

TENDER FOR COMPREHENSIVE AMC OF CCTV SYSTEMS

Meghalaya Rural Bank invites sealed tenders from experienced Firms / Contractors for "Comprehensive Annual Maintenance Contract (CAMC) of CCTV Systems in Branches & Offices of Meghalaya Rural Bank".

The Tender submission shall consist of separate "Techno-Commercial: Bid-A" and "Price/Financial: Bid- B", placed together in a sealed cover/envelope clearly mentioning **"Offer for CCTV Maintenance Services"** (superscripted on the top) failing which the bid may be rejected.

1. Scope of Work

The Bank has CCTV Systems installed in all its Offices and Branches summarized as hereunder:

- 2.0MP HD Analog IR Dome Camera - Avtron/ HI-Focus or similar make
- 2.0MP HD Analog IR Bullet Camera - Avtron/ HI-Focus or similar make
- 8/16 CH 2.0MP Tribrid Stand Alone DVR - Avtron/ HI-Focus or similar make
- 2 / 4 TB AV Professional Video Surveillance HDD for 24x7 applications - WD / Seagate or similar make
- 17" / 21" Monitor (Display Screen) with HDMI Port
- Network System Rack 6 U
- BNC Connector, DC Pin, 3 + 1 CCTV Cable, Conduits, Casing etc

Detailed list of cameras / equipment location wise is available with IT Department and can be viewed only upon request.

All the products installed, like Cameras, DVR's, Power Supply, accessories, cables etc. related to CCTV systems shall be maintained by the Service Provider. The broad responsibility areas of the Service Provider are as under:

i. Corrective Maintenance:

- a. This shall include the service/repair/replacement of defective parts upon reported breakdown with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. The systems are to be brought to fully operational order within timelines specified by SLA.
- b. Realignment and/or relocation of Cameras, DVR and other components of CCTV System for optimal operations of the systems on advice of the Bank Management is also under the purview of the CAMC.
- c. In case of shifting of CCTV system to another location the Bank may at its discretion offer the works to the Service Provider on cost basis or obtain spot quotations from willing parties.



ii. Preventive Maintenance:

Quarterly Preventive maintenance is to be provided and a minimum of the following activities to be carried out:

- a. Check history of CCTV system since last maintenance service
- b. Inspection of all major CCTV components including cabling & connections where accessible, for signs of deterioration or damage
- c. Check all CCTV control equipment (Monitors, DVR, accessories etc.)
- d. Check and clean cameras, lenses and housings as necessary.
- e. Check lenses for correct field of view and adjust as necessary
- f. Check pictures for correct field of view and adjust as necessary.
- g. Check recording and playback quality
- h. Repair minor faults where necessary.
- i. Ensure uninterrupted and stable flow of power supply to CCTV Systems take precautionary measures to fine-tune the same on cost to-cost basis (if required)
- j. Retrain the users on the use of the CCTV system (if required)
- k. Record and log all test results for inspection by designated Officer
- l. Check the backup footage is being retained for the stipulated number of days.
- m. Return the CCTV system to operational status.

iii. Footage Retrieval:

The service provider shall also assist the Bank Officials as required to retrieve CCTV footage and transfer to suitable storage medium as advised by the Bank Management.

2. Techno-Commercial: Bid-A

- i. Minimum Eligibility Criteria: The following are the minimum eligibility criteria for participating in the Bid process, and relevant documents as indicated in table below are to be enclosed.

3. Eligibility Criteria

- The agency must be a registered firm/company (Proprietorship/LLP/Private Limited/Partnership) with valid registration documents.
- Minimum 3–5 years experience in installation/maintenance of CCTV or electronic surveillance systems, preferably for banking/financial institutions.
- Valid PAN and GST registration.
- Proven track record supported by satisfactory work completion/performance certificates from previous clients.
- Must have a local presence or service support within the state of Meghalaya/Assam, for prompt technical support. (Evidence for the same to be submitted)
- Bidder must have a minimum of 75 Lakhs Annual average turnover per year during the last two financial years i.e. 2023-24 and 2024-25



4. Documents Needed to Submit

- Company registration documents (Certificate of Incorporation/partnership deed/Firm registration).
- GST and PAN copies.
- Trade licenses from local authorities.
- Proof of experience: work orders or completion certificates showing relevant experience in CCTV maintenance.
- List of technical staff and their qualifications (sometimes resumes and police verification for on-site engineers may be required).
- Satisfactory performance certificates from clients, preferably from banks/financial institutions.
- Latest annual financial statements/CA-certified turnover certificates.
- Undertaking of non blacklisting

5. **Earnest Money Deposit (EMD):** All Tenders must be accompanied by earnest money at the rate of Rs. 10,000.00 (Rupees ten thousand only) in the form of valid Bank Guarantee/Bank Draft/Deposit-at-Call Receipt payable to Meghalaya Rural Bank, Head Office, Shillong.

EMD deposited by the unsuccessful tenders will be refunded by way of handing over the original Demand Draft/ Bankers Cheque duly endorsed by Competent Authority. The Earnest Money of the Successful Tenderer will be adjusted as Security Deposit / Performance Guarantee to be refunded on successful completion of Contract Period.

EMD will be forfeited if the Bidder withdraws or alters/amends the tender in any respect. Any Bid which is not accompanied along with EMD will be rejected.

6. Price/Financial: Bid- B

- i. The Financial bids will be opened in case of only those bidders who will be qualified in the Technical Bid.
- ii. Quoted rate (including GST to be shown separately) for rendering Comprehensive Annual Maintenance Contract (AMC) of CCTV Systems in Branches & Offices of Meghalaya Rural Bank must have the validity period for one year w.e.f. selection of the bidder.
- iii. The AMC price quoted shall be inclusive of all charges and no other charges like travel expenses etc., will be provided.
- iv. "Financial Bid" should be submitted in a separate sealed cover duly signed by authorized person on behalf of each firm.



7. Timelines & Opening of Bids

The timelines and opening of Bids is as indicated in table "Important Dates" below. In case of holiday or any other unforeseen contingency, the tender will be opened on the next working day at same time. Validity of the Bid would be for SIX months from the date of opening of Tender.

Important Dates:

Date of publishing Tender Notice	18-10-2025
Last Date of Submission of Tender	01-11-2025
Opening of Technical Bids	03-11-2025
Opening of Financial Bids	03-11-2025
Date of Signing of Letter of Acceptance, Service Level Agreement (SLA) & Undertaking	To be notified

8. Period of Contract (AMC):

AMC shall be for a Period of 1(One) Year from the date of issuance of award of contract/ work order. AMC for all items may be extended for further period, if required, at same rate, terms and conditions, at the discretion of this office, subject to satisfactory performance of the Agency.

Meghalaya Rural Bank reserves the rights to accept or reject any or all or part of the tender at any stage without assigning any reason thereof. The firms / agencies agreeing with the above terms and conditions should only apply. Once the rate offered in the Tenders are accepted, no enhancement of rate will be allowed under any circumstances.

The Successful Tenderer will have to Sign the Following documents at Meghalaya Rural Bank, Head Office:

- A. Letter of Acceptance
- B. Service Level Agreement (SLA) and
- C. Non-disclosure Undertaking

The Tenderer can visit our website <https://meghalayaruralbank.bank.in/> for downloading the Tender documents and any updates

Meghalaya Rural Bank reserves the right to reject all bids/tenders without assigning any reason whatsoever.

For Information and submission of Tender documents:

**O/o GENERAL MANAGER – I
MEGHALAYA RURAL BANK - HEAD OFFICE
KJP ASSEMBLY CONFERENCE CENTER,
CENTRAL WARD, BARIK POINT,
SHILLONG 793001, MEGHALAYA**

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