

## **No- AMC/CCTV/2018-19**

**AMC of CCTV Systems** –Quotations are invited for Annual Maintenance Contract of CCTV System installed in 86 branches and Head office for the period from **19-05-2018 to 31-03-2019**.

**Scope of Work** AMC of CCTV System will cover CCTV infrastructure installed in branches from code 01 to 86 and Head Office. CCTV infrastructure will cover CCTV cameras, LED/LCD Screen, DVR, power supply & Hard Disk and connectors only. Installation of additional camera, Shifting of existing Camera or replacement of existing part with better part will not be covered under AMC and may be get done on payment basis as per Bank's decision. Format for Price Bid is enclosed as Annexure 1.

### **Inventory Details:**

1. In 66 branches 4 CCTV cameras are installed with 4 Channel DVR.
2. In 15 branches 4 CCTV cameras are installed with 8 Channel DVR
3. In 03 branches 5 CCTV cameras are installed with 8 Channel DVR
4. In 02 branches 6 CCTV cameras are installed with 8 Channel DVR
5. In 01 Branch 10 CCTV cameras are installed with 16 Channel DVR

### **Terms & Conditions of the AMC:**

1. AMC contract covers repair or replacement of defective spares with same or equivalent one and rectification of all the problems reported by our bank related to windows & other hardware.
2. Asset verification visit will be made within 15 days of awarding of the contract and any items found in faulty condition will be repaired or replaced on chargeable basis only after the confirmation of the same from Bank.
3. AMC Contract does not cover failure due to mishandling & burnt parts due to earthing & electrical issues. However such failures can be rectified on chargeable basis
4. Service Level Agreement:-
  - a) Response Time - Within 24 Hrs. Resolution Time - Within 48 Hrs.  
Spare Calls (in which part is to be replaced/repared) - within 72 Hrs.
  - b) SLA Compliance > 95 %

5. If any call remains unresolved/unattended after the specified time as in point 4, penalty of Rs 200/- per day will be levied to vendor maximum upto Rs 2000/- after that contract may get cancelled.
6. Selected vendor will provide us one toll free/help desk number to log calls.
7. After finalisation of Contract, the selected vendor will deposit security of amount 10 % of AMC contract value of the total period
8. Vendor will provide the sufficient spare stock at our head office to reduce the down time of systems.
9. **Payment Terms**- Payment will be made after end of each quarter, within 10 days from date of submission of bills. Vendor will also submit quarterly, preventive maintenance report for each branch duly signed and stamped by branch manager along with bills for that quarter
10. All the disputes will be under jurisdiction of Sangrur Court only. Bank will be at liberty to cancel the contract at any time without assigning any reason with notice period of 15 days. Payment of that period (for the period vendor has given AMC services to the bank) will be released to vendor on pro data basis after deducting the penalties, if any.
11. Services of successful vendor will be reviewed after 06 months and extension will be given only after satisfactory level of service

Last date to submit the quote is 15-05-2018 by 2 PM. Quotes will be opened by purchase committee on same day at 3 PM. In case 15-05-2018 happens to be a holiday, quotes will be opened on next working day at 12 PM. Plz submit the financial bid in bank's format only as per Annexure 1.

**Malwa Gramin Bank, Head Office,  
Prem Basti, Sangrur**

Contact Person – Mr Raman Sharma- Manager IT-9814593176  
Mr Navneet Rana- Manager IT- 7508113398

**To be printed on letter head of the company/firm**

**Annexure 1-**

<b>Format for Financial Bid</b>			
Items	Quantity	Unit Price*	Total price*
4 CCTV cameras are installed with 4 Channel DVR	66		
4 CCTV cameras are installed with 8 Channel DVR	15		
5 CCTV cameras are installed with 8 Channel DVR	3		
6 CCTV cameras are installed with 8 Channel DVR	2		
10 CCTV cameras are installed with 16 Channel DVR	01		
	<b>FINAL PRICE</b>		

**\* Price should be inclusive of all taxes, freight charges or any other charges.**

**Declaration:**

I certify that my firm shall abide by the terms & condition as laid down in invitation for AMC of CCTV Systems.

The Firm is not involved in any major litigation that may have an impact of affecting

The Firm is not blacklisted by any Central/State Government/Public Sector

Yours faithfully

Signature

Name

Seal

