



THE MUNICIPAL CO-OP. BANK LTD., MUMBAI

ESTD - 1952

Ref. No. MCB/

GM/ /2017-2018

Date :

Date : 01.06.2017

To

Sub: Sealed quotations for comprehensive Annual maintenance contract of CCTV for Bank's Head Office & Branches.

Sir,

The wax sealed quotations are invited by the Bank for comprehensive Annual maintenance contract for CCTV at Banks Head Office & Branches (as per list enclosed).

Terms & Conditions :

- 1) Rate should be quoted for comprehensive Annual maintenance contract (including taxes) for the period mentioned against the branches in list enclosed.
- 2) 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 annual maintenance contract will be for a period of one year.
- 3) The firm should be registered as a company under companies Act.
- 4) Turnover for last three years should be more than Rs.1 Crore.
- 5) 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 logment of complaint by office, Docket No. of complaint should be given and the vendor should provide esclation matrix for resolving the issue
 - b) 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.
 - c) 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.

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Head Office : Municipal Bank Bhavan, 245, PD'Mello Road, Fort, Mumbai - 400 001.

Tel.: 2261 8653 / 2261 3814 / 2261 6911-12 / 2261 9248 / 2266 4264 Fax : 2266 4064 / 2266 0192. G.P.O. Post Box No. 1027

Website : www.municipalbankmumbai.com E-mail : mcbank@mcbmumbai.com, accounts@mcbmumbai.com



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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 alongwith 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.
- 7) The Company should provide standby equipments in case of failure and repair/replacement taking beyond 24 hours.
- 8) Vendor should provide following Add on services.
- I. 24X7 Tollfree 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. Camerawise video signal connection details
 - IX. DVR Hardware/Recording status
 - X. Last date of recording (Date & Time)
 - XI. No.of days recording present
- 9) Vendor should provide camera recorded data (recording) free of cost as & when require.
- 10) The Company will be liable for the penalty in case it is not resolve the problem as per below

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

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-: 3 :-

The Company should resolve the issue of camera/s within 4 hours of intimation by phone, fax, email, call log,. In case of delay in resolving the issue, time duration after 6 hours will be considered as downtime and appropriate downtime charges will be applied.

The recording failure issue should resolve on top priority.

The Company should resolve the issue of recording within 4 hours of intimation by phone ,fax ,email ,call log,. In case of delay in resolving the issue, time duration after 6 hours will be considered as downtime and appropriate downtime charges will be applied.

- 11) 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"
- 12) 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.
- 13) Bank reserve its right to discontinue the contract, if it is not found satisfactory, in that case the security deposit will be forfeited
- 14) A contractor shall not sublet or transfer contract to any other organization
- 15) 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.
- 16) The rates quoted should be branch wise.
- 17) 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.8.
(Details of no .of units and Branches address and the period of AMC is shown in a separate list enclosed)
- 18) Vendor shall submit its GST Registration document with tender.

The wax sealed quotation addressed to "The General Manager (I/C)" The Municipal Co-Operative Bank Ltd ,Mumbai should be submitted on or before 16-06-2017 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


General Manager (I/C)

Head Office : Municipal Bank Bhavan, 245, PD'Mello Road, Fort, Mumbai - 400 001.

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Quo Ltr CCTV

Folder: G.M.Ltr

MCBF/44B

THE MUNICIPAL CO-OP, BANK LTD, MUMBAI

Address of Branches

Sr. No.	Branch	Address	Tel No.	AMC Start Date	AMC End Date	no of months	No. of Cameras	Comprehensive AMC per month (Basic)	ser tax	vat	Total Monthly Comprehensive AMC charges with tax	Comprehensive AMC per year with Tax
1	Andheri (E)	K-East Ward Office Building, Azad Road, Gundavali Village, Andheri (E), Mumbai - 400 059.	26845099	01-07-2017	30-06-2018	12	9					
2	Kandivali (W)	R/South Ward, Ground Floor, Near Kandivali Swimming Pool, M.G.Road, Kandivali (W), Mumbai.	28634600	01-07-2017	30-06-2018	12	9					
3	Borivali (W)	Prabhodhankar Thakray Natyagrah, Sodawala Lane, Borivali(W), Mumbai.	28912244	01-07-2017	30-06-2018	12	12					
4	G / South	G / South Ward office building, N.M.Joshi Marg, Mumbai - 400 013.	24229645	01-07-2017	30-06-2018	12	8					
5	CST	Municipal Head Office, Old Building, Ground Floor, Mahapalika Marg, Mumbai - 400 001.	22634423	01-07-2017	30-06-2018	12	8					
6	Bandra (W)	Municipal H Ward Office, Ground Floor, R.K.Patkar Marg, Bandra(W), Mumbai - 400 050.	26425212	01-07-2017	30-06-2018	12	8					
7	Byculla	E/Ward Municipal Building, 10,sankli Street, Byculla, Mumbai - 400 008.	23088799	01-07-2017	30-06-2018	12	12					
8	G / North	G/North Municipal Office Building, Harish Chandra Yelwe Marg, Behind Plaza Cinema, Dadar, Mumbai - 400 028.	24326271	01-07-2017	30-06-2018	12	8					

9	Sion	Lokmanya Tilak Municipal General Hospital Building, Sion, Mumbai - 400 022	24092919	01-07-2017	30-06-2018	12	9						
10	Bhandup	Mangatram Petrol Pump, L B S Marg, Bhandup(W), Mumbai -	25941317	01-07-2017	30-06-2018	12	9						
11	Fort	Office, Municipal Bank Bhavan, 245, P. Demello Road, Fort,	22613814 22619477	01-07-2017	30-06-2018	12	16						
12	Parel	Bldg, Parel T.T., Mumbai - 400 012.	24181474	01-07-2017	30-06-2018	12	16						
13	Ghatkopar	Bldg, Jawahar Road, Ghatkopar, Mumbai - 400 077.	25012670	01-07-2017	30-06-2018	12	8						
14	Mulund	Devidayal Road, Mulund (W), Mumbai 400080.	25610116	01-07-2017	30-06-2018	12	9						
15	Deonar	M/East ward office Building, Plot no-38 and 39, Ground floor, Deonar Village, M.T Kadam Marg, Deonar, Mumbai - 400	25512930	01-07-2017	30-06-2018	12	9						
16	Nair Hospital	B.Y.L.Nair Hospital Compound, Mumbai Central, Mumbai - 400 008.	23098669	01-07-2017	30-06-2018	12	9						
17	Andheri (W)	K/West Ward Office Building, Paliram Marg, Andheri(W), Mumbai - 400 058.	26181683	01-07-2017	30-06-2018	12	6						
18	Nanachowk	D-Ward Office Building, 1st Floor, Jobanputra Compound, Nanachowk, Mumbai - 400 007.	23860759	01-07-2017	30-06-2018	12	8						
19	Girgaum	Road, Near Sahitya Sangh Natya Mandir, Girgaon. Mumbai 400004.	23888512	01-07-2017	30-06-2018	12	6						
20	Marine Lines	Below Princess Street flyover, Near Parsi Gymkhana gate, Marine Lines, Mumbai - 400	22821650	01-07-2017	30-06-2018	12	8						
21	Chembur	Ground floor, Near Natraj Cinema, Sharadbhau Acharya Marg, Chembur, Mumbai - 400 071.	25289333	01-07-2017	30-06-2018	12	10						

22	Fort	Bhavan, 245,P.Demello Road, Fort, Mumbai-400 001.	22616911	01-07-2017	30-06-2018	12	16						
23	Worli	Worli engineering Hub Dr.E-Moses Road worli naka mumbai 400018	24229645	01-07-2017	30-06-2018	12	2						
24	L.B.S marg Mulund Octroi collection Centre	L.B.S Marg, Mulund check naka, mulund (W), Mumbai-400080	25600392	01-07-2017	30-06-2018	12	2						
25	Mankhurd Panvel Highway Octroi collection Centre	Municipal Octroi Premises, Mumbai Panvel Highway, Mankhurd, Mumbai 400088	25581355	01-07-2017	30-06-2018	12	2						
26	Airoli Mulund Link Road Octroi collection Centre	Municipal Octroi Premises, Mulund Airoli Link Road, Mulund (E) Mumbai 400081	9969025144	01-07-2017	30-06-2018	12	2						
27	Eastern Express Highway Octroi collection Centre	Municipal Octroi Premises, Eastern Express Highway, Mulund (E) Mumbai	25329682	01-07-2017	30-06-2018	12	2						
28	Dahisar Octroi collection Centre	Municipal Octroi Premises, Western Express Highway, Dahisar (E) Mumbai 400068	28965529	01-07-2017	30-06-2018	12	2						
29	Kapurbawdi ATM	Office of the EX Engineer (Ops.), Kapurbawdi Water Works Yard, P O Sandoz Baug, Kapurbawdi, Thane (w), 400607		01-12-2017	30-06-2018	7	2						
		TOTAL NO. OF CAMERAS					227						