



**TRIPURA GRAMIN BANK**  
**Head Office**  
**Abhoynagar, Agartala,**  
**Tripura, PIN799005**

**Request for Proposal (RFP)**  
**For**  
**Supply, Installation, and Maintenance of**  
**Close Circuit Tele-Vision (CCTV) Surveillance System**  
**in Tripura Gramin Bank**

**Bid Reference No.: TGB/HO/IT/F-83/2018-19/01**

**Request for Proposal (RFP)  
For  
Supply, Installation, and Maintenance of  
Close Circuit Tele-Vision (CCTV) Surveillance System  
in Tripura Gramin Bank**

**Contact Details: TRIPURA GRAMIN BANK**  
**Head Office, Opposite to Radhanagar Bus Stand**  
**Airport Road, Abhoynagar, Agartala, Tripura, PIN-799005**  
**Phone No. 0381 – 2316987**  
**E-mail: [hodit@tripuragraminbank.co.in](mailto:hodit@tripuragraminbank.co.in),**  
**Website: [www.tripuragraminbank.org](http://www.tripuragraminbank.org)**

**BID ABSTRACT**

<b>Sl. No</b>	<b>Subject</b>	<b>Remarks</b>
1.	Start date for submission of Bid	<b>17.12.2018</b>
2.	Last date for receipt of Bid Documents	<b>31.12.2018</b>
3.	Date & Time of Opening of Technical Bid	<b>02.01.2019, 11:00 Hrs</b>
4.	Demand Draft / Pay Order of Rs. 1,000/- as Participation fee	Along-with Technical bid in bidding
5.	Date & Time of Opening of Commercial Bid	Shall be notified later
6.	Bank Guarantee	<p>1. A Bank Guarantee of Rs. 20 Lakhs (Rupees Twenty Lakhs only) must be given by the successful bidder in favour of the bank to the Head Office.</p> <p>2. The successful bidder will hand over the Bank guarantee to the GM, TGB, Head Office within 12 (twelve) working days from the date of placement of orders by the Bank, failing which the orders will be passed on to the L-2 vendor.</p>
7.	Place of Opening of Bids	Tripura Gramin Bank Head Office, (Opposite to Radhanagar Bus Stand) Airport Road, Abhoynagar, Agartala, Tripura, PIN-799005
8.	<p>Note: The Bank reserves the right to amend the RFP/ place clarifications/explanations/ additions/ modifications/ corrigendum on account of issues arising at any point of time on various aspects of RFP. It is to be noted that aforesaid will be displayed/ notified on website only and these will be binding on intending bidders. The Bank shall not be liable for any communication gap. In addition, all intimations meant for the bidders, if any by the Bank, in context of this RFP will be displayed on Bank's website only.</p>	

## INTRODUCTION

### 1. General

The Bank invites technically complete and commercially competitive bids from reputed vendors for empanelment of five- Six vendors for offices of the bank located in state of Tripura for a period of 3+3 years for the supply, installation and maintenance of CCTV surveillance system, as per the technical specifications provided in this RFP. The two-stage bidding process will comprise **Technical Bids & Commercial Bids** as per the technical specifications, mentioned in this RFP.

### 2. Bidders' Eligibility Criteria

The intending bidders must fulfill the following criteria:

1. The intending Bidder should produce Trade License along with GSTN details.
2. The intending bidder should be a registered and profitable company/ firm involved in supply, Installation & maintenance of CCTV Systems, for at least last 3 financial years.
3. The average annual turnover of the company must not be less than Rs. 20 lakh per year, during last three financial years (2015-16, 2016-17, 2017-18).
4. The intending bidder must have executed single order of Rs. 5.00 lakh or more for the installation of CCTV Systems, in Central / State Government Department or Scheduled Commercial Banks in India (including Tripura) during the last 3 financial years. An authenticated / verified copy of the Purchase Order and Completion Certificate(s) should be submitted along with the technical details.
5. The intending bidder should have completed installation of minimum 100 Standalone Digital Video Recorder (SDVR) based CCTV systems in Scheduled Commercial Banks or in Central / State Government Department in India during the past three years ending 31.03.2018. Attach purchase Orders along with completion certificate(s) to substantiate installation thereof with the technical bid.
6. The intending bidder should enclose Manufacturers' Authorization Letter/ Dealership Certificate from the Original Equipment Manufacturer (OEM) for the relevant SDVR equipment along with the Technical Bid. OEM should have pan India presence.
7. The intending bidder should have a back-to-back support from the OEM of the Standalone Digital Video Recorder for next six years for supply and maintenance. Any upgrade and updates for the next 3 years, i.e., during warranty period, shall be made available by the vendor without any additional cost. The bidder should have After Sales Service Centers (ASSC) within the state of Tripura equipped with requisite spare parts etc. Attach Undertaking of the OEM and List of SSCs.
8. The Manufacturer's Plant should have ISO-9000 series or equivalent Certificate for quality management.

### **3. Technical Requirement**

#### **A. CCTV System**

- i. CCTV System with fully integrated Standalone 8 Channel Standalone DVR with embedded software, capable of working in 24x7 environment. The CCTV system is to comprise of Standalone DVR, including storage HDD, 2 Mega pixel CCD Cameras (Fixed Lens / Dome / IR) with Night Vision, 19" TFT monitor, cabling and other accessories.
- ii. System shall have combination of Digital CCD Color Video Cameras with fixed lens / Dome, IR, application software, color video monitors, keyboard, mouse etc. Systems shall be scalable.
- iii. The system shall offer both Video Stream Management and Video Stream Storage Management. It should support Play back search-date, time, camera, alarm, motion.
- iv. The system should provide in built facility of Watermarking to ensure tamper proof recording, so that the video recorded cannot be altered and these can be used as evidence at a later date, if so required. The audit trail is intact for evidential purposes.
- v. System shall provide sufficient storage space of all video recordings for a minimum period of 60 days as per Bank's requirements, @30 fps per channel NTSC/PAL and CIF playback resolution using necessary compression techniques for all cameras. The system shall have provision to automatically overwrite the new information after the period of 60 days and necessary script/algorithm must be available in the application (Data recycling on FIFO basis).
- vi. The system should have facility for viewing, recording and playback simultaneously.
- vii. System should have file player software so that back up can be auto played on any PC using Windows Media Player/on a cine player provided free of cost by the vendor.
- viii. It should support in built USB flash disk, USB hard disk, USB –DVD-RW / CD-RW for back up.
- ix. Wall Mounted Rack with locking provision for safety of DVR.
- x. Provision of pulling of the video images on the network using DVD/ CD ROM and /or Removable disc / Pen Drive.
- xi. Original Equipment Manufacturer (OEM)/authorization/dealership for sale of DVR and other equipment



- xii. It should support video signal loss alarm. System should do health check of all cameras.
- xiii. The system should carry UL/FCC/CE certification. The Manufacturer's Plant should have ISO-9000 series or equivalent Certificate for quality management.
- xiv. It should have Warranty for-three years with a post warranty comprehensive AMC for three years.

#### **4. Scope of Work**

Bank has big network of 160 operational units as on 31.03.2018 all around the state of which are under the administrative control of 3 Regional Offices. Empanelled vendors shall be required to install such equipment with technical specifications provided in the RFP at various branch/ offices of the Bank. List of branches and supply order will be supplied from time to time by Head Office.

1. Under mentioned type of CCTV systems with Standalone DVR shall be installed at Branches/Offices of the Bank in a phased manner: -
  - a. CCTV Surveillance Systems with 8 - Channel Standalone DVR & 19" LED monitor.
2. Complete maintenance of the systems during 3 years warranty period and comprehensive AMC for 3 years thereafter.

### **INSTRUCTIONS TO BIDDERS**

#### **5 Bidding Process**

##### **5.1. RFP PURCHASE AND BID SUBMISSION**

The RFP can be downloaded from the Bank's website, i.e., [www.tripuragraminbank.org](http://www.tripuragraminbank.org). The Bank shall not consider any request for extension of date for bid-submission for any reason whatsoever. The bids not accompanied by the Demand Draft / Pay Order of requisite amount and other documents mentioned in the RFP shall be out rightly rejected. Bids duly sealed, addressed to the General Manager, Tripura Gramin Bank, Head Office, Agartala should be delivered on or before **31.12.2018** at **16:00** hrs positively. The Bank shall not entertain tender(s)/bids after expiry of due date and time mentioned above. The Bank shall not be responsible for any postal delay.

##### **Tender will be received at the following address:**

Tripura Gramin Bank  
Head Office  
(Opposite to Radhanagar Bus stand),  
Airport Road, Abhoynagar  
Agartala, PIN 799005  
Phone No. 0381-2316987

In the event of the specified date and time for bid-submission being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

## **5.2. COST OF BID**

The intending bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## **5.3 PARTICIPATION FEE**

The intending bidder shall have to deposit the participation fee of Rs. 1,000 /- (non-refundable) in the form of Bank Draft drawn in favour of "Tripura Gramin Bank," payable at Agartala at the time of submission of bid.

## **5.4. EARNEST MONEY**

The intending bidder shall have to deposit the earnest money of Rs. 25,000/- in the form of Bank Draft drawn in favour of "Tripura Gramin Bank," at the time of submission of bid. No interest shall be payable on the earnest money. The earnest money of the unsuccessful bidders will be refunded, without any interest thereon, soon after the decision to award the work is taken or after the expiry of the validity period of the tender.

## **5.5. RETENTION MONEY**

The successful bidder on placement of work order under RFP need to agree for retention amount of 10% of the billed amount of the work, which will be kept up to the warranty period and the retention amount will be refunded to the contractor, after deducting any sum due from the contractor on any account under this contract, provided he has satisfactorily carried out all the work and attended to all defects in accordance with the conditions of the contract. No interest shall be payable on retention money.

## **5.6. CLARIFICATIONS REGARDING RFP**

To assist in the scrutiny, evaluation and comparison of offers, the Bank may at its own discretion, ask some or all intending bidders for clarification on the offer made by them. The request for such clarifications and the bidder response will be in writing. Any prospective bidder requiring clarification on any point mentioned in the RFP may notify the Bank in writing only at the address indicated below by 14.12.2018:

### **The General Manager**

Tripura Gramin Bank, Head Office-Abhoynagar, Agartala, PIN-799005  
Phone No. 0381-2316987

## **5.7. WITHDRAWAL / AMENDMENT TO RFP CONTENTS**

The bank reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more vendors, or to cancel the process in part or whole without assigning any reason.

The Bank also reserves the right to amend the RFP or put clarifications/explanations/additions/modifications/amendments on a/c of issues arising at any point of time on various aspects of RFP. Amendment will be notified on the Bank's website / portal and will be binding on participating bidders. The Bank shall not be liable for any

communication gap. 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.

## 5.8. SUBMISSION OF BID

The intending bidder shall submit tender in sealed envelopes in two sets as following:

**PART – A (TECHNICAL BID)** – Duly super-scribed on the Envelope consisting of:

1. Demand Draft of Rs. 1,000/- (Non-refundable) as Participation fee, in a sealed envelope.
2. Demand Draft of Rs. 25,000/- as Earnest Money, in the sealed envelope.
3. Technical Bid envelope shall include following documents, duly filled-in, stamped and signed:
  - a) Appendix–‘A’- Bidder's General Information (Must attach supporting documents i.e. Purchase Order(s), Completion certificate(s) to substantiate claim(s) for each clause and item with the Technical bid.
  - b) Appendix–‘B’- Technical Specifications for CCTV System.
  - c) Appendix–‘C’- All requisite enclosures as mentioned in ‘Other Mandatory Requirements’ (Attach requisite documents by marking as indicated)
  - d) Appendix–‘F’- Letter of Undertaking by the Bidder

**PART – B (COMMERCIAL BID)** – Duly super-scribed on the Envelope Consisting of:-

1. Price Bid in given format duly filled, stamped and signed (**Appendix ‘D’**).
2. The envelopes must contain Bidder’s Title / Name, Address, Contact Person and his Telephone / Mobile No.
3. The Bank expects the bidder to carefully examine all instructions, forms, terms & conditions, technical specifications etc., mentioned in this RFP. Failure to furnish all information required for submission of a bid not substantially responsive to the RFP in every respect will be at the bidder’s risk and may result in the rejection of its bid without any further reference to intending bidder.

## 5.9 STAGES OF BIDDING

### 5.9.1 First Stage of Opening of the Technical Bid:

- (a) First Step: Technical bids of all participating bidders will be opened at the Bank’s Head Office in presence of the Bidders’ or their duly authorized representatives. The participating bidders or representatives in the opening process shall sign a document evidencing their attendance.
- (b) Second Step: All Technical bids along with supported documents, as required, found correct/in order with participation fee and all other relevant documents will be evaluated in house by the Bank against Bidder’s Eligibility Criteria mentioned in the RFP.
- (c) Third Step: The Bidders, whose Technical Bids qualify in all aspect and specifications of the Bank, shall be informed and they will be required to arrange for a demonstration of the CCTV equipment at Head Office or at such place as intimated by the bank, to assess the suitability for empanelment. Within 7-10 days of receipt of the information, the bidder shall arrange for demonstration at their own cost. The participation of a vendor in the Demo does not guarantee empanelment.



Further, empanelment does not automatically guarantee any purchase order or award of an AMC.

### **5.9.2 Opening of the Commercial Bid:**

Commercial bids of only those companies / firms will be opened, which qualify in technical bids and provide satisfactory performance during live demonstration of their all equipments as per satisfaction of the Bank.

- (a) **First Step:** Commercial bids of qualifying participating bidders shall be opened by the Bank's Bid Committee in presence of the Bidders' representatives, who choose to attend, at the given time, date and venue. The intending bidder or his representative representatives, who participate in the opening process, shall sign a document evidencing their attendance.
- (b) **Second Step:** Outright Purchase cost of equipment for 8(eight) Channels SDVR, price per meter of wiring material, rate for Comprehensive Annual Maintenance Contract (CAMC), will be compared with the bidders who successfully qualified in technical bid and the lowest quoted rate will be the determining factor for each equipment to declare Level-1 rate.
- (c) **Third step:** Similarly, next 4 to 5 lowest rate quoting bidders will be declared as Level-2, Level-3, Level-4 and Level-5 and they will be finalized for empanelment with the Bank for supply, installation and maintenance of the equipment to the Bank. All the 5 (Five) vendors will be required to accept and give their consent in writing to supply and install their quoted equipment at the aforesaid L-1 rate, will be finalized. In case, some of aforesaid bidders do not wish to give consent or fail to do so at the time of opening of bids, the next higher bidder would be invited to do so. If L-1 withdraws from the tendering process after acceptance of Bank's placement orders, the L-1 rates will still continue to be in force for adhere by remaining empanelled vendors.

***Note: In an eventuality of not finding 5 suitable competitive bidders, lesser number of bidders may be empanelled.***

- (d) **Fourth Step:** The purchase orders for supply & installation of systems will be given by Head Office of the Bank. A Comprehensive AMC (CAMC) including replacement of all defective parts or assemblies of equipment, two mandatory visits, one visit in every six months besides the emergency calls. Complaints will be attended within 24 hours of lodging of complaint by the vendor. No additional charges/conveyance will be paid in this regard. Non attending to CAMC properly will invite penalty clauses which are listed below:-
  - i. **INR 200.00** per day, if part equipment remains nonfunctional for more than two working days of the Bank and up to 10 working days.
  - ii. **INR 150.00** per day, if part equipment remains non-functional beyond ten working days of the bank.
  - iii. **INR 250.00** per day, if complete system is nonfunctional for more than three working days and up to seven working days of the Bank.
  - iv. **INR 400.00** per day, if complete DVR system remains nonfunctional after seven working days.

## 6. BID FEATURES

### 6.1. Language of the Bid

All bids and supporting documentation must be in English only.

### 6.2. Bid Currency & Price Structure

Prices shall be expressed in the Indian Rupees only. The Prices quoted by the bidders should be inclusive of supply, installation of all hardware, software and other components. Charges for transportation, forwarding and insurance to cover the equipments during transit will be borne by the bidder. All taxes, duties and levies and other related expenditure in connection with execution of allotted work shall be borne by the successfully bidders. The Bank shall neither pay any other cost nor consider any other cost for paying to empanelled vendors. The successful bidder will have to offer Three years comprehensive On-site warranty maintenance covering all parts, service and visits to the concerned branch and 3 years comprehensive AMC thereafter. The cost will not depend on any variation in USD/£/€ exchange rate or change in tax structure. Prices quoted by the bidders should be inclusive of supply, installation and configuration of the offered equipments.

### 6.3. Validity Period

The Bids shall be valid for a period of 180 days from the date of opening of technical bids. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

### 6.4. Format & Signing of Bid

- (a) The Bank in case of non-adherence to the format or partial submission of bid will not evaluate the bid.
- (b) Each bid shall be made in the legal name of the bidder.
- (c) Each page of it shall be serially numbered, signed and duly stamped by the bidder or a duly authorized person to sign on behalf of the Bidder.
- (d) Any interlineations, erasure or overwriting shall be valid only if these are initialed by the person(s) signing the bid.
- (e) Executive(s) representing the bidder should be duly authorized to sign the bid, interacting with the Bank for all sorts of communication as well as appearing in for price negotiation meeting, in case the bidder emerges as L-1 as a result of commercial evaluation of all technically qualified bids.
- (f) A letter of this intent, issued by the Proprietor / CEO / Director or any top level executive, authorizing representing executive(s) should be submitted as part of the technical Bid.

### 6.5. Technical / Commercial Bid Essentials:

- (a) All relevant information should be given against the space provided for information in the prescribed Appendices. Writing of 'OK' 'accepted', 'noted', 'sheet attached' will not be accepted. In case, due to insufficient space, a sheet is added, page no. of that sheet should be mentioned and the added sheet should have backward reference on right hand top thereof.
- (b) All supporting documents of the particular Appendix should be attached there after the bid, writing reference thereon.
- (c) **The Technical Bid must contain the following: -**

- i. Participation Fee Demand Draft for Rs 1,000/- (non-refundable) favoring Tripura Gramin Bank.
- ii. Letter authorizing representing executive(s)
- iii. Documents in support of meeting Bidder's Eligibility Criteria as per para-2 of RFP with authenticated supporting documents. Non-attachment of requisite documents will disqualify the bidder;
- iv. Bidder's General Information;
- v. Authorization Letter(s) / Dealership Certificate from OEM.
- vi. Point wise Compliance with the Scope of Work
- vii. Compliance with Technical Specifications/Requirement of the Equipments as per para-3.
- viii. Details of Service / Support Infrastructure
- ix. Acceptance of all Terms & Conditions as mentioned in the RFP
- x. Product Brochures containing detailed description of essential technical and performance characteristics of offered equipments;
- xi. Audited Balance Sheet and Profit & Loss Account documents for the last 3 Financial years (2015-16, 2016-17, 2017-18)
- xii. Undertaking to provide comprehensive One year On-site Warranty including free replacement of DVR system in case performance is not found satisfactory which may include more than two instances of break down or no performance within the first one year or inefficient / ineffective recording or user unfriendliness of the equipment
- xiii. Performance of Bank Guarantee format (Appendix- 'E')
- xiv. Undertaking of authenticity for standalone DVR system based system
- xv. EMD Demand Draft for Rs 25,000/- favoring Tripura Gramin Bank
- xvi. Trade License with GSTIN Details
- xvii. IT Return (Last three Financial Years 2015-16, 2016-17 & 2017-18)

**(d) The Commercial Bid must contain the following: -**

- i. Bill of Material with Pricing Information of all CCTV equipments with various models and software items, with three-year comprehensive on-site warranty with spare parts (**Appendix-'D'**).
- ii. Rate for Annual Maintenance Charges after warranty period.

## **7. Bid Evaluation**

The purpose of bid evaluation is to determine:-

- (a) Reputation of the DVR manufacturer in India or abroad for quality and reliability;
- (b) Capability of the proposed DVR to meet functional requirements outlined in the documents;
- (c) Compliance of the SDVR(s) offered with Technical specifications laid down in the tender;
- (d) Compliance with technical requirement of equipment as per para-3 of RFP
- (e) Acceptance of terms and conditions
- (f) Service and support capabilities of the vendor;
- (g) Vendor standing i.e. experience in supply and support of similar solutions;
- (h) Vendor meeting the qualification criteria as specified in the tender documents;
- (i) Sound financial condition as judged by the Bank and



- (j) The lowest evaluated responsive bid from amongst the substantially responsive bids received by the Bank. In order to determine the lowest evaluated responsive bid, the Bank shall adopt a systematic evaluation process.

### **7.1. General Evaluation**

1. The Bank will examine the bids against *Bidder's Eligibility Criteria* mentioned in the RFP.
2. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
3. The Bank may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid against this RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the RFP without material deviations.
5. During evaluation of the bids, the Bank may, at its discretion, ask the bidder for providing clarification on any point mentioned in its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

### **7.2. Equipment Evaluation**

1. After in house evaluation of technical bids by the Bank, vendors, who meet the requisite criteria, will be short-listed. The short listed vendors will be asked to give performance demonstration of all their equipments viz. Standalone DVR (8Channels, Cameras (Bullet/Dome/ Vari-focal Lenses), Monitors, & their compatibility and accessories viz. wires, switches, cables, conduits etc. All equipments shall be complying with Technical Specifications of the RFP and International quality certifications. All accessories shall be ISI mark or of equivalent quality certifications.
2. Location of the demonstration will be at Head Office or placed fixed by bank. The Date and time shall be intimated in due course. Maximum seven days' notice will be given for the demonstration. The Bank for the short listed bidders will arrange the demonstration and they will participate at their own costs.
3. All equipments and accessories used for the demonstration by the bidders should be the one, which has been quoted by them in their bids as part of the RFP. No chance will be given to re-demonstrate.
4. Commercial bid of only those firms / companies will be opened, which provide satisfactory performance demonstration of their all equipments to the Committee and fulfill all other requirements as enlisted in the RFP.

### **7.3 Commercial Evaluation**

Commercial bids submitted will be opened only for those bidders, who have qualified the general and technical evaluation, their price will be compared and the lowest quoting bidder will be declared as L-1. However the bank shall be under no obligation to

accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all the offers without assigning any reasons whatsoever.

### **8. Award Notification**

The acceptance of a bid, subject to contract, commercial considerations & compliance with all terms and conditions will be communicated in writing by means of placing order at the address supplied by the bidder in its bid. Any change of bidder's address, should therefore be promptly notified in writing to: -

**The General Manager**  
Tripura Gramin Bank,  
Head Office,  
Abhoynagar,  
Agartala, PIN 799005  
Phone No. 0381-2316987

### **9. Bidder's Disqualification**

Any bidder not complying with the bidding process is liable for disqualification at any stage without assigning any reason. Decision of the Bank in this regard shall be final, conclusive and binding on the bidder.

### **10. Terms and Conditions**

All under mentioned terms and conditions for vendors, who participate in this bid, are binding on all. These terms and conditions will also form part of the Purchase order, to be issued to the successful Bidder. All the terms and conditions from (a) to (s) should be stamped and signed and attached with the Technical Bid as acceptance of these terms and conditions.

- (a) **Proposal Ownership**-The bid and all supporting documentation submitted by the bidders shall become the Bank's property and the Bank reserves the right to accept or reject any request made by any bidder to return or destroy the bid and accompanying documentation.
- (b) **Delivery, Installation and Commissioning of Items**-The vendor shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational within 30 days of the date of purchase order. No extra charge shall be provided to the vendor for the same. Appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the Bank at the respective site is to be taken by the vendor. The cost of the insurance will be borne by the vendor. The Bank shall not be liable for any damage to the equipment, at any stage during supply, installation, commissioning and testing of the equipment. The Bank shall not be liable for any compensation to be paid to the workers on account of any injury or grievous hurt suffered by them, during the execution of work order. Any damage caused to the Bank's property at any stage of supply, installation, commissioning and testing of the equipment shall be borne by the firm. No Advance payment will be made for installation of the system. Bills will be settled only after installation and commissioning of the system to the Bank's satisfaction. The bidder has to submit an undertaking (format enclosed as Appendix-F) along with the delivered item, signed by the official not lower the company secretary of the system OEM, certifying that all the components / parts / assembly / software used in the Standalone DVR based CCTV Systems i.e. DVR,



Camera, Monitor etc. are original with new components / parts / assembly / software and that no refurbished /duplicate / second hand components / parts / assembly / software are used or would be used. In case of serious discrepancy in equipments supplied, the Bank may cancel the entire purchase order and return the item(s) back to the vendor at vendor's costs and risks. The vendor shall give acceptance within one week from the date of order. Bank has right to cancel the order, if the same is not accepted within the stipulated period from the date of order and the earnest money of the bidder will be forfeited.

- (c) **Payment Terms:** No advance / mobilization amount will be paid to the vendors. 90% of the billed amount will be allowed after installation, successful commencement, functioning of the systems and submission of bills, and verification of quantities.
- (d) **Performance Bank Guarantee:** The empanelled vendor, with whom the Head Office places the orders for supply & installation of security systems, will be required to execute a performance guarantee. The Bank guarantee (equivalent to the cost of equipment for which orders are placed by the Bank) will be given by the vendor to the Head Office. The Bank guarantee will be handed over to the Head Office within 6 working days of the date of placement of orders by the Bank, failing which the orders will be passed on to the L-2 vendor. This will be valid until the warranty period is over. 10% cost of equipment installation, as per the bills submitted will be retained by the Bank and will be released after the warranty period. **Bank Guarantee will be invoked** if the empanelled vendor fails to carry out this obligation mentioned therein.
- (e) **Further Orders:** The Bank may place further orders for supply, installation, and maintenance of security systems at the same rate and terms & conditions as per the Rate Contract entered into with finally selected vendor, within 12 months period from the date of first purchase order. However, if during the said 12 months period, any downward price-revision for any of equipments occurs and then vendor must offer the same to the Bank without any delay and request from the Bank.
- (f) **Order Cancellation:** The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:-
  - i. Delay in supply, installation and commissioning of equipments, beyond the specified period 30 days
  - ii. Serious discrepancy in quality of supplied equipments.
  - iii. In the event of order cancellation, the vendor shall be responsible to take back the faulty equipments at their cost & expenses.
- (g) **Manuals / Guides:** The equipments will have to be supplied with all the manuals /guides in electronic form and / or printed booklet(s) as provided by the respective Original Equipment Manufacturers subject to approval of the bank. All the manuals / guides should be in English only.
- (h) **Hardware Warranty:** The offer must include comprehensive on-site warranty, covering all parts, for minimum 3 years period starting from the date of installation and acceptance of the system by the Bank. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all installed equipments covered by the RFP. Vendor must warrant all equipments, against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and arrange repairing and/or replacement of all defective components at the site for free of charge to the Bank. Also, the warranty of the equipments procured shall not become void if the Bank further buys

any other supplemental equipment from a third party and installs it with these equipments in the presence of the representative of the vendor.

- (i) **Annual Maintenance Contract (AMC):** After expiry of three years of warranty period, the Bank may enter into a contract with the vendor(s) for Post-Warranty support required for proper maintenance of equipments supplied by them. The vendor(s) must undertake to provide for equipments and arrange for spare parts for a minimum period of 3 years after expiry of warranty period. The vendor shall provide service / support within 24 hour of complaint made by the bank. The vendor(s) will not outsource the maintenance work assigned by the Bank, to any second party and will arrange attending of all complaints registered by the Bank officials through its own service / support infrastructure only. The Bank reserves the right to terminate the comprehensive AMC by issuing one month's notice to the concerned vendor(s), if the services rendered by the vendor(s) are found unsatisfactory. In that case, the vendor(s) will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.
- (j) **Support:** The vendor is required to provide sound after-sales service/support by arranging timely attending of calls (within 24 hour) received from the branches/offices where the equipments have been supplied & installed; and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet up time the vendor has to maintain sufficient inventory of spare parts/equipments at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipments. The vendor must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos. e-mail addresses and names etc. of its service engineers.
- (k) **Spare Parts:** Vendor will ensure availability of spare parts for the supplied equipments for a minimum period of 7 years from the time of their acceptance.
- (l) **Liquidated Damages:** The Bank expects installation of systems at the site within 30 days of the work order. However, if the vendor commits delay in delivery or installation, within the said period, the vendor will be liable to pay a sum of 1% (one percent) of the order value per site for each week of delay beyond the scheduled installation date by way of liquidated damages.
- (m) **Hardware Failure:** If, during the warranty period as well as AMC period, any equipment fails to function properly four or more times during a quarter due to any reason except force majeure event, the vendor shall arrange replacement of the same by new equipment of same or higher configuration, at no cost to the Bank.
- (n) **Indemnity:** Vendor shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademark, copyright etc. or such other statutory infringements in respect of all the network equipments supplied by it.
- (o) **Publicity:** The vendor shall ensure that the name of the Bank does not appear in any of its advertisements, product demonstrations, sales promotion schemes, or any publicity initiatives, without obtaining explicit written permission of the Bank in this regard. The Bank, however, reserves the right to reject any such request made by vendor.
- (p) **Suspension of Work:** The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work

to the vendor in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

- (q) **Guarantees:** Vendor should guarantee that the equipments delivered to the Bank are brand new. All equipments must be sealed box-packed and supplied with their original and complete electronic and / or paper printed documentation.
- (r) **Force Majeure:** The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, fire, floods, strikes, lock-outs and freight embargoes. If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- (s) **Sole Responsible:** The successful bidder shall be solely responsible, liable & accountable for any loss caused to the Bank and/or its customers due negligence act on the part of the successful bidder.

#### **Resolution of Disputes:**

##### Applicable Law & Jurisdiction:-

The Bank and the Successful bidder shall use their best efforts to settle amicably in all disputes/ differences, if any, arising out of or in connection with this Agreement/ contract within thirty (30) days from the date of receipt of the notice. Any notice served by any party will be deemed to have been served effectively on either of the parties if sent by registered post and/or speed post to the address mentioned in the documents or the last known address of the Bank and successful Bidder. In case of failure of negotiations amicably within the stipulated period mentioned above, should be settled in the competent "COURT OF LAW" at Agartala, West Tripura District where the Head Office of Tripura Garmin Bank is situated. If any party desires to make appeal against the impugned Judgment, the respective party will be at the liberty to file such appeal before the Hon'ble appellate authority.

<b>BIDDER’S GENERAL INFORMATION</b>		
1.	Name of the Bidder	
2.	Years of Commencement of Business	
3.	Whether ISO Certified?	Yes / No
4.	If Yes then details	
5.	Constitution of the Bidder (Tick mark the applicable)	(a) Limited Company, (b) Private Limited Company, (c) Partnership (d) Sole Proprietorship (e) Other (Please Mention)_____
6.	Bidder’s Registered Address with Pin Code	
7.	Contact Details	Email:
		Fax:
		Phone Nos.:
8.	Details of Authorized Representative(s)	
9.	Name(s) and Address of Director(s)(Supported by photograph and valid KYC documents)	
10.	Year of establishment of the firm/companies	
11.	Existing Savings account number of the bidder, name of the Bank, branch and IFSC No.	
12.	When did the bidder start such business mentioned in RFP?	
13.	Name the Bank/Govt. Departments, where, the bidder had worked.	
14.	Whether registered with Registrar of Companies/ Registrar of Firms	(if so, mention Number & Date)
15.	Whether Registered for GST purposes?	Yes/No (If yes, mention number & date)
16.	Is the firm a Manufacturer / Dealer / Distributor of CCTV systems.	Yes/No (Attach Authenticated Copies)



17.	Net Profit (Rupees. In lakh)	During FY 2015-16: During FY 2016-17: During FY 2017-18:
18.	Total Turnover (Rupees. In Crores)	During FY 2015-16: During FY 2016-17: During FY 2017-18:
19.	Revenue earned from sale of equipments (CC TV) (Rupees in Crore)	During FY 2015-16: During FY 2016-17: During FY 2017-18:
20.	No. Of Service Centers:	(Attach list of the Centers, their addresses, Contact person and Tele & Mobile Nos.)
21.	Check List	

### **DECLARATION**

1. I / We have read the instructions appended on the Performa and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Tripura Gramin Bank on the basis of the information given by me / us can be treated as invalid by the bank and I / we will be solely responsible for the consequences.
2. I / We agree that the decision of the Tripura Gramin Bank in selection of bidders will be final and binding on us.
3. All the information furnished by me hereunder is correct and true to the best of my knowledge and belief.
4. I / We agree that I / We have no objection if enquiries are made about the works listed by me / us in the accompanying sheets.
5. I / We understand that the amount of Earnest Money deposit shall be forfeited if I /We fail to accept the purchase order that may be awarded as L-I bidder, or failure to carry out the obligations for installation of the CCTV System.
6. I / We understand that the amount of retention money shall be forfeited if I /We fail to carry out the terms and conditions and/or instruction issued by the Bank from time to time.

**Signature & Seal of the Bidder**



## TECHNICAL SPECIFICATION FOR CCTV SYSTEM

SL	ITEM	Specifications
1.	Digital Video Recorder(DVR)	8-Channel DVR having UL/CE/FCC Certifications. Should be any of the following brands: <i>Pelco, Sony, Godrej, Samsung, Axis, Hikvision, Dahua, Methodex, CP PLUS, AnG India, Honeywell, Bosch, LG</i> Cameras and DVR should be of the same brand.
2.	BULLET Cameras	2MP Full HD with Night Vision having UL/CE/FCC Certifications. Should be any of the following brands: <i>Pelco, Sony, Godrej, Samsung, Axis, Hikvision, Dahua, Methodex, CP PLUS, AnG India, Honeywell, Bosch, LG</i>
3.	DOME Cameras	2MP Full HD with Night Vision having UL/CE/FCC Certifications. Should be any of the following brands: <i>Pelco, Sony, Godrej, Samsung, Axis, Hikvision, Dahua, Methodex, CP PLUS, AnG India, Honeywell, Bosch, LG</i>
4.	HARD DISK	Suitable for minimum 60 days backup.
5.	SMPS	To support 8-Channel DVR
6.	Monitor	19"- LED Back Lit

**OTHER MANDATORY REQUIREMENTS**

- 1) All imported products, e.g. Cameras, DVRs should carry quality certification i.e.; CE /FCC / UL. (Copies to be enclosed) and all Cable and PVC conduit i.e. ISI Mark(Should be marked as Annexure-1)
- 2) Products should be from ISO certified Manufacturer & Supplier. (Copies to Be enclosed) (Should be marked as Annexure-2)
- 3) Copies of Back-To-Back Authorized Dealership Certificates to Be Enclosed (Should be marked as Annexure-3).
- 4) Local Postal Address (with PIN-code) & Telephone Number of All Service Centers should be provided (Should be marked as Annexure-4).
- 5) Copies of GST Regd. No. (Should be marked as Annexure-5)
- 6) Copy of PAN No. Registration (Should be marked as Annexure-6)
- 7) Brochures / Technical Data Sheets of products offered (Should be marked as Annexure-7.1, 7.2, 7.3 etc).
- 8) Copy of Trade License
- 9) IT Return (Last three Financial Years 2015-16, 2016-17 & 2017-18)

**Signature & Seal of the bidder**

## COMMERCIAL BID-FOR STANDALONE DVR BASED CCTV SYSTEM

SI No.	Item Description	Make/Model/Country of Origin	Unit Rate (in Rs.)
1.	8 Channel Standalone DVR as per the Technical Compliance Sheet.		
2.	Monitor: 19" TFT for Standalone DVR		
3.	IR Bullet Camera: Color CCD as per Technical Specifications		
4.	IR Dome Camera: Color CCD as per Technical Specifications		
5.	HARD DISC DRIVE (Suitable for 60 days Backup)		
6.	SMPS for 8-channel DVR		
7.	PVC Pipe per meter		
8.	CCTV Cable per meter		
9.	Board for Camera		
10.	Jack Per Camera		
11.	Power Cable		
12.	Installation charge for each branch		
13.	Onsite Warranty for 3 years		(Yes/No)
14.	GST (Central & State) in percentage		
15.	Service Tax in percentage		
16.	Annual Maintenance Charges(AMC) after warranty period to include 4 mandatory quarterly visits and all emergency calls (excluding the cost of spares and components)		
17.	Whether AMC shall be provided for 3 years		(Yes/No)

**Note:**

1. If any system becomes defective and is required to be taken to workshop, firm will install a standby system till the repaired system is re-installed.
2. AMC will comprehensive in nature which include all kind of spare parts including ports etc.
3. During AMC period, four mandatory visits by technician of the firm will be required in addition to emergency visits.
4. Fixed amount for AMC should be quoted and not in %.

Signature

Seal of the bidder

## ***Proforma for Performance Bank Guarantee***

**To**  
**The General Manager**  
**Tripura Gramin Bank**  
**Head Office**  
**Agartala**

***THIS DEED WITNESETH AS FOLLOWS:***

In consideration of Tripura Gramin Bank (hereinafter called “the said Purchaser”) having its office at the aforesaid address, having agreed to purchase/engage ..... from..... having its office at (Hereinafter called the said Supplier/Vendor/Contractor)” under the terms and conditions of an Agreement dated ..... (herein after called “the said Agreement”).Towards the security for the due fulfillment of the terms and conditions contained in the said Agreement, it has been agreed by the said Supplier/Vendor/Contractor shall provide a bank Guarantee for Rs.....(Rupees..... only).We ..... (indicate the name of the bank) (hereinafter referred to as “the Bank”) at the request of .....(Supplier/Vendor/Contractor) do hereby undertake and guarantee to pay to the Purchaser an amount not exceeding Rs.....(Rupees.....only) (either in lump sum or in parts)against any loss or damage caused to or suffered or would be caused to or suffered by the Purchaser by reason of any breach by the said Supplier/Vendor/Contractor(s) of any of the terms or conditions contained in the said Agreement/contract. Unless repugnant to the context or meaning thereof, expressions, Purchaser, Supplier/Vendor/Contractor, Bank shall mean and include their heirs, representatives, successors, executors, administrators, assigns, etc., as may be applicable,

1. The Bank does hereby undertakes to pay the amount(s) due and payable under the guarantee without any demur, merely on a demand from the Purchaser stating that the amount(s) claimed is/are due by way of loss or damage caused to or would be caused to or suffered by the Purchaser by reason of breach by the said Supplier/Vendor/Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Supplier/Vendor/Contractor(s)failure to perform its obligations under the said Agreement. Any such demand made by the Purchaser on the Bank shall be conclusive as regards the amount(s) due and payable by the Bank under this guarantee, whether made in one go or in parts. However, Bank’s liability under this guarantee shall in totality be restricted to an amount not exceeding Rs.....(Rupees.....only),whether or not invoked or if invoked, in part or otherwise.

2. The Bank undertakes to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Supplier/Vendor/Contractor(s) or any suit or proceedings pending before any Court or Tribunal relating thereto. Thereby meaning that Bank’s liability under the present guarantee shall be absolute and unequivocal in any circumstances whatsoever, if called upon to pay by the Purchaser. However the liability of the bank shall not exceed in Rs.....(Rupees.....only)

3. The Bank further agrees that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues and or advances made by the Purchaser under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till ..... , the Purchaser certifies in writing that the terms and

conditions of the said Agreement have been fully and properly carried out by the said Supplier/Vendor/Contractor(s) and accordingly the Purchaser discharges this guarantee, either in writing or by returning the Original Guarantee Bond or till its expiry whichever is earlier to the Bank.

4. The Bank before the release of the Bank Guarantee Bond in original by the purchaser and before the expiry of this guarantee, as per clause 3 of this Guarantee Bond, may renew this guarantee for the same period as was initially requested upon for this guarantee or for any shorter period, at the option of the purchaser, under intimation to the vendor.

5. The Bank further agrees with the Purchaser that the Purchaser shall have the fullest liberty without Bank's or Supplier/Vendor/Contractor(s) consent and without affecting in any manner Bank's obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Supplier/Vendor/Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Supplier/Vendor/Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of any such variation, or extension being granted to the said Supplier/Vendor/Contractor(s) or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser to the said Supplier/Vendor/Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving the Bank, in any manner what so ever.

6. This guarantee will not be discharged during its currency due to the change in the constitution of either the Bank or the Purchaser or the Supplier/Vendor/Contractor(s), in any manner what so ever.

7. The Bank lastly undertakes not to revoke this guarantee during its currency or extensions thereof, except with the previous consent of the Purchaser, in writing or otherwise than as is provided in this Guarantee.

8. The Bank also further agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as its principal debtor in first instance without proceeding against the said Supplier/Vendor/Contractor(s), and notwithstanding any security or other guarantees that the Purchaser may have in relation to or in relation to the Supplier/Vendor/Contractor(s) liabilities from time to time, as this guarantee constitutes a separate, distinct and independent contract between the Bank and the Purchaser.

9. Any officer for and on behalf of the Purchaser not below the rank of Chief Manager, duly authorized in this regard, shall be competent to issue demand/notice or to issue any appropriate instructions, as the circumstances may warrant, to the Bank under this Guarantee, which the Bank shall have to comply immediately (i.e., within one week from the date of notice of such notice) and forthwith, without raising any dispute or question/s in regard there to, in any manner what so ever. Notwithstanding anything contained herein above:

- a) The liability of the Bank under the guarantee shall not exceed Rs.....  
(Rupees.....only)
- b) This Bank Guarantee shall be valid either till ..... or till the issue of a fresh Bank Guarantee to the Purchaser with a extended period in lieu thereof or till the Purchaser certifies in writing that the terms and conditions of the said agreement have been fully and properly carried out by the said Supplier/Vendor/Contractor(s) and accordingly the Purchaser discharges this guarantee, in writing and by returning the Original Guarantee Bond to the Bank.
- c) The bank before the release of the Guarantee Bond in Original by the purchaser and before the expiry of this guarantee may at its option renew this guarantee for the same



period as was initially agreed upon for this guarantee or any shorter period, at the option of the purchaser, under intimation to the vendor.

- d) The Bank is liable to consider any notice for invocation of Bank Guarantee as a default by the Supplier/Vendor/Contractor(s) and shall be under an obligation to pay to the Purchaser the entire amount of Guarantee or any part thereof under this Bank Guarantee only and only if the Purchaser serves upon the Bank a written claim or demand before the expiry of either the Bank Guarantee or any extended period/s under this Bank Guarantee, as the case may be. Notwithstanding anything contained herein our liability under this Bank guarantee shall not exceed Rs..... (Rupees.....only). This Bank guarantee shall be valid up to ..... and 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.....

10. The purchaser may file case/suit against the Bank before the Court of Law, if the Bank does not follow the guarantee.

This guarantee will be returned to the Bank as soon as the purpose for which it is issued is fulfilled.

**IN WITNESS WHEREOF, the Guarantor has signed this guarantee on this .....day of.....,20....**

**Signed and delivered by the within named Guarantor in the presence of:**

**1.....(Witness)**

**2.....(Witness)**

**(Signature with seal)**

**Name of the signatory:-**

**Designation:-**

**Name of the Bank (with Bank Seal):-**

*(Refer to Para of Terms and Conditions)*

**Undertaking of Authenticity for Standalone DVR based CCTV System**

Sub: Supply of Standalone DVR based CCTV System

Ref: 1. Your Purchase Order No..... dated.....

2. Our invoice no./ Quotation no. .... dated .....

With reference to the Standalone DVR based CCTV System being supplied / quoted to you vide our invoice no cited above we hereby undertake that all the components / parts / assembly / software used in the Standalone DVR based CCTV under the above like Hard Disk, Monitors, Cameras etc. are / shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts/ assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Operating System) and also that it shall be sourced from the authorized source).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery / installation. It will be our responsibility to produce such letters from our OEM Supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, we agree to take back the systems without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM name) also take full responsibility of both Parts & maintenance service as per the content even if there is any defect by our authorized Service Center.

Authorized signatory:

Name:

Designation:

Place:

Date:

<b>CHECK LIST</b>		
<b>PROFIT(Should be profitable for the last three years)</b>	<b>2015-16</b>	
	<b>2016-17</b>	
	<b>2017-18</b>	
<b>Average annual turnover for the last three years &gt; 25 lakh</b>	<b>2015-16</b>	
	<b>2016-17</b>	
	<b>2017-18</b>	
<b>Average</b>		
<b>Purchase Order &amp; Completion Certificate of &gt;=5 Lakh within last three years</b>	<b>Purchase Order</b>	
	<b>Completion Certificate</b>	
<b>OEM Authorization Letter/Dealership cert. for SDVR</b>		
<b>Certificate/P.O. for 100 SDVR in Banks</b>	<b>Purchase Order</b>	
	<b>Completion Certificate</b>	
<b>Undertaking Support from O.E.M.</b>	<b>OEM Support Undertaking</b>	
	<b>List of Service Centers</b>	
<b>ISO 9000 Cert. for Manufacturer</b>		
<b>Appendix A</b>	<b>Bidder General Information</b>	
<b>Appendix B</b>	<b>Technical Specification for CCTV Systems</b>	
<b>Appendix C (Other Mandatory Requirements) (To be marked Appendix 1-7)</b>	<b>Quality Certification/ ISI Mark</b>	
	<b>ISO Certification for Manufacturer (Same as 7)</b>	
	<b>Back to Back Authorized Dealership Certificate</b>	
	<b>Local address and telephone number of Service Centers</b>	
	<b>GST Regd. Copy</b>	

<b>CHECK LIST</b>		
	<b>PAN Copy</b>	
	<b>Technical Datasheet of Product</b>	
<b>Appendix D</b>	<b>Commercial Bid for Standalone DVR based CCTV System</b>	
<b>Appendix E</b>	<b>Bank Guarantee</b>	
<b>Appendix F</b>	<b>Undertaking of Authenticity of SDVR Based CCTV</b>	
<b>Compliance as per Para 4</b>	<b>Technical Specification/Requirements</b>	
<b>Acceptance of Terms &amp; Conditions</b>		
<b>Product Brochures</b>		
<b>Audited Balance Sheet</b>	<b>2015-16</b>	
	<b>2016-17</b>	
	<b>2017-18</b>	
<b>Audited Profit &amp; Loss</b>	<b>2015-16</b>	
	<b>2016-17</b>	
	<b>2017-18</b>	
<b>Undertaking</b>	<b>Three Years On-site Warranty</b>	