

Premises & Expenditure Department Head Office-Annexe Salem	 TAMIL NADU GRAMA BANK Your Bank Our Pride	No.27/1, Thirunagar, Hasthampatti, Salem - 636 007 Mail: security@tngb.bank.in Ph: 0427 2522 215
Ref: TNGB/SS/270/2025-26		Date: 21.11.2025

Sub: Inviting quotation for Rate Contract of 1) Annual Maintenance Contract (AMC) and 2) Installation/ Replacement of spares of Burglar Alarm System & CCTV System already installed/ to be installed in our Branches/ Offices/ ATMs (including the new Branches/Offices to be opened during the tenancy of the tender period) for the period of one year from 01.01.2026 to 31.12.2026 which may be extended by one year.

GENERAL TERMS AND CONDITIONS

1. Sealed tenders are invited from reputed service providers/ firms engaged in installation of security and surveillance systems, hereinafter referred as '**The Bidder/ Vendor**' registered under Company Act 1956, (Now companies Act, 2013) for the below works. The Bidder should be a profitable registered company/ firm involved in **1) AMC and 2) Installation/Replacement of spares/ components of Burglar Alarm Systems & CCTV Systems of any Govt./ PSU/ NBFC/ Banking sector for at least three (03) years** and not blacklisted by any Bank or other entity either for substandard equipment or for poor monthly maintenance services.

a. Name of the work	Tender Notice for Rate Quotes of 1) AMC (quarterly preventive maintenance visits) and 2) Installation/ Replacement of spares/ components of Burglar Alarm System & CCTV System already installed / to be installed in our Branches/ Offices/ ATMs for the period from 01.01.2026 to 31.12.2026 in our 680 Branches, 14 ATMs, 11 Regional Offices (ROs) and 3 Administrative Offices (including the new Branches/Offices to be opened during the tenancy of the tender period) across the State of Tamil Nadu. If more than one successful bidder is identified, the Bank reserves its right to allocate Branches/Offices/ATMs among bidder/s, on Regional Office(s) / command area basis inclusive of ATMs & Administrative Offices located in that Regional Office/s area under its discretion.
b. Availability of Tender Forms	From 21.11.2025 to 05.12.2025 (Friday) @ 1:00 P.M. on our Bank website: www.tngb.bank.in
c. Time and Last Date of Submission of Tender	Up to 1:00 P.M. on 05.12.2025 (Friday)
d. Date and Time of Opening of Technical Bid	At 04:00 P.M. on 05.12.2025 (Friday) or as decided by Bank whichever is later.
e. Opening of Financial Bid	After evaluation of the Technical Bids, the Financial Bids of successful short-listed bidders in Technical Bid will be evaluated as per Banks convenience within the period of one week.
f. Final L1 rate arrival	After arriving at the final L-1 rates, it will be communicated through e-mail, to all the successful short-listed bidders in Technical bid.
g. Place & Address for Submission of EMD/ Tender	The General Manager (Monitoring), Tamil Nadu Grama Bank, HO-Annexe Building, Thirunagar, Hasthampatti, Salem – 636 007
h. Quantum of Earnest Money Deposit (EMD) or MSE Clause	The bidder shall have to deposit EMD in the form of DD for Rs.50,000.00 (Rupees Fifty thousand only) from any Bank (preferably Tamil Nadu Grama Bank) favouring " Tamil Nadu Grama Bank " payable at Salem. MSE CLAUSE: MSEs are exempted for EMD, subject to furnishing of relevant MSE Certificate and signed Bid security declaration . The offer without EMD would be considered as non-responsive, incomplete and shall be outrightly rejected.

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i.	Stipulated time for completion of the work/ supply.	Upon receipt of work order, Preventive Maintenance Visits must be conducted on quarterly basis and also as & when required as per Branch calls. Additional installation/ Replacement of Parts/ Spare parts shall be taken as per requirement within 24 hours.	
j.	Liquidated Damages (Penalty clause):	Nature of Default Observed/ Caused/ Reported - etc.	Penalty
		Failure to depute the engineer/ technician to the Branch within the close of next working day business hours from the time of registration of the complaint (T+1). This would not include bank holidays.	Rs 100 per day
		Failure to repair the system or provide proper replacement within three working days from the time of registration of the complaint, if the repair is of minor nature and can be rectified at Branch site (T+3).	Rs 200 per day
		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(T+5).	Rs 500 per day
		Non-visit of Quarterly Preventive AMC Visit of the site. Minimum gap between two consecutive Quarterly Preventive AMC Visit should be 45 days.	Rs 1000/- per site
		Bank reserves all its rights to cancel the order and forfeit the EMD/ Performance Guarantee (PG) whenever the accumulated penalty amount crosses Rs.10,000/- anytime during the contract period and recover any pending penalty from the vendor.	
k.	Period of Contract	One year contract period from 01.01.2026 to 31.12.2026 which may be extendable by one year on satisfactory performance.	
l.	Date of Pre-bid meeting	It will be conducted on 26.11.2025 through virtual mode. Bidders willing to participate in pre-bid meeting need to submit their details on e-mail: security@tngb.bank.in . Link for the virtual pre-bid meeting would be communicated via e-mail to the interested bidders separately.	
m.	Proof of Concept (POC)	POC is compulsory to any new or existing vendors to get the products empanelled (Make/Model). The quoting rates would be for those devices which are getting empanelled through POC evaluation only. Date & venue of POC will be decided during Pre-bid meeting. All bidders are requested to be prepared for POC arrangements in short notice.	
n.	Contact detail	Mr.V Rajakarthykeyan (Security Officer) – 8300077292/ 9344021866 Mr.Babu Singaram (Security Officer) – 8300077296/ 9444631877 e-mail: security@tngb.bank.in	
o.	Taxes	All the rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs. GST will be paid extra as applicable.	

Note: The bank reserves the right to cancel or postpone the tenders at any stage without assigning any reason. The bid which is received after due date and time is liable for rejection. Applications incomplete in any respect and/ or which are not legible are also liable for rejection.

Annexure-I: Technical bid: Bidder should furnish Make/ Model for NVR/ DVR based CCTV systems and Burglar Alarm Systems for Parts/ Spare parts requiring replacement and should be of standard quality.

Annexure-II : Particulars of bidder

Annexure-III : Declaration by bidder

Annexure-IV : Financial Bid for Rate contract for Annual Maintenance Contract (AMC) of NVR/ DVR based CCTV systems and Burglar Alarm Systems functioning in our existing 680 Branches, 14 ATMs, 11 ROs and 3 Administrative Offices spread across the State of Tamil Nadu, including additional installation/ replacement of parts/ spare parts (where irreparable situation arises) for one year, which may be extendable by one year on satisfactory performance.



2. BIDDERS' ELIGIBILITY CRITERIA:

- a) The Bidder should be a profitable Registered Company/ firm involved in **SUPPLY, INSTALLATION AND AMC OF CCTV SYSTEMS WITH NVR / DVR AND BURGLAR ALARM SYSTEMS** for at least three (3) years. The firm should have minimum annual turnover of Rs.25,00,000.00 (Rupees Twenty-Five Lakhs Only) for the financial year ended 31st March 2023, 31st March 2024 & 31st March 2025. The bidder/ vendor has to submit copy of audited or CA Certified Balance sheet, Profit & Loss statement and trading account details for these financial years.
- b) "The Bidder will have to submit documentary evidence confirming that they have minimum experience of three years having successfully completed the similar work costing not less than the amount equal to Rs.5,00,000.00 (Rupees Five Lakhs Only) i.e. **SUPPLY, INSTALLATION AND AMC OF CCTV SYSTEMS WITH NVR / DVR AND BURGLAR ALARM SYSTEMS** in a minimum of two Govt./ PSU/ NBFC/ Banking sector (Attach supporting documents)".
- c) Bank may assign to install or upgrade of DVR, NVR, CCTV IP/IR cameras, hard disk, PoE switch, integrated burglar alarm panel, magnetic contact sensor, shutter sensor, panic switch, quad PIR sensor, etc., as per the security requirement of Branches during tender/ contract validity period i.e. One year from 01.01.2026 to 31.12.2026, which may be extendable by one year on satisfactory performance.
- d) The bidder should have service centres in Bank's all the 11 RO's operational area (for details visit our bank's website tngb.bank.in), on successful bidding.
- e) The bidder shall submit feedback/satisfactory performance reports from at least one Govt./ PSU/ NBFC / Banking sector, duly signed and stamped on the letterhead of the Govt./ PSU/ NBFC / Banking sector.

3. OTHER TERMS AND CONDITIONS:

- a) **Quoted Product** for the PARTS/ SPARE PARTS / for replacement of NVR based CCTV SYSTEMS should be from one principal company. If any vendor/ firm quoted for two different principal companies for the said products, their bids will be summarily rejected.
- b) **Quoted Product** for the EXISTING PARTS/ SPARE PARTS / for replacement of DVR based CCTV SYSTEMS & BURGLAR ALARM SYSTEM should be from any reputed/ authorized company only.
- c) **Warranty:** The product offered by the vendor must be covered under a **comprehensive on-site warranty** for a period of **three years** from the date of installation. During this warranty period, the vendor shall be responsible for rectifying any defects or malfunctions in the product at the installation site itself, without any additional cost to the Bank. The onsite warranty should include free replacement or repair of any defective parts, labour charges, and travel expenses incurred by the service personnel. The vendor must ensure prompt and efficient after-sales support throughout the warranty period to minimize downtime and ensure uninterrupted operations. "However, **the Annual Maintenance Contract (AMC) will commence only after the completion of the warranty period**. During the warranty period, the bidder/vendor shall be responsible for providing maintenance services free of cost".
- d) Bidders should undertake to provide the Bank, Annual Maintenance Contract (AMC) of NVR / DVR based CCTV Camera systems and Burglar Alarm Systems functioning in 680 existing Branches, 14 ATMs, 11 ROs and 3 Administrative Offices (including the new Branches / Offices to be opened during the tenancy of the tender period) of Tamil Nadu Grama Bank for **one (01) year**, including installation/ replacement of parts/ spare parts (where



irreparable situation arises) in above said Branches/Offices as and when required as per the rates quoted. Further, the SUCCESSFUL BIDDER HAS TO CONDUCT QUARTERLY PREVENTIVE MAINTENANCE VISITS to ensure proper functioning of CCTV Camera systems and Burglar Alarm Systems.

e) The Bidder shall cover all the hardware and any software accompanying the hardware and include it in the cost thereof. Besides, **the successful Bidder shall have to attend to all break-down calls within 24 hours** within the Service Area allotted (Command area / Region wise) by Tamil Nadu Grama Bank.

4. INDEMNITY CLAUSE:

a) The bidder/ vendor represents and warrants that the repair and maintenance service to be provided do not violate or infringe upon any patent, copyright, trade secret, or other proprietary right of any other person or other entity. The bidder/ vendor agrees that it will, and hereby does, indemnify the Bank from any claim, damages, loss, penalty etc., directly or indirectly resulting from or arising out of any breach or claimed breach of this tender/ work order/ Agreement.

b) The bidder/ vendor agrees to indemnify and hereby keeps the Bank indemnified against all claims, suit or proceedings and against all actions, loss, damages, frauds, reputation loss, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in services rendered by the bidder/ vendor or breach of any obligations mentioned in clauses hereinabove, including without limitation, breach of confidentiality obligations or any acts of commission / omission on the part of the employees, agents or representatives, etc of the bidder/ vendor. The bidder/ vendor agrees to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on the bidder/ Vendor.

c) It will be the sole responsibility of the bidder/ vendor to ensure that he complies with all the applicable Central/ State legal provisions for hiring his staff to provide the services to the Bank, and the bank authorities shall be compensated/ indemnified by the bidder/ vendor, if any violation is detected by any authority and any penalty (monetary or otherwise)/ cost is imposed upon / suffered by any of the bank authorities due to non- compliance by the bidder/ vendor.

d) The bidder/ vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this tender/ work order/ Agreement or in performance thereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the Bank. The bidder/ vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this tender/ work order/ Agreement, to release or disclose it only to bidder's/ vendor's employees requiring such information, and not to release or disclose it to any third party. The bidder/ vendor agrees to take appropriate steps/ action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this tender/ work order/ agreement are fully satisfied and if any loss caused to the Bank by such acts of the employees, agents or representatives, etc of the bidder/ vendor, the bidder/ vendor shall indemnify the Bank.

e) The bidder/ vendor further undertakes to promptly notify the Bank in writing any breach of obligation of the tender/ work order/ Agreement by its employees, agents or representatives, etc including confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.



- f) The bidder/ vendor shall be directly and vicariously liable to indemnify the Bank in case of any misuse of data/ information of the Bank by the bidder/ vendor or any of its officials or representatives deliberate or otherwise and this includes intangible / reputation losses of the Bank.
- g) The bidder/ vendor shall indemnify and keep fully and effectively indemnified the Bank from time to time for all costs, fine, penalties, expenses or damages, etc. that the Bank incurred as a result of any violation of any provisions/ clauses of the tender/ work order/ Agreement or negligence by the bidder/ vendor or against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the bidder/ vendor.
- h) The bidder/ vendor shall hereby undertake the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to the bidder/ vendor without undue delay. The bidder/ vendor also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.
- i) Nothing contained in this tender/ work order/ Agreement shall impair the Bank's right to claim damages without any limitation for an amount equal to the loss suffered for non-performance of software.
- j) The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the tender process and contract period. Notwithstanding anything to the contrary contained in this tender/ work order/ agreement, the Bank shall reject a Proposal without being liable in any manner whatsoever to the bidder/ vendor, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "Prohibited Practices"). In such an event, the Bank shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security (EMD) or PG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Bank for, inter alia, time, cost, and effort of the Bank, in regard to the tender process, including consideration and evaluation of such Bidder's Proposal.
- k) The work order/ Agreement shall be effective from the date thereof and shall continue till expiration or termination of the work order/ agreement due to cessation of the business relationship between the parties. However, the obligation of the bidder/ vendor and any of its officials or representatives to keep the Confidential Information in confidence shall continue to be binding and applicable without limit in time except and until such information enters the public domain.

5. ANNUAL MAINTENANCE CONTRACT (AMC):

- a) AMC charges inclusive of preventive maintenance visits at quarterly intervals, maintenance and support, repairs and replacements of defective parts/ kits/ items during the tender period, (i.e., One (01) year, which may be extendable by one year should be quoted inclusive of taxes in the financial bid.
- b) During AMC period the Bidder should ensure **180 days or more backup of CCTV** cameras at all the locations at any given point of time as per RBI/Govt. guidelines.
- c) Bank may assign to install or additional/ up-gradation of CCTV IP/Digital cameras, Hard Disk, NVR , PoE Switch, Integrated Burglar Alarm System, quad PIR sensor, Magnetic contact switch, panic switch, shutter sensor, etc., as per the security requirement of Administrative Offices/ Branches during AMC tender validity period i.e. (i.e., one (01) year,



which may be extendable by one year on satisfactory performance.) from the date of allotment of tenders/ contract.

d) During AMC period, the Bidder should ensure that the cameras installed cover maximum area and all corners of the bank and for proper functioning and recording.

e) The Make and model of Parts/ Spare parts requiring installation/ replacement for NVR/ DVR BASED CCTV CAMERA SYSTEMS AND BURGLAR ALARM SYSTEMS quoted (**Annexure-I**) should be of good quality and standard type.

f) The bidder/ vendor will have to mandatorily provide quarterly Branch/ Administrative Office visits and must arrange any number of on-call/ emergency visits on registering the complaint by the bank, even if preventive visit was done during the quarterly period. It should be **ensured that a minimum gap of 45 days between two quarterly visits.**

g) If the Bank desires to shift the equipment to a new site and install it there at urgently, the bidder/ vendor shall be informed of the same. The bidder/ vendor shall arrange to do so. The terms and conditions of this tender/ work order/ Agreement, after such shifting and re-installation, would continue to be binding on the bidder/ vendor.

h) Technical specification sheet of each item for NVR/ DVR based CCTV SYSTEMS AND BURGLAR ALARM SYSTEMS are as per Annexure-I (Technical Bid).

i) **Subcontracting:** The bidder/ vendor will not subcontract or permit anyone other than bidder's/ vendor's qualified personnel to perform any of the work, services or other performance required of bidder/ vendor under this tender/ work order/ agreement without the prior written consent of the Bank.

j) The bidder should have **service centres in Bank's each RO's operational area (or) ready to open service centres in Bank's each RO's operational area.** The proof of the same is to be enclosed along with the "Technical Bid".

k) The bidder has to setup a **"HELP DESK"** for call registration and to provide users with call related information. One Senior Engineer among onsite staff shall be identified to work as call coordinator and manage Helpdesk operations.

l) **Undertaking by Bidder:** An undertaking that **"We understand and undertake that mere submission of application does not guarantee us tender and Bank's decision in this regard will be final and binding on us"** shall be given by the vendor.

6. LIABILITY CLAUSE:

a) The bidder/ vendor hereby agrees and declares that it shall be the sole responsibility of bidder/ vendor to comply with the provisions of all the applicable laws, concerning or in relation to rendering of services by bidder/ vendor as envisaged under this tender/ work order/ Agreement.

b) The bidder/ vendor shall be responsible for compliance of all related laws, rules/ regulations and Government instructions from time to time that are applicable for the service to be provided by it during the currency of this tender/ work order/ Agreement.

c) The bidder/ vendor shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws throughout the currency of this tender/ work order/ Agreement.

d) The bidder/ vendor shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents, representatives, Sub-Contractors, etc and in particular laws relating to terminal benefits such as Pension, Gratuity, Provident Fund,



Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard.

e) The persons engaged by the bidder/ vendor shall not be the employees of the Bank and the Bank shall not be responsible in any manner for payment of wage remuneration nor payment for PF, EPF due to such employees. It shall be the sole responsibility of the bidder/ vendor to handle all issues relating to the personnel engaged, by bidder/ vendor.

f) The bidder/ vendor will take all safety measures/ precautions during the work. Any accident due to negligence or any other reasons shall be the responsibility of the bidder/ vendor and the Bank shall have no liability in this regard.

g) The bidder/ vendor hereby represents and warrants that it has full authority to enter into this tender/ Agreement and render the services as envisaged under this tender/ work order/ Agreement and all Corporate or other necessary approvals have been obtained for entering into this tender/ Agreement with Bank. Further, the persons executing this tender/ Agreement on behalf of the bidder/ vendor have full authority and power to execute this tender/ Agreement and bind the bidder/ vendor.

7. PAYMENT TERMS:

a) The AMC charges will be paid monthly (or) quarterly through ROs / Head Office (HO) upon satisfactory completion of **quarterly Preventive Maintenance visits** and **ON CALL** visits as and when required subject to submission of **visit reports duly authenticated by the Branches/ ROs** confirming satisfactory functioning of the systems. Consolidated AMC visit report of Branches to be submitted to Regional Offices concerned.

b) Charges for repairs/replacement of spares/ additional spares installation will be paid monthly through ROs/ HO upon satisfactory completion of repairs/replacement of spares/additional spares installation subject to submission of Spare Installation report duly authenticated by the Branches/ROs confirming satisfactory function of the systems.

c) No advance amount will be paid along with the Work Order.

d) Applicable Tax Deducted at Source (TDS) will be deducted from the bills as per prevailing Government norms.

8. PENALTY CLAUSE:

a) Any complaint regarding repair and maintenance of CCTV System and/ or Burglar Alarm System should be attended by the vendor within 24 hours (T+1). Vendor will be required to pay penalty as per clauses mentioned in tender document, if repair/ replacement works of defective equipment does not take place within the stipulated period as per tender document.

b) In case the bidder is unable to repair the equipment and suitable standby is not provided; BANK reserves the option of getting the systems repaired and cost of repair incurred will be imposed as penalty.

c) If service of bidder/ vendor is found unsatisfactory, bank will have right to terminate this agreement and forfeit the EMD/ PG submitted by the bidder.

9. APPLICABLE LAWS:

a) The tender shall be interpreted in accordance with applicable laws and shall be subject to the exclusive jurisdiction of **courts at Salem**.

b) Authorized signatory of the **Bidder should duly sign and stamp each page of the Tender** there by acknowledging acceptance of the terms & conditions.

c) The Successful bidder shall **sign an agreement within seven days from the date of acceptance of the tender** with the bank in the prescribed form.



d) **Dispute resolution:** Any and all disputes, difference, controversies and conflicts ("Disputes") whatsoever arising between the parties out of or in connection with the tender/ work order/ Agreement or the performance or non-performance of the rights and obligations set forth herein, or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 (Arbitration Act) or any amendments thereof. Prior to submitting the disputes to arbitration, the parties shall make all endeavours to settle the dispute/s through mutual negotiation and discussions. If the said dispute/s are not settled within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the other regarding the disputes, the same shall finally be settled and determined by arbitration as above.

e) The place of arbitration shall be at Salem and the language used in the arbitral proceedings shall be English. Arbitration shall be conducted by a mutually appointed sole arbitrator. If the Parties are unable to agree upon a sole Arbitrator, each Party shall appoint one arbitrator and the two arbitrators so appointed by the Parties shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal.

f) The arbitral award shall be in writing and subject to the **provisions of the Arbitration and Conciliation Act, 1996**. The award of the arbitrator shall be final and conclusive and binding upon the Parties.

g) Pending the submission to arbitration and thereafter, till the Arbitrator or the Arbitral Tribunal renders the award or decision, the parties shall, except in the event of termination of this Agreement or in the event of any interim order/ award is granted under the afore stated Act, continue to perform their obligations under this Agreement.

10. TERMINATION:

a) The tender/ work order/ Agreement shall be terminated by efflux of time or earlier by the Bank by serving 30 days' notice in writing in case the services of the bidder/ vendor is found unsatisfactory or not in accordance with the tender/ work order/ Agreement or there is any breach of the terms and conditions of the tender/ work order/ Agreement on the part of the bidder/ vendor or for convenience.

b) If the bidder/ vendor goes bankrupt and becomes insolvent.

c) If during the currency of the tender/ work order/ Agreement, any statute, rules/ Govt. notification prohibits the services envisaged under this tender/ work order/ Agreement or otherwise the contract shall come to an end forthwith and no compensation shall be payable to the bidder/ vendor.

11. COPYRIGHT / LICENSE VIOLATIONS & PROVISION OF LEGAL COPIES:

a) Bidders shall explicitly absolve the Bank of any responsibility and indemnify the Bank. Bidders should unconditionally absolve the bank of any responsibility and indemnify bank against any liability for the use of system OS (Operating System) and software with regard to copyright/ license if any. Whenever the hardware is supplied with preloaded OS appropriate LTU (License to Use)/ paper license with necessary media for each of the system shall be provided.

b) Bidder has to submit a certificate from the manufacturers along with technical specifications that they are the authorized agents for the sale and service of their product and manufacturer undertakes to support the bidder in supply of required spares.

c) Bidder will have to submit a certificate from the manufacturer that the spare parts for the supplied product will be available for after sales service.



12. FURTHER TERMS AND CONDITIONS:

- a) The acceptance of the tender shall rest with the **Quote Opening Committee (QOC)**, which does not bind itself to accept the lowest or any particular tender. The QOC reserves the right to reject any or all tenders received without assigning any reason whatsoever. Any tender that fails to comply with the prescribed conditions or is incomplete in any respect is liable to be rejected.
- b) Any item of the work in part or full may be deleted from the tender during execution as per bank's requirements and the decision of the Bank will be final.
- c) Rates quoted should be valid for a period of one year from date of work order/ contract which may be extendable by one year on satisfactory performance.
- d) The Bidder should quote their (own) rates for undertaking the work. No escalation in rates will be allowed under any circumstances during the contract period.
- e) All taxes including GST in respect of this contract, as applicable, shall be payable by successful bidder including transportation, installation and TA/ DA of the workers at site and the Bank will not entertain any claim whatsoever in this respect.
- f) The successful bidder should undertake job training to Branch functionaries in handling and operating of CCTV System and Burglar Alarm Systems.
- g) In case the bidder/ vendor or any of his employees fail to fulfil or perform their obligations to the satisfaction of the Bank for any reason whatsoever he shall be liable for imposition of financial penalty without prejudice to its other rights and shall be entitled to deduct such damages from the money if any payable to him.
- h) The bidder/ vendor shall repair/ replace the defective equipment with standby equipment within the timelines given in tender document and restore operation. The bidder/ vendor will be required to pay penalty as per clauses/ terms and conditions mentioned in tender document, if repair works/ replacement of defective equipment does not take place within the stipulated period as per tender document.
- i) In the event of deficiency in service or penalty ceiling is breached, the bidder/ vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/ PG as deemed fit and reasonable by the Bank.
- j) The Bank may withhold payment of bills, for deficiency in service or otherwise, and may set-off penalty amount and any other amount which the bidder/ vendor owes to the Bank against charges payable to bidder/ vendor under this tender/ work order/ Agreement.
- k) Besides quarterly Preventive Maintenance Visits, the bidder shall also attend the Bank any number of calls as and when required on emergencies within 24 hours.
- l) Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the vendors who resort to canvassing will be liable to rejection.
- m) The bidder/ vendor and officials of bidder/ vendor or its representative agrees that the Confidential Information of the Bank shall be used solely for the purposes consented by the Bank as evidenced in writing. The bidder/ vendor and any of its officials or representatives shall not without the prior written consent of the Bank or as expressly permitted herein, disclose, publish or reveal or cause it to be disclosed, published or revealed or make available to any other person, or use or allow others to disclose or use, the confidential information in any manner whatsoever.



- n) The Successful Bidder should **support the Bank in taking the backup of the CCTV Camera footage and co-ordinate with the police officials** in case of any theft/ requirement of the bank.
- o) All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.
- p) Any worn-out or defective parts withdrawn from the equipment and replaced by the bidder shall be handed over at the Branch.
- q) On account of any negligence, commission or omission by the engineers of the bidder and if any loss or damage caused to the equipment, the bidder shall indemnify/ pay/ reimburse the loss suffered by the Bank.
- r) The bidder/ vendor is to acknowledge that all material and information which has or will come into its possession or knowledge in connection with this tender or in performance thereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to Bank. The bidder/ vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this tender, to release or disclose it only to bidder's/ vendor's employees requiring such information and not to release or disclose it to any third party. The bidder/ vendor agrees to take appropriate steps/ action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this tender are fully satisfied and if any loss caused to the Bank by such acts of the employees, agents, representatives, etc. of the bidder/ vendor, the bidder/ vendor shall indemnify the Bank.
- s) The bidder/ vendor shall strictly adhere to all prevailing labour laws inclusive of contract labour (Regulation and Abolition Act of 1970 and its subsequent amendments) and other safety regulations. The bidder shall comply with the provision of all labour legislation including the latest requirements of all the Acts, laws, any other regulations that are applicable to the execution of the work order.
- t) Permits and licenses required for the execution of the work shall be obtained by the bidder at his own expenses. If the bidder performs any act which is against the law, rules and regulations he shall meet all the costs arising there from and shall indemnify the Bank any legal actions arising there from.
- u) The Bank shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workmen or other person in the employment of the bidder or any sub-bidder, save and except an accident or injury resulting from any act or default of the Bank or their agents, or employees. The bidder/ vendor shall indemnify and keep indemnified Bank against all such damages and compensation, save and except as aforesaid and against all claims, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.
- v) **Bank has the right to engage 3rd party service for verification of work/ service done** by the existing vendor to ensure the genuineness of services/ spares provided.
- w) The bidder/ vendor shall continuously maintain adequate protection, of all his work from damage and shall protect the Bank's properties from injury or loss arising in connection with contract. The bidder/ vendor shall take all precautions for safety and protection of his employees on the works and shall comply with all applicable provisions of Government and local bodies' safety laws and relevant building codes to prevent accidents, or injuries to persons or property of about or adjacent to his place of work.

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x) Even though bidders may satisfy the above requirements, they may be disqualified, if they have made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. If they have record of poor performance such as abandoning work, not properly completing the contract, financial failures/ weaknesses, etc. In such cases, the Bank has the right to cancel or modify the tender.

y) The Bank, at its sole discretion, may accept L-1 rates from the qualified bidders/ vendors for suitable and acceptable spares/ components of existing CCTV and Burglar Alarm System. Even when L-1 rates are quoted by the qualified bidders/ vendors, for **unacceptable spares/ components** of existing CCTV and Burglar Alarm System, will be summarily rejected by Bank.

z) The Bank, at its sole discretion, may invite qualified bidders/ vendors to match the L-1 rates discovered during the tender process. In the event that the qualified bidders/ vendors agree to match the L-1 rates, the Bank reserves the right to distribute the total order quantity between the qualified bidders/ vendors. However, this allocation is entirely at the discretion of the Bank, and the Bank reserves the right to alter the ratio, cancel the split arrangement, or place the entire order with the L-1 bidder if deemed appropriate, without assigning any reason.

aa) In the event of unsatisfactory performance by any of the finalized vendor(s)/ bidder(s), the Bank reserves the right to terminate the contract at its sole discretion. The Bank may also assign the entire work order to another eligible bidder/ vendor, if deemed necessary.

bb) At present, the Bank has 11 ROs located throughout the state of Tamil Nadu. The successful bidder/ vendor shall be required to deploy at least one dedicated engineer/ technician for each RO to attend to AMC-related service calls from Branches and Administrative Offices, and to address all maintenance requirements in a timely and efficient manner.

13. SUBMISSION OF BIDS:

The response to the present tender must be submitted by way of two stage bidding process.

A. The Bidders will have to submit the Technical Bid with the relevant information/ documents/ brochures/ acceptance of all terms and conditions strictly as described in this tender document. The following documents must be submitted by prospective bidders for technical bid:

EMD of Rs.50,000.00 (Rupees Fifty thousand only) in the form of Demand Draft (Refundable) from any Scheduled Commercial Bank or Tamil Nadu Grama Bank favouring Tamil Nadu Grama Bank payable at Salem (The EMD DD should be submitted well before the scheduled time of the Technical Bid i.e., 01:00 P.M. on 05.12.2025 (Friday). The Bidders will also have to submit the duly signed tender document containing pages No.01 to 36 along with original EMD DD as part of Technical Bid **(OR)**

The offer without EMD would be considered as non-responsive, incomplete and shall be outrightly rejected. Further, The Micro and Small Enterprises (MSEs) are exempted from payment of Earnest Money subject to furnishing of relevant valid Certificate for claiming exemption. In addition to the above, the Micro and Small Enterprises who are claiming exemption of EMD under this are required to submit a signed **bid securing** declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a PG before the deadline defined in the request for bids document, they will be suspended for the period of THREE



years from being eligible to submit Bids for tenders with Bank or blacklisted for lifetime as the case may be decided by the Bank.

B. The bids will be short listed after evaluation of Technical Bids and further financial bids of successful bidders in Technical Bids.

C. The Bidders/ vendors are advised to note that they cannot make their submission of bids after the time stipulated above and no extension of time will be permitted for submission of bids.

14. OPENING AND EVALUATION OF BIDS:

A. OPENING OF BIDS:

i) The Technical Bid/ Tender will be opened on 05.12.2025 (Friday) at 4:00 pm. Any change in opening date and time will be notified by the Bank in advance. After opening of the Technical Bid/ Tender, during technical evaluation, if any further clarifications are warranted, the same should be submitted physically to the Tamil Nadu Grama Bank, Head Office, Salem by the bidders/ vendors within 48 hrs otherwise their tender documents will be summarily rejected. After technical evaluation of the bids the financial bids of successful short-listed bidders in technical bid will be evaluated. Incomplete, unsigned pages, non-submission of required documents or evidence as specified by the Bank will be treated as non-compliance and these bids will be liable for rejection.

ii) The Bidder should mention the make and model of the system. Bidder should offer only a specific make and model meeting the tender specifications. Bids with multiple models and options will be rejected. Such bids will be rejected during technical evaluation and such vendor's Financial Bid will not be considered. Bids with enclosures containing terms, which are not in conformity with any of the terms and conditions/ specifications of the tender will be disqualified.

iii) If any Bidder offers any of the components/ parts/ equipments of higher capacity than that specified, it will be considered as equivalent and no weightage will be given.

B. AWARD CRITERIA: EMDs, PGs and Penalties:

i) The tender without EMD shall be summarily rejected. No exemption for EMD will be entertained for other than MSEs. The EMD of all bidders shall be returned without interest within 30 days after award of work to the successful bidder. The EMD stands forfeited in case the bidder withdraws or amends their bid after submission of tender document and tender closing date/time.

ii) In addition to the above, the Micro and Small Enterprises (MSEs) are exempted from submission of EMD (Bid security). Bidders claiming exemption of EMD under this are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a PG before the deadline defined in the request for bids document, they will be suspended for the period of 03 years from being eligible to submit Bids for tenders with Bank or blacklisted for lifetime as the case may be decided by the Bank.

iii) The successful bidder/ vendor shall be required to deposit PG in the form of bank deposit duly discharged/ lien marked in favour of Tamil Nadu Grama Bank, valid up to entire warranty period of product supplied /equipment installed, for an amount of **Rs.1,00,000/- for each allocated Regional Office/s operational area basis** obtained from a Branch of Tamil Nadu Grama Bank within 15 days from the date of the award of the work.



iv) In case the successful bidder fails to submit PG within the time stipulated, the Bank at its discretion may cancel the work order placed on the successful bidder without giving any notice. The Bank shall invoke the PG in case the successful Vendor fails to discharge their contractual obligations during the period or the Bank incurs any loss due to Vendor's negligence in carrying out the work implementation as per the agreed terms & conditions. In case the contract is extended on year-on-year basis then PG has to be extended for the corresponding period by the successful bidder/ vendor.

v) The PG is required to protect the interest of the Bank against delay in repair/ maintenance and/ or poor quality of the material or poor performance of services provided, which may warrant invoking of PG. In case any act of the bidder/ vendor results in imposition of liquidated damages then also the Bank reserves the right to invoke the PG.

vi) The Bank may withhold payment of bills, for deficiency in service or otherwise, and may set-off penalty amount and any other amount which the bidder/ vendor owes to the Bank against charges payable to bidder/ vendor under this tender/ work order/ Agreement.

vii) The Bank will award the contract to the successful bidders who have been determined to qualify to perform the contract satisfactorily and whose Bid has been determined to be responsive and is the lowest evaluated Bid.

viii) The Bank operates across the entire state of Tamil Nadu. The Annual Maintenance Contract (AMC), including the installation/ replacement of parts/ spare parts for the Branches/Offices/ATMs etc., will be awarded to successful vendors/ bidders who agrees to match the L-1 rates, which is extendable for one more year subject to their satisfactory performance during the initial contract period. This extension arrangement will be at the sole discretion of the Bank. Accordingly, the successful bidder(s) shall be required to submit their written consent to undertake this additional scope of work under the same terms and conditions.

ix) The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject or modify, any or all offers without assigning any reason, whatsoever.

x) The Bank reserves the right at the time of award of contract to increase or decrease the quantity of goods and/ or services or change in location where equipment are to be supplied from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

C. OTHER CLAUSES:

i) The Bank has liberty to notify addendum to the tender document specifying modifications/ additions.

ii) **Notices:** Any notice, invoice, approval, advice, report or any other communication required to be given under the tender/ work order/ Agreement shall be in writing and may be delivering the same by hand or sending the same by prepaid registered courier or email to the relevant address or such other address as each party may notify in writing to the Bank from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand/e-mail) or upon actual receipt (if sent by post/e-mail). The addresses referred hereinabove are given in detailed in 1-2 page hereof.

iii) **Jurisdiction:** All disputes arising out of or connected with this tender/ work order/ Agreement/ Contract shall be subject to the jurisdiction of appropriate Court of Salem only and shall be govern by law of India.

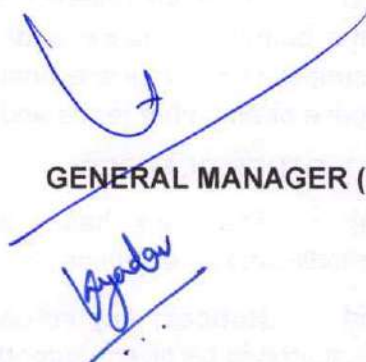
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iv) **Saving Clause:** No suits, prosecution or any legal proceedings shall lie against the Bank or any employee of the Bank for anything that is done in good faith or intended to be done in pursuance of this tender/ work order/ Agreement.

15. COMMENCEMENT OF WORK:

- a) The successful Bidder/ vendor shall commence his work within a maximum period of 7 days from the date of receipt of Work Order issued by the Bank.
- b) The successful Bidder/ vendor shall make available technical persons at all the regions for successful conducting of quarterly Preventive Maintenance Visits as per schedule and attend to the calls of the Bank Branches immediately as per the bank's requirement.
- c) **Instruction Manuals & Accessories:** Each Security & Safety Devices including CCTV and Burglar Alarm Systems should have instruction manual, tool Kit including standard accessories which may be handed over to the Branch Head/ Authorized Officer at the time of installation/ replacement of the System. The functioning of the System shall be demonstrated to Branch Staff after the installation/ replacement. The installation/ replacement will be considered as complete only when the System is shown as fully functional and certified so by the Branch Head.
- d) **Disclaimer:** This Tender is not an offer by the Bank, but an invitation to receive offers from bidders/ vendors. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorized Officer of the Bank.
- e) Upon satisfactory performance and delivery of services during the initial contract period, the Bank reserves the right, at its sole discretion, to extend the contract for an additional period of one year on the same terms and conditions. The decision to extend the services shall be based on the vendor's adherence to service-level agreements, quality of support provided, and overall performance as evaluated by the Bank. However, such an extension shall not be treated as a right by the vendor and shall be solely at the discretion of the Bank.


GENERAL MANAGER (MONITORING)



TECHNICAL BID

- a) Authorized signatory of the Bidder should duly sign and stamp each page of the Tender (Page Nos. 1 to 36) there by acknowledging acceptance of the terms & conditions.
- b) The bidder has to submit Income Tax Returns (ITRs) for the financial years 2022-23, 2023-24, and 2024-25.
- c) The bidder/ vendor has to submit copy of audited or CA Certified Balance sheet and Profit & Loss statement for the financial years 2022-23, 2023-24, and 2024-25 (Minimum Annual Turnover of Rs.25 Lakhs for those years).
- d) The bidder must have prior experience in providing Annual Maintenance Contract (AMC) services for both CCTV and Burglar Alarm Systems in a minimum of two Govt./ PSU/ NBFC/ Banking Sector institutions. Relevant work orders and completion certificates be submitted as proof of experience.
- e) The Bidder must submit documentary evidence/s confirming a minimum experience of 3 years having successfully completed the similar work costing not less than the amount equal to Rs. 5 Lakhs.
- f) EMD/MSE: The bidder has to deposit EMD in the form of DD/Pay Order for Rs.50,000.00 (Rupees Fifty Thousand only) from any Scheduled Commercial Bank or Tamil Nadu Grama Bank favouring "**Tamil Nadu Grama Bank**" payable at Salem. The Micro and Small Enterprises (MSEs) are exempted from submission of EMD (Bid security declaration should be submitted as per the tender document).
- g) The bidder has to submit relevant certificates pertaining to the offered products.
- h) **Manufacturer's Authorization Form:** Vendors, other than the manufacturers must submit a letter of authority (Original letter on letterhead of the OEM duly signed and stamped by its authorized signatories) from their manufacturers that they have been authorized to quote on behalf of the manufacturer.
- i) The bidder must submit a self-declaration stating that they have not been blacklisted by any Govt./ PSU/ Banking Sector.
- j) The bidder should have service centres in Bank's RO's operational area (or) should be ready to open service centres in Bank's each RO's operational area. The proof of the same is to be enclosed.
- k) The bidder shall submit feedback/ satisfactory performance reports from at least two institutions, duly signed and stamped on the respective institution's letterhead.
- l) The bidder shall submit a detailed escalation matrix with contact details.



CHARTERED ACCOUNTANTS CERTIFICATE FORMAT
(In Letter Head of Auditor Firm)

Ref. No. _____

Date: _____

To
The General Manager - Monitoring,
Tamil Nadu Grama Bank
Head Office Annexe, Thirunagar
Hasthampatti, Salem – 636 007

Dear Sir,

Tender Reference No. _____

This is to certify that we, _____, vide our
registration No. _____, Auditors of the company/firm M/s. _____
do hereby certify that, the company/firm has turnover and net profit for last three Financial Years from
the type of work for which empanelment application is submitted is given as under:-

Financial Year	Turnover (Rs. In Lacs)	Net profit after tax (Rs. In Lacs)
2022-23		
2023-24		
2024-25		

The certificate has been based on information and documents produced before us. (Copy of the
certified documents attached for your reference)

Yours faithfully

(Name & Signature with Seal)

For and on behalf of M/s _____ (UDIN: _____)

Place:

Note: This CA Certificate should be on the letter head of the Auditor Firm and should be signed by
a competent person of the Firm.



UNDERTAKING LETTER

We certify that there has been no conviction by a Court of Law or indictment/adverse order by a regulatory authority for misconduct, guilty, or offence, nor have we been blacklisted by any Govt./PSU/Banking Sector, against us or any of our Partner(s)/Employee(s). We will intimate the Bank if any such instance arises.

(Authorized Signatory)

Place:

Signature_____

Date:

Name_____

Designation_____

Official Seal of the bidder

Address_____

BID SECURITY DECLARATION

We hereby certify that we are certified Micro and Small Enterprises (MSEs) claiming exemption of EMD. We declare that:

- i) We will not withdraw or modify bids during the tender process.
- ii) If the contract is awarded, we will sign the contract and submit PG before the prescribed time.
- iii) We are aware that, failure to comply with the above may result in suspension (3 years) or lifetime blacklisting as decided by the Bank.

(Authorized Signatory)

Place:

Signature_____

Date:

Name_____

Designation_____

Official Seal of the bidder

Address_____

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Mandatory Details for CCTV-NVR unit

S No	Schedule / Description	Make	Model	Part Number (Wherever available within the component)	URL for verification of OEM site.
1	8- CHANNEL NVR INTRANET/ INTERNET READY				
2	16-CHANNL NVR – INTRANET / INTERNET READY				
3	21.5" or above LED Monitor				
4	2MP (IP) IR Dome Camera with Motion Sensor (for NVR)				
5	2MP (IP) IR Bullet Camera with Motion Sensor (for NVR)				
6	2MP HD IR Dome Camera (for DVR)				
7	2MP HD IR Bullet Camera (for DVR)				
8	Standalone 2MP (IP) camera, IR Wireless – with Motion Sensor (with Self-Recording facility & Storage in SD Card) WIFI facility				
9	64Gb Micro SD Card				
10	PoE Switch 8-Port Full, Gigabyte (10/100/1000)				
11	PoE Switch 8-Port Full, Megabyte (10/100)				
12	6 TB, Surveillance Hard Disk				
13	4 TB, Surveillance Hard Disk				
14	650VA UPS (140-300Vac) 12V 8AH				
15	Cat 6 Cable with RJ 45 connectors (Rate per Meter)				
16	Casing for wiring, rectangle square plastic - 1inch width (Rate per Meter)				
17	6 Plug Power supply spike (CCTV rack mountable)				
18	6U Network Rack				
19	4U Network Rack				
20	HDMI Cable 5 Mtr				
21	HDMI Cable 10 Mtr				
22	Wireless Mouse				
23	PVC Box for Camera				

Dated this _____ day of _____ Month, 2025. Signature: _____

In the Capacity of:

Duly Authorized to Sign the Offer and Terms and Conditions on behalf of (Company)



16/ 8-CHANNEL NVR				
Make:		Model:		
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Compression	H.264+ or Higher version		
2	INPUT - IP	RCA INTERFACE (1.0Vp-p, 75 Ω), RJ45		
3	Support	HD Camera /Network Camera, 32 Wireless Zone, 8 Wired Zone, Smart Office Connectivity and Linking, Built-in GSM/GPRS Module, CMS and Mobile App for accessing remote locations		
4	Supported camera types	IP, 720P, 960H, 960P, 1080p, CVBS		
5	IP video input	2.0 MP resolution (8 & 16 Channel)		
6	Audio compression	G.711u		
7	Audio input/two-way audio in	2.0Vp-p, 1 K Ω		
8	HDMI Output	1920x1080/60Hz		
9	Encoding resolution	Mainstream: 1080p/720p/VGA/ WD1 Sub stream: CIF/QCIF		
10	Frame rate	Mainstream: 20-30fps~Real time frame rate Sub stream: 10/20fps~Real time frame rate		
11	Video bitrate	32 Kbps-6 Mbps		
12	Audio output	1-ch, RCA(Linear, 1K Ω)		
13	Audio bitrate	64Kbps		
14	Dual stream	Support		
15	Stream type	Video, Video & Audio		
16	Synchronous playback resolution	1080p/960p/720p/VGA/WD1/4CIF/CIF/ QVGA/QCIF		
17	Network protocols	TCP/IP, PPPoE, DHCP, EZVIZ cloud P2P, DNS, DDNS, NTP, SADP, SMTP, SNMP, NFS, iSCSI, UPnP, HTTPS		
18	SATA	2 SATA interface (Each SATA to support up to 4 TB Min)		
19	Storage Capacity	16 TB HDD Max		
20	E SATA	1 PORT		
21	Network interface	1:10M/100/1000 M self-adaptive Ethernet interface		
22	Serial interface	1; standard RS-232 serial interface, half duplex		
23	USB port	2 x USB 2.0		
24	Alarm in/out	4 INPUT/1 OUTPUT		
25	Power Supply	12V DC		
26	Consumption (without hard disk)	≤ 20 W		
27	Working temp.	-10C - +55 C		
28	Working Humidity	All indoor weather condition		
29	Recording resolution	960p/720p/VGA/WD1/4 CIF/CIF/QVGA/QCIF		



30	Record rate-Mainstream	1080p/960P/720p/VGA/WD1/4 CIF/CIF/QVGA/QCIF (1/16 fps to real time frame rate)		
31	Record rate-Sub stream	960P/WD1/4 CIF/CIF/QVGA/QCIF (1/16 fps to real time frame rate)		
32	Record mode	Motion Detection		
33	Privacy masking	Supported		
34	OSD	Camera Title, Time, Video Loss, Recording, Motion Detection		
35	Remote	Yes		
36	External Battery	Lead-Acid 12V-7Ah		
37	Certifications	UL/CE/FCC		

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8-CHANNEL DVR

Make:

Model:

S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Compression	H.264+ or Higher version		
2	INPUT	4-8 analog camera inputs (BNC)		
3	Support Camera type	TVI, AHD, CVI, CVBS and IP cameras		
4	Video input	BNC (1.0 Vp-p, 75Ω)		
5	Video output	HDMI, VGA and BNC		
6	HDMI Output	1920x1080/60Hz		
7	Encoding resolution	1080p(2MP), 3MP, 4MP or higher		
8	Frame rate	15-30 fps per channel (depending on resolution)		
9	Video bitrate	32 Kbps-6 Mbps		
10	Night vision	Supported for IR Cameras		
11	Stream type	Main stream, sub-stream and mobile stream		
12	Playback	Multi-channel playback and search		
13	eSATA	1 eSATA port for external storage expansion		
14	Synchronous playback resolution	1080p or higher per channel		
15	Storage Capacity	1-4 SATA ports for HDD/SSD storage (up to 8TB or more)		
16	Network interface	1-2 RJ-45 10/100/1000 Mbps Ethernet ports		
17	Serial interface	1 RS-232, 1 RS-485 (for PTZ control)		
18	Backup	USB, network, or cloud backup options		
19	USB port	2-4 USB ports (for mouse, keyboard or backup)		
20	Alarm in/out	4-8 alarm inputs, 1-4 alarm outputs		
21	Power Supply	12V DC		
22	Consumption (without hard disk)	≤20 W		
23	Working temp.	-10C - +55 C		
24	Working Humidity	10%-90% RH(non-condensing)		
25	Recording resolution	1080p (2MP), 3MP, 4MP or higher		
26	Record rate-Mainstream	1080p @ 15-30 fps		
27	Record rate-Sub stream	D1@ 15-30 fps		
28	Record mode	Manual, Schedule, Motion Detection, Alarm or continuous		
29	Privacy masking	Supported		
30	OSD	On-screen display for camera name, time and settings		
31	Certifications	UL/CE/FCC/ISO9001		

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FIXED 2 MP - IP – IR - BULLET CAMERA				
Make:		Model:		
SNo	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Standards	H.264/MPEG4/MJPEG or Higher version		
2	Sensor	1/ 2.8" HD resolution CMOS/CCD		
3	Scanning	Progressive scan system		
4	System compatibility	ON/VIF (Profile S, Profile G), PSIA, CGI, ISAPI		
5	Resolution	1920x1080		
6	Signal stream	Dual stream		
7	Lens	3.6 mm @F2.0		
8	Frame Rate	50Hz: 25fps (1920 × 1080), 25fps (1280 × 960), 25fps (1280 × 720) 60Hz: 30fps (1920 × 1080), 30fps (1280 × 960), 30fps (1280 × 720)		
9	Min. Illumination	0.01LUX@ (F1.2,AGC ON), 0 LUX with IR, 0.028Lux @ (F2.0		
10	IR cut filter	Yes		
11	Wide Dynamic Range	Digital WDR		
12	Digital noise reduction	3D DNR		
13	Day & Night	IR cut filter with auto switch		
14	AGC	ON		
15	BLC/HLC	Yes		
16	IR range	Min. 20mtrs.		
17	Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1 X, Qos,IPv6		
18	Ethernet	One RJ45, 10M/100M Ethernet port		
19	Input voltage	12 V DC ± 10%		
20	Working temp./humidity	-30°C ~ 60°C (-22°F~ 140°F), Humidity 95% or less (non-condensing)		
21	Network storage	NAS (Support NFS, SMB/CIFS), ANR		
22	Alarm trigger	Line Crossing, Motion Detection, tampering alarm, network disconnect, IP address conflict, storage exception		
23	Security	Watermark, User authentication, IP address filtering, anonymous access.		
24	Enclosure	IEC 60068 to IK 10 Impact protection		
25	Certification	UL/CE/FCC/STQC		

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FIXED - 2 MP - IP - IR - DOME CAMERA				
Make:		Model:		
SNo.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Standards	H.264/MPEG4/MJPEG or Higher version		
2	Sensor	1/ 2.8" HD resolution CMOS/CCD		
3	Scanning	Progressive scan system		
4	System compatibility	ON/VIF (Profile S, Profile G), PSIA, CGI, ISAPI		
5	Max Resolution	1920x1080		
6	Signal stream	Dual stream		
7	Lens	3.6mm @ F2.0		
8	Lens Mount	M12		
9	Angle view	115°(2.8mm), 90°(4mm), 53.9°(6mm),		
10	Adjustment Range:	Pan:0° ~ 360°, Tilt: 0° ~ 75°,		
11	Shutter time	1/3 s to 1/100,000 s,		
12	Video Bit rate	32kbps~16mbps		
13	Frame Rate	50Hz: 25fps (1920 × 1080), 25fps (1280 × 960), 25fps (1280 × 720), 60Hz: 30fps (1920 × 1080), 30fps (1280 × 960), 30fps (1280 × 720)		
14	Image Settings:	Rotate mode, Saturation, Brightened, Contrast, Sharpness adjustable client software or web browser		
15	Min. Illumination	0.01LUX@(F1.2,AGC ON), 0 LUX with IR, 0.028Lux @(F2.0		
16	IR cut filter	Yes		
17	Wide Dynamic Range	120dB		
18	Digital noise reduction	3D DNR		
19	Day & Night	IR cut filter with auto switch		
20	AGC	ON		
21	BLC/HLC	Yes		
22	IR range	Min. 20mtrs.		
23	Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1X, Qos,IPv6		
24	Ethernet	One RJ45, 10M/100M Ethernet port		
25	Input voltage	12 V DC ± 10%		
26	Working temp./humidity	-30°C ~ 60°C (-22°F~ 140°F), Humidity 95% or less (non-condensing)		
27	Network storage	NAS (Support NFS, SMB/CIFS), ANR		
28	Alarm trigger	Line Crossing, Motion Detection, tampering alarm, network disconnect, IP address conflict, storage exception		
29	Security	Watermark, User authentication, IP address filtering, anonymous access.		
30	Enclosure	IEC 60068 to IK 10 Impact protection		
31	Certification	UL/CE/FCC/STQC		

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FIXED HD BULLET / DOME IR COLOUR CAMERA

Make:

Model:

SNo.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Image Sensor	2 MP HD resolution CMOS		
2	Image Setting	Brightness, Sharpness, Mirror, Smart IR		
3	Day & Night	ICR		
4	Signal System	PAL/NTSC		
5	Resolution	1920x1080		
6	Shutter Time	PAL: 1/25s to 1/50000s, NTSC: 1/30s to 1/50000s		
7	Lens	2.8 mm, 3.6 mm, 6 mm fixed lens		
8	Frame Rate	50Hz: 25fps (1920 × 1080), 25fps (1280 × 960), 25fps (1280 × 720) 60Hz: 30fps (1920 × 1080), 30fps (1280 × 960), 30fps (1280 × 720)		
9	Min. Illumination	0.01LUX@ (F2.0, AGC ON), 0 LUX with IR		
10	Wide Dynamic Range	Digital WDR		
11	Day & Night Mode	Auto/Color/BW (Black & White)		
12	AGC	ON		
13	IR range	Up to Max 25 mtrs.		
14	Input voltage	12 V DC ± 25%		
15	Working temp./humidity	-30°C ~ 60°C (-22°F ~ 140°F), Humidity 90% or less (non-condensing)		
16	Video Output	Switchable TVI/AHD/CVI/CVBS/Digital IP		
17	Certification	UL/CE/FCC		

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CAT 6 - CABLE

Make: Model:

Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Conductor	Standard bare Copper (7x32 AWG),		
2	Insulation	HDPE (CMI-75E) Nominal Wall thickness: 0.178mm		
3	Jacket (Grey)	75°C LSZH		
4	Electrical requirements	(cable length:100m)		
5	Characteristic impedance (Zo)	85~115 Ω (1~250Mhz) DC		
6	Resistance capacitance Unbalance	5% Max		
7	Pair to ground capacitance unbalance	330pF/100Max		
8	Conductor Resistance:	14.00 Ω /100m 20°Max.		
9	Mutual Capacitance:	5.6nf/100m Max		
10	Spark Test	2.5Kv		
11	Nominal Velocity of propagation (NVP):	69%		
12	Certifications:	EN/UL/CE/FCC		

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POE SWITCH				
Make: Model:				
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Ports 8+1	10/100/1000 Mbps Gigabit Ports 10M full/half duplex and 100M full/half duplex		
2	Ports 8+1	10/100 Mbps Megabit Ports 10M full/half duplex and 100M full/half duplex		
3	Auto	MDI/MDIX, Auto-negotiation,		
4	Secure	Store-and-forward Switching Scheme		
5	Installation	Plug-and-play		
6	Power supply	15.4W per port		
7	PoE port	IEEE 802.3af standard		
8	LEDs	Power, Link/Act, PoE		
9	Power	100V to 240V AC		
10	Power Consumption	120W		
11	Certifications:	EN/UL/CE/FCC		

LED MONITOR				
Make: Model:				
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Diagonal viewing Size	21.5 inches		
2	Aspect Ratio	16:9		
3	Panel Type, Surface	Antiglare		
4	Optimal Resolution	1920 x 1080 or better		
5	Display Type	Widescreen Flat Panel Display		
6	Connectivity	HDMI		
7	Working temp./humidity	All indoor weather condition		
8	Certification	UL/CE/FCC		

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Mandatory Details to furnish

BURGLAR ALARM UNIT

S.No	Schedule / Description	Make	Model	Part Number [Wherever available within the component]	URL for verification of OEM site.
1	Intrusion Alarm – 4 Zone Control Panel – with GSM auto dialler facility				
2	Intrusion Alarm – 4 Zone Control Panel – without GSM facility				
3	GSM Auto dialler (External)				
4	Door Sensor				
5	Shutter Sensor				
6	Vibrator Sensor				
7	Siren (110db or above)				
8	PIR Sensor (Quad)				
9	Smoke Detector				
10	Response indicator				
11	Panic Switch				
12	Key set				
13	Transformer				
14	12V 7 AH battery				
15	Panel Mother Board				
16	2 core intrusion alarm cable (Rate per Meter)				
	Installation & Commissioning charges				
	TOTAL				

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Technical Details & Specifications for BURGLAR ALARM SYSTEMS

CONTROL PANEL – BURGLAR ALARM

The Control Panel for the Burglar / Intruder shall be:

1. Burglar alarm control panel should have minimum 4-zone with GSM-auto dialler feature enabled.
2. Should have LCD / LED display on a metal body with change of mode with manual keys.
3. Should have GSM auto dialler facility to create SMS/Call to programmed mobile numbers
4. Should be capable of accommodating smoke sensor/heat sensor as at least one of its zones.
5. Inbuilt backup power should be for at least 12 hours (Minimum Battery Capacity= 12V-7AH)

ACCESSORIES REQUIRED FOR BURGLAR ALARM SYSTEMS:

Burglar & Smoke Alarms

1. Door Sensor
2. Shutter Sensor
3. Siren
4. Panic Switch
5. Smoke Detector
6. Vibration Sensor
7. PIR Sensor

1 DOOR SENSOR			
Make:		Model:	
S. No	Specifications	Compliance (Yes/No)	Deviation (if any)
1	4 - Wire contact		
2	Tamper Loop		
3	Operating Gap: 15MM min		
4	Available In Black & White ABS Bodies		
5	Contact Rating: 10W, 12/24VDC, 0.5A		
6	Contact O/P : Normally Closed		
7	Operating Temperature -25°C (-13°F) to +55°C (+131°F)		

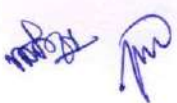


2 SHUTTER SENSOR**Make:****Model:**

S. No	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Heavy duty contact to be mounted on metallic shutters		
2	4 -wired contact - Compatible for Ferrous surfaces.		
3	Stainless Steel Cable protection		
4	Tamper protection to prevent any kind of tampering of the sensor.		
5	Operate at a minimum gap of 55mm close.		
6	Alarm Contact: Normally Closed		
7	Tamper Contact: Normally Closed		
8	Protection: IP67		
9	Certification Required: EN/UL/CE/FCC		

3 SIREN**Make:****Model:**

S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Sound decibels	110 db to 120 db		
2	Power backup	Inbuilt battery, 12 V, 1Amp or less		
3	Sensor handing capacity	8 sensors		
4	Flash	LED Flash		
5	RF Type	868MHz, 433.5MHz		
6	Tamper proof	Wall, Lid & Screw tamper proof		
7	Battery Monitoring	Led indicator		
7	Operating Temperature	5°C to +55°C		
8	Certifications	EN/UL/CE/FCC		



4 PANIC SWITCH				
Make:		Model:		
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Contact O/P: NORMALLY CLOSED	NORMALLY CLOSED		
2	Tamper Switch	INSTALLED		
	Operation	Push Button		
3	Operating temperature range	-10 to +55 ° C		
4	Classification according to EN	50131-1, EN 50131-5-3, EN 50134-2 Grade		
5	Certifications	EN/UL/CE/FCC		

5 SMOKE DETECTOR				
Make:		Model:		
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Detection	Coverage 100m ²		
2	Sensing technology	Photoelectric optical Supervision		
3	Warning alerts	Low battery detection "Dirty sensor" signal LED indications Green & Red LED		
4	Power	2- wire/ 4-Wire detector		
5	Operating Voltage	8 – 30 VDC		
6	Sound Output	85dB @ 3m		
7	Tamper Proof	Anti-tamper against opening		
8	Operating temperature	-10 C to 55 C		
9	Relative humidity	0% to 95%		
10	Certifications	EN/UL/CE/FCC		



6 VIBRATION SENSOR				
Make:		Model:		
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Signal Range	30 mtrs		
2	Power	2- wire/ 4-Wire detector		
3	Alarm	Vibration		
4	Operating temperature range	- 5 to + 55 ° C		
5	Working current	10 uA		
6	Power	Working voltage – 3V		
7	Tamper proof	Tamper switch in built		
8	Certifications	EN/UL/CE/FCC		

7 PIR SENSOR				
Make:		Model:		
Sl.No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Detection method	Quad (Four element) PIR & Microwave Pulse Doppler, range start from just 1 meter from the sensor,		
2	Technology	Digital Quad, UTCL, ASIC (preferable)		
3	Coverage / Detection angle	12m x 12M, 85°wide.Min.		
4	Signal Range	Up to 12m radius		
5	Startup time	20 sec. – Led Indication		
6	Operating temperature range	-10 to + 55 ° C		
7	Working current	10 uA		
8	Power	2- wire/ 4-Wire detector Working voltage – 3V		
9	Features	Pet Immunity, min 2 level sensitivity control, Auto reset-NO/NC Both connect, RFI digital protection, Anti-masking		
10	Built-in Tamper proof	Should have micro switch for any alerting any type of tampering		
11	Certifications	EN/UL/CE/FCC		

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PARTICULARS OF THE BIDDER

1. Name, complete address of the Firm/Agency and Telephone No., Fax No., Email with Agency profile if any

2. Name, Designation, Address and Telephone Number of Authorized person of Firm / Agency to deal with Fax number and Email address:

3. Name of the Bank(s) where the agency has account(s): _____

Address & Telephone number of the Bank (statement of a/c copy enclosed): _____

4. Please specify as to whether Bidder is a Sole Proprietor /Partnership Firm/Company. Name, Address and Telephone No. of Director/ Partners should be specified (copies of relevant documents enclosed): _____

5. Goods & Services Tax Registration No. (Copy enclosed): _____

6. PAN/GIR No (Copy enclosed): _____

7. Annual Turnover for the past three financial years ending 31st March 2023, 31st March 2024 & 31st March 2025 (copy of authenticated balance sheets enclosed): _____

8. Experience (Enclosed relevant documents for authentication as undertaken similar projects in past for Govt./ PSU/ Banking & Other Institutions): _____

9. Details of Earnest Money Deposited:

a. Amount, Rs. _____/- (Rupees _____ only).

b. Bank Draft/ Pay order Number: _____ Date: _____

c. Name of the Bank/ Branch _____

Place: _____

Signature of Bidder (with seal): _____

Date: _____

Name: _____

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DECLARATION

1. I, ____ Son /Daughter of Shri. _____ Aged ____ R/o _____
Proprietor/ Partner/ Director/ Authorized Signatory of ____ competent to sign this declaration and
execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey
my acceptance of the same.

3. The information/ documents furnished along with above declaration are true and authentic to the
best of my knowledge and belief. I/we am/ are well aware of the fact that furnishing of any vague/ false
information/ fabricated document would lead to rejection of my tender at any stage besides liabilities
towards prosecution under appropriate law.

Signature of Authorized Person

Full Name: _____

Company's Seal: _____

Date: _____

Place: _____



FINANCIAL BID FOR CCTV & BURGLAR ALARM SYSTEMS

To,
The General Manager-Monitoring,
HO-Annexe,
Tamil Nadu Grama Bank,
Thirunagar, Salem, Tamil Nadu – 636 007.

Sir,

I/We have read the tender document, fully understood the Specifications, Terms & Conditions and quote the rates for the following Security Equipment, as required in the Tender No: **TNGB/SS/270/2025-26 dated 21.11.2025.**

i) Price BID for Annual Maintenance Contract – 'A'

S.No.	Schedule/ Description	Rate per Unit Rs.
1	Price BID for Annual Maintenance Contract (AMC) charges per quarter per Branch/Office for CCTV System	
2	Price BID for Annual Maintenance Contract (AMC) charges per quarter per Branch/Office for Burglar Alarm System	
	TOTAL (A)	

Note: For 'On Call Visits', if any, originated by the Branches/Offices in addition to AMC visits, AMC charges applicable for per Branch per visit will be paid additionally.

ii) Price BID for supply and installation/ replacement of Parts/ Spare parts of CCTV NVR systems as and when supply order placed during tenancy of the tender period-'B'

S. No.	Schedule / Description	Rate per unit Rs.
1	NVR 8-CHANNEL with 2 SATA - INTRANET/INTERNET READY	
2	NVR 16-CHANNEL with 2 SATA - INTRANET READY/INTERNET READY	
3	DVR 8-CHANNEL with 2 SATA	
4	21.5" or above LED Monitor	
5	2MP (IP) IR Dome with Motion Sensor	
6	2MP(IP) IR Bullet with Motion Sensor	
7	2MP (IP), IR Wireless – with Motion Sensor (For Self-Recording facility & Storage in SD Card)	
8	64Gb Micro SD Card	
9	PoE Switch 8-Port Full, Gigabyte (10/100/1000)	
10	PoE Switch 8-Port Full, Megabyte (10/100)	
11	6 TB, Surveillance Hard Disk	
12	4 TB, Surveillance Hard Disk	
13	650VA UPS (140-300Vac) 12V 8AH	
14	Camera PVC Box	
15	HDMI cable 5 meters	
16	HDMI cable 10 meters	
17	Wall mount for monitor	
18	Cable (Cat 6 Type) STP with RJ 45 connectors (Rate per Meter)	

19	Plastic square casing one inch (Rate per Meter)	
20	Power supply spike 6 plug (installable in CCTV Rack)	
21	6U CCTV Rack	
22	4U CCTV Rack	
23	Wireless mouse	
24	CCTV NVR Installation charges	
	Total (B)	

All the above rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs. GST will be paid extra as applicable from time to time.

iii) Price BID for supply and installation/ replacement of Parts/ Spare parts of CCTV NVR systems as and when supply order placed during tenancy of the tender period – 'C'.

S. No.	Schedule / Description	Rate per unit Rs.
1	DVR 8-CHANNEL with 2 SATA	
2	2MP HD IR Dome Camera	
3	2MP HD IR Bullet Camera	
4	DVR SMPS 12V/ 5AMPS	
5	RG6 cable (Rate per Meter)	
6	CCTV DVR Installation charges	
	Total (C)	

iv) Price BID for supply and installation of Burglar Alarm Systems, replacement of Parts/ Spare parts of BAS – 'D'.

S. No.	Schedule / Description	Rate per unit Rs.
1	4 zone Intrusion Alarm - Control Panel–with Inbuilt GSM Auto Dialler facility	
2	4 zone Intrusion Alarm - Control Panel – without GSM Auto Dialler facility	
3	External GSM Auto Dialler	
4	Door Sensor	
5	Shutter Sensor	
6	Vibrator Sensor	
7	Hooter/ Siren (110db or above)	
8	PIR Sensor	
9	Smoke Detector	
10	Panic Switch	
11	2 Core Wire 0.75mm (Rate per Meter)	
12	4 Core Wire 0.75mm (Rate per Meter)	
13	6 Core Wire 0.75mm (Rate per Meter)	
14	Plastic square casing one inch (Rate per Meter)	
15	Installation charges	
	Total (D)	

All the above rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs.

Note: The L-1 rate would be calculated on each line basis or grand total basis or based on AMC charges per quarter per Branch/Office basis subject to Banks discretion.



The Grand Total comprises

- (i) Price BID quoted for AMC of CCTV Systems and Burglar Alarm Systems **(A)**,
- (ii) Price BID for supply and installation/ replacement of Parts/ Spare parts of NVR based CCTV system **(B)**
- (iii) Price BID for supply and installation/ replacement of Parts/ Spare parts of DVR based CCTV system **(C)**
- (iv) Price BID for supply and installation of Burglar Alarm Systems, replacement of Parts/ Spare parts of BAS **(D)** as derived from the respective financial bid evaluations.

Date: ____ / ____ /2025

Place: _____

Signature _____

In the Capacity of: _____
Duly Authorized to Sign the Offer and Terms and
Conditions on behalf of (Company)

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