

## TENDER NOTICE

Tenders are invited in a sealed envelope super scribing **“Comprehensive Annual Maintenance Contract for existing CCTV Surveillance System installed at Banks Head Office & Branches”**

Tender no.	03/2018-19
Earnest Money	Rs. 10,000/- (Rs. Ten Thousand only) ) in the form of DD favouring The Municipal Co operative bank Ltd., Mumbai along with Technical Bid
Cost of Tender Document	Rs. 500/- ( Rs. Five hundred Only) in the form of DD favouring The Municipal Co operative bank Ltd., Mumbai along with Technical Bid
Last Date and Time of submission of Tender	On or before 25/05/2018 upto 3.00 pm
Validity Of Offer	120 days from the date of opening tender
Completion Period	01/07/2018 to 30/06/2019
Security Deposit ( Only for successful tenderer)	Rs. 50000/-
Submission of Tender	The Bid Documents shall be submitted in two separate envelopes-, Envelope No (1) – Technical Bid and Envelope No – (2) Price Bid. Both envelopes should be submitted on the same date and time. The Technical Bid and Price Bid are to be placed in two separate individual envelopes, sealed and superscribed as ‘Technical Bid’ and ‘Price Bid’ respectively. These two envelopes are then to be placed together in envelope No.3, sealed and superscribed on the outside with the narration “COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CCTV SURVEILLANCE SYSTEMS INSTALLED AT BANKS HEAD OFFICE AND IN OTHER BRANCHES

Tender can be downloaded from Bank’s website i.e. [www.municipalbankmumbai.com](http://www.municipalbankmumbai.com)

Those applicants who have down-loaded the application from the website have to submit, a non-refundable DD for Rs 500/= in favour of “The Municipal co operative Bank Ltd., Mumbai “ payable at Mumbai, towards cost of the tender document

## ELIGIBILITY CRITERIA

Sr no.	Particulars	Annexure
1	The firm should be registered as a company under companies Act.	Copies to be attached
2	Turnover for last three years should be more than Rs. 50 Lakhs.	A copy of each year Audited balance sheet along with profit and loss account statements for last 3 financial years should be attached along with the Technical Bid.
3	The company should be registered for GST.	The copy of the GSTN number should be attached to the TENDER
4	The tenderer must have its office /branch located in Mumbai Jurisdiction	Address Proof for the office / branch is to be attached
5	Company shall have experience in the same field and they should have handled a minimum of 3 AMC/Implementation in the past, in Government Department or with private sector organizations/Bank.	Copies to be attached

The vendor shall have sufficient infrastructure to cater the service. They shall have sufficient financial and manpower strength in specific terms as follows :-

- a) The vendor shall provide complaint booking over phone during 10.45 a.m. to 5.45 p.m. on working days All the complaints logged before 2 p.m. has to be attended on the same day. On lodgment of complaint by office, Docket No. of complaint should be given and the vendor should provide escalation matrix for resolving the issue
- b) Vendor shall have sufficient communication facilities such as land line phone, mobile phone, email, fax and on-line complaint registration facility. Which should be provided to the bank at the time of entering AMC contract as annexure.
- c) The company should have their own service center to undertake repairs & servicing and should have sufficient infrastructure & expertise to maintain the systems & reputed financial stability.

### **The scope of AMC must as follows**

- i) Quarterly inspection and cleaning
- ii) Service for break down maintenance as and when occurs.
- iii) Vendors shall do all call logging and provide quarterly reports
- iv) The payment will be made after successful completion of contract quarterly upon raising of bills by vendor along with preventive maintenance/complaint attended service report of the branch/offices. The final payment will be made after the successful completion of the contract. Each payment will be made subject to deduction of Tax at source (TDS)
- v) When repair/replacement takes place, the vendor shall not replace any of the components of the equipments with lower configuration. The vendor shall ensure that the replacement be made with OEM COMPONENTS ONLY. Where any items/parts/components (such as cameras, D.V.R. power supply) need replacement, the same shall be replaced with same make ,specification .In case the brand /model has become obsolete, the same shall be replaced with superior quality of items/ Parts/components and must carry at least one year warranty.
- vi) Bank will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.

## TERMS & CONDITIONS

- 1) The Company should provide standby equipments in case of failure and repair/replacement taking beyond 24 hours.
- 2) Vendor should provide following Add on services.
  - I. 24X7 Toll-free Support
  - II. Free Software Upgrades
  - III. Daily Video Health Check
  - IV. Hard Disk Full Notification
  - V. Hard Disk Failure Alert
  - VI. Alert on illegal tampering of Video
  - VII. Video Masking of Camera
  - VIII. Camera wise video signal connection details
  - IX. DVR Hardware/Recording status
  - X. Last date of recording (Date & Time)
  - XI. No. of days recording present
- 3) Vendor should provide camera recorded data (recording) free of cost as & when require.
- 4) The Company will be liable for the penalty in case it is not resolve the Problem as per below

<b>Sr No.</b>	<b>Service/Equipment Down</b>	<b>Downtime Charges Per Hour</b>
1	CCTV Camera	Rs.250/- per hour
2	Recording failure	Rs.500/- per hour

The Company should resolve the issue of camera/s within 2 hours of intimation by phone, fax, email, call log, In case of delay in resolving the issue, time duration after 2 hours will be considered as downtime and appropriate downtime charges will be applied.

The recording failure issue should resolve on top priority.

- 5) A vendor will have to enclose the demand draft of Rs.10000/- as a Earnest Money Deposit along with tender. The DD should be in favour of "The Municipal Co-Operative Bank Ltd, Mumbai"
- 6) A successful contractor will have to keep Rs.50000/- as security deposit with the bank till successful completion of contract which will bear no interest.
- 7) Bank reserve its right to discontinue the contract, if it is not found satisfactory, in that case the security deposit will be forfeited
- 8) A contractor shall not sublet or transfer contract to any other organization
- 9) Rate should be quoted for comprehensive Annual maintenance contract (including taxes) for the Period mentioned against the branches in list enclosed.

- 10) A contractor will have to sign the contract on agreement of Rs.200/- for execution of the job. The cost of the same will be borne by contractor.
- 11) The rates quoted should be branch wise.
- 12) Vendor should visit each office of the bank before giving his quotation for AMC and check the condition of units (camera/s DVR) and satisfy himself about proper condition and then only considering the machine for the comprehensive maintenance contract. There after any kind of fault of whatever nature of all units/machine will not be entertain by the Bank and if such machine is not repaired within stipulated period penalty will be levied as per clause No. 4  
(Details of no .of units and Branches address and the period of AMC is shown in a separate list enclosed)
- 13) The Bank reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Bank's decision in this regard will be final and binding on all applicants
- 14) The annual maintenance contract will be for a period of one year.

The wax sealed quotation addressed to "The General Manager (I/C)" The Municipal Co-Operative Bank Ltd, Mumbai should be submitted on or before 25/05/2018 up to 3.00p.m. at Municipal Co-Op. Bank Ltd, Mumbai, Municipal Bank Bhavan,245 P D" Mello Road, Fort, Mumbai-400001

Thanking You,

**Yours faithfully**

**Sd/-  
General Manager (I/C)**

**THE MUNICIPAL CC-OP, BANK LTD, MUMBAI**  
**PRICE BID**

Sr. No.	Branch	Address	Tel No.	no of months	No. of Cameras	Comprehe nsive AMC per month (Basic) Rs.	GST	Total Monthly Compreh ensive AMC charges with tax	Comprehe nsive AMC per year with Tax (Rs)
1	Andheri (E)	K-East Ward Office Building, Azad Road, Gundavali Village, Andheri (E), Mumbai - 400 059.	26845099	12	9				
2	Kandivalli (W)	R/South Ward, Ground Floor, Near Kandivalli Swimming Pool, M. G. Road, Kandivalli (W), Mumbai.	28634600	12	9				
3	Borivalli (W)	Prabhodhankar Thakray Natya grah, Sodawala Lane, Borivalli(W), Mumbai.	28912244	12	12				
4	G / South (Prabhadevi W)	G / South Ward office building, N.M. Joshi Marg, Mumbai - 400 013.	24229645	12	8				
5	CST	Municipal Head Office, Old Building, Ground Floor, Mahapalika Marg, Mumbai - 400 001.	27634423	12	8				
6	Bandra (W)	Municipal H Ward Office, Ground Floor, R.K.Patkar Marg, Bandra(W), Mumbai - 400 050.	26425212	12	8				
7	Byculla	E/Ward Municipal Building, 10,sarkli Street, Byculla, Mumbai - 400 008.	23088799	12	12				
8	G / North (Dadar W)	Harish Chandra Yelwe Marg, Behind Plaza Cinema, Dadar, Mumbai - 400 028.	24326271	12	8				
9	Sion	Lokmanya Tiak Municipal General Hospital Building, Sion, Mumbai - 400 022	24092919	12	9				

10	Bhandup	Municipal SW Ward Office, Near Mangatram Petrol Pump, L B S Marg, Bhandup(W), Mumbai - 400 078.	25941317	12	9				
11	(Adm. Office) Fort	1 st floor , Head office . Admin Office, Municipal Bank Bhavan, 245, P. D'Amello Road, Fort, Mumbai-400 001.	22613814 22619477	12	16				
12	Parel	F/South Ward, Municipal Office Bldg, Parel T. T., Mumbai - 400 012.	24181474	12	16				
13	Ghatkopar	Ghatkopar N/W Ward Municipal Bldg, Jawahar Road, Ghatkopar, Mumbai - 400 077.	25012670	12	8				
14	Mulund	T/Ward Municipal ward Bldg, Devidayal Road, Mulund (W), Mumbai - 400080.	25610116	12	9				
15	Deonar	M/East ward office Building, Plct no-38 and 39, Ground floor, Deonar Village, M. T Kadar Marg, Deonar, Mumbai - 400 043.	25512930	12	9				
16	Nair Hospital	B. Y. L. Nair Hospital Compound, Mumbai Central, Mumbai - 400 008.	23098669	12	9				
17	Andheri (W)	K/West Ward Office Building, Paliram Marg, Andheri(W), Mumbai - 400 058.	26181683	12	6				
18	Nanachowk	D-Ward Office Building, 1st Floor, Jobanputra Compound, Nanachowk, Mumbai - 400 007.	23860759	12	8				
19	Girgaum	Soman Building, Gaiwadi, J.S.S. Road, Near Sahitya Sangh Naty'e Mandir, Girgaon, Mumbai 400004.	23888512	12	6				
20	Marine Lines	Below Princess Street flyover, Near Parsi Gymkhana gate, Marine Lines, Mumbai - 400 002.	22821650	12	8				
21	Chembur	M/West ward office Building, Ground floor, Near Natraj Cinema, Sharadbhau Acharya Marg, Chembur,	25289333	12	10				

22	Head Office (Fort)	Ground Floor, Municipal Bank Bhavan, 245, P. D' mello Road, Fort, Mumbai-400 001.	22616911	12	16				
23	Worli	Worli engineering Hub Dr.E- Meses Road worli naka mumbai -400018	242229645	12	2				
24	Kapurbaudi ATM	Kapurbaudi Water Works Yard, P C Sandoz Baug, Kapurbaudi, Thane (w), 400607	25610116	12	2				
25	Goregaon (W)	Municipal P/South ward office Bldg. CTS No. 746, S.V. Road, Goregaon (W) Mumbai 400 104	28715555	12	8				
		<b>TOTAL AMOUNT</b>			<b>225</b>				