ANNEXURE 3 – Supply & Installation of CCTV Systems

1. Scope of Work:

Supply, installation, testing, commissioning, and comprehensive maintenance of CCTV System at Bank branches/offices. This includes providing the machines, necessary peripherals, cabling, and integration with existing systems if required.. Providing warranty post warranty support and ensuring timely rectification of faults.

The scope also covers the provision of ongoing maintenance and support of the proposed as well as existing devices.

2. Eligibility Criteria:

- The vendor must be a registered entity with at least 3 years' experience in the supply and installation of CCTV and related security systems.
- The vendor should have successfully executed at least 3 similar contracts for CCTV System in Banks/PSUs/Government/large organizations in Kerala during the last 3 years.
- The vendor must be a registered firm/company etc. with a valid PAN, GST Registration, and all other relevant trade licenses.
- An OEM authorization certificate must be provided for the specific equipment offered. Technicians should be trained/ certified by OEMs or recognized training institutes.

3. Documents to be submitted:

- Company profile and ownership details.
- Copies of Registration Certificate, PAN, GST, Trade Licenses etc.
- OEM Authorization letter for the CCTV System, technical data sheets and brochures of the equipment’s proposed.
- Work orders / completion certificates for past projects as per clause 2.
- Audited financial statements for the last 3 years.
- Copy of ISO/Quality Certificates if any.
- Service Centre details.

4. Evaluation Criteria:

Applications will be evaluated based on the vendor’s eligibility, technical capability, experience, financial stability, and OEM support infrastructure. The Bank may conduct site visits, request product samples or seek technical presentations before final empanelment.

5. Special Terms & Conditions:

- All equipment must have a minimum 3-year onsite comprehensive warranty.
- AMC support is to be provided post-warranty, on mutually agreed terms.

- Installation must be completed within 7 days from the date of the work order.
- A penalty will be imposed for delayed installation at the rate of 0.5% of the order value per week, subject to a maximum of 5%.
- Contracts will be awarded among empaneled vendors based on competitive quotations.
- Vendors must have service centres /local service supports /technicians within the operational region of bank to attend complaints within 24 hours.
- Critical faults must be resolved within 48 hours from reporting
- Equipment should confirm to BIS/ISO/International standards.
- Only original, brand-new products with valid OEM warranty shall be supplied.
- Bank shall retain 10% of the contract value as retention money which will be released after the expiry of contract period and satisfactory performance of the system.

6. Method of Awarding Contract:

- Rate quotes will be invited from the empaneled vendors every year.
- The rates will remain valid for a period of 12 months from the date of finalization of the rate contract.
- Works / Contract will normally be awarded to vendors matching the L1 price, however Banks reserves the right to consider factors such as quality, specifications, past performance and suitability to Banks requirement while awarding the contract.

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