A</b>	Yes. There is no maximum limit for the choices of ROs. Any firm can opt for services in any number of ROs in the <b><u>Annexure 'A'</u></b> .  <b><i>The only thing is you should submit the EMD as per the selection of RO and all relevant records / documents required / as asked for, for these ROs along with the Offer</i></b>
9.	<b>Q</b>	My firm is having presence in a state. But as per the AOR shown in the RFP, the RO where my State is considered is having other State/ Area also under its AOR. In such case can I opt for services of certain branches of that RO, (branches which are in our state)
	<b>A</b>	NO. If any RO is opted, you should have all PQC qualified for entire RO region (AOR of the RO).  <b><i>Bids with proposal of branch wise support will not be entertained. The offer shall be for minimum one RO (under Group A or B) and the firm shall fulfill all PQC for the AOR of the RO.</i></b>
10.	<b>Q</b>	I do services for all aspects specified in RFP in many parts of the Country to many organizations which also includes Govt/PSU/PSBs etc. But I am not having OEM Authorization. How best can I offer my Service.
	<b>A</b>	As per PQC specified in this RFP, Sec Vendors who are having OEM Certifications will only be considered for empanelment.

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**END OF DOCUMENT**