



RFP No.: PDCC/IT-RFP/26-27/04

Date: 21.08.2026

THE PUNE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.



INFORMATION TECHNOLOGY DEPARTMENT

**HEAD OFFICE: Pune District Central Co-op. Bank Ltd.,
4 B , B. J. Road, Pune.
Pin – 411001**

REQUEST FOR PROPOSAL (RFP)

FOR

**Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back
of Existing CCTV Inventory**

RFP No.: PDCC/IT-RFP/26-27/04
RELEASE DATE: 21/08/2026



Disclaimer

The information contained in this RFP document, or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of corresponding bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their quote's propositions. While efforts have been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may be in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



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1. Introduction

Pune District Central Co-operative Bank (PDCC Bank), Pune (hereinafter referred to as “the Bank”), is a District Co-operative Bank operating in the western region of the State of Maharashtra. The Bank presently operates through a network of 294 branches, 6 extension counters and 138 ATMs (133 Onsite and 5 Offsite) across Pune District. All branches of the Bank are centrally connected to the Data Centre (DC) located at the Bank’s Head Office in Pune. The Bank also maintains a co-located Disaster Recovery (DR) site at Amaravati, Andhra Pradesh.

The Bank hereby invites proposals from eligible bidders for Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory, in accordance with the terms and conditions specified in this Request for Proposal (RFP).

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.



2. Request For Proposal (RFP)

The following is an indicative timeframe for the overall process. PDCC Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be communicated to the affected Respondents during this RFP process.

Particulars	Details
RFP Title	Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory
RFP Reference Number	RFP No.: PDCC/IT-RFP/26-27/04 dated 21/08/2026
Tender Fee (non-refundable) by Demand Draft	INR 15,000/- + INR 2,700/-(GST) = INR 17,700/- (Rupees Seventeen Thousand Seven Hundred Only) Demand Draft (DD) in favor of 'The Pune District Central Co-operative Bank Ltd.'
Earnest Money Deposit by Demand Draft	INR 5,00,000/- (Rupees Five Lakh Only) Demand Draft (DD) in favor of 'The Pune District Central Co-operative Bank Ltd.'
Performance Security	Fixed Deposit Receipt from PDCC Bank or Performance Bank Guarantee which will be 5% of the Contract Value
Last date for submission of queries	31/08/2026 15:00 HOURS
Last date and time for submission of eligibility, technical, commercial bids	15/09/2026 16:30 HOURS
Submission of bids (Courier/By hand) at	The Deputy General Manager, IT Department Pune District Central Co-Operative Bank Ltd., Head Office: 4 B, B. J. Road, Pune 411 001
Date and Time of Eligibility-cum-Technical Bid opening	Will be communicated or published later.
Date and Time of Commercial Bid opening	Will be advised to the technically qualified bidders.
Bank email id for RFP related communication/PreBid Queries	it.tender@pdcc.bank.in
Contact Number	020-26304100 Ext. 299
Availability of RFP on website	www.pdcc.bank.in from 21/08/2026

The above dates are likely to remain unchanged. However, Bidders should check website www.pdcc.bank.in for any changes/addendums to the above dates and/or any other changes to this RFP.

1. The bidder is required to submit the **Tender Fees worth INR 17,700/-** including GST (Seventeen Thousand Seven Hundred Rupees Only) vide Demand Draft on or before the last date of submission of tender as mentioned above. Only those bidders who have submitted the tender fees will be allowed to participate in the tendering process including Prebid queries submission. Bidders intending to submit Prebid queries are required to submit the specified Tender Fee along with the Prebid queries; else, the Tender Fee shall be submitted along with the bid submission.
2. The bidder having MSME certificate is not required to submit the Tender fees and EMD. The bidder



must submit a valid MSME certificate and undertaking For MSME Benefits as per the format given in Annexure- J (Issuance date before submitting the RFP response) as part of the technical response.

3. If Bidder requires any clarification, then it should be shared on email at "it.tender@pdcc.bank.in" till 31/08/2026. Bank will reply via email within 2 working days, and such response shall be deemed final. Bidders are requested not to raise additional queries on the same matter after receiving the Bank's reply.
4. Eligibility cum Technical bid will be opened, in the presence of the bidder's representatives who choose to attend the opening of technical bid. No separate communication shall be sent in this regard.
5. All bids must be submitted at the same time giving full particulars in separate sealed envelopes at the bank's address within the time period specified as above.
6. Each bid must be accompanied by a bid security as specified in the RFP and must be delivered during office hours at the above address on or before specified date and time indicated above. No further discussion will be granted to bidders whose bids have been technically disqualified.
7. The Bank reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.
8. Nonattendance at the Bid opening will not be a cause for disqualification of a bidder. The Bank reserves the right to accept or reject in part or full any or all offers without assigning any reasons whatsoever.



3. Scope of Work

3.1 Detailed Scope of Work

The purpose of this RFP is to invite proposals from experienced and eligible potential bidders to handle end-to-end activities from Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory. In this connection, Bank invites offer ('Eligibility Bid cum Technical Bid' and 'Commercial Bid') from vendors as per the Terms and Conditions, Eligibility Criteria, Technical Specifications described elsewhere in this document.

1. Bidder should align with functional and technical specifications, quantities briefly specified Annexure (A): Functional and Technical Requirements.
2. Bidder should supply, install and maintain necessary hardware and software at bank's location in Pune District.
3. Bidder shall deploy minimum two (2) technically qualified support engineers dedicated to PDCC bank without additional cost throughout the term of contract for coordination with Bank team. These engineers shall work closely with the Bank's team to promptly identify, address, and resolve technical issues. The Bidder shall remain solely responsible for ensuring that all issues are resolved within the timelines specified in Section 9 - Service Levels, regardless of the number of support personnel deployed.
4. Bidder shall bear cost related to official travels, branch visits, offsite ATM visits as well as installation at designated locations.
5. Bidder shall submit signed NDA for all personnel proposed for this assignment. Whenever any ticket is assigned by the Bank, the Bidder must email the details of the personnel who will be visiting the location one day before. The engineer must carry a hard copy of this email communication, the company ID card, and a copy of Aadhaar or PAN card on every visit, whether for installation or issue resolution. PDCC Bank reserves the right to deny approval of any personnel deputed by the Bidder for this assignment.
6. Bidder shall supply brand-new components that are neither used nor damaged. The Bidder shall not incur any charges for faulty components returned by the Bank.
7. Bidder shall ensure that all accessories are ISI-marked or certified to an equivalent standard of quality by a recognized certification body.
8. Bidder shall ensure that CCTV cameras, NVR are STQC certified, BIS certified and complied with ER norms as mandated by MeitY.
9. Bidder must ensure the quality of CCTV, NVR and all other accessories. The Bank reserves the right to return any substandard items, and the Bidder shall replace them with the same quantity of CCTV and NVR at no additional cost.
10. Bidder shall be responsible for ensuring complete site readiness for the CCTV system installation and commissioning. The scope shall include the supply and installation of all required materials, including but not limited to data cables, power cables, conduits/casing, accessories, and all associated labor. All such costs shall be included in the bidder's installation/implementation charges. The bidder should ensure that all cabling is properly routed through appropriate conduits, trunking, or casing, and that no cables are left exposed.
11. Bidder's OEM shall have own firmware implementation capability.
12. Bidder shall submit an undertaking to provide a comprehensive on-site warranty for a period of three (3) years and Annual Maintenance Contract (AMC) for the fourth (4th) and fifth (5th) years. The comprehensive three-year on-site warranty and comprehensive AMC shall include free replacement of the CCTV camera system along with the NVR system in the event of unsatisfactory performance. Unsatisfactory performance shall include, but not be limited to, more than two (2) instances of breakdown or non-performance within the first year, inefficient or ineffective recording, or user unfriendliness of the



- equipment, as determined by the Bank.
13. All components and parts of the items shall be covered under a comprehensive warranty. In the event of any discrepancy between PDCC's requirements and the OEM warranty terms, the Bidder shall be solely responsible for bridging such gaps and ensuring full compliance with PDCC's requirements.
 14. Bidder is requested to provide the item/equipment which is not covered under the warranty/support during the project tenure with the technical document. The bidder has to submit the confirmation as per "ANNEXURE (K): MANUFACTURER AUTHORISATION FORM" that for the subsequent AMC the bidder is taking the AMC support from the OEMs.
 15. Bidder shall generate the configuration/specification report of the CCTVs and present the printout of same along with installation report to PDCC for their verification and signatures.
 16. Bidder shall provide complete project documentation, including the User Manual, in both hard copy and soft copy formats.
 17. Bidder shall conduct at least one (1) mandatory visit per quarter to each branch/office for the purpose of monitoring, supervision, and reporting throughout the contract tenure.
 18. Bidder is responsible for delivering the CCTV, NVR and equipment related to security alarm system at the site location without any additional cost. The material should be covered under insurance till the completion of installation. Bank reserves the right to reject the equipment before the acceptance of any material or equipment if it is found to have manufacturing defect or damage. Bank will be assisting the bidder with letter/declarations to obtain the waybill or any other document from the state government or Central government for the delivery.
 19. If the branch is relocated to new premises during the contract period, the bidder shall relocate the entire infrastructure and system (including networking up to Go-live) to the new location at no additional cost to the Bank.
 20. Bidder shall bear sole responsibility for obtaining all necessary road permits, forms, and other security-related documentation, travel insurance, etc. However, PDCC shall provide its signature on the requisite forms as the purchaser, in accordance with applicable requirements.
 21. Bidder shall supply hardware specified in the purchase orders within a period of 8 weeks to the Bank's designated locations across Pune District. The Bank shall provide detailed addresses of designated locations of head office, bank branches and offsite ATMs to the successful bidder.
 22. Bank will provide workstation/PC for centralized monitoring system.
 23. Bidder shall specify and provide the complete list of prerequisites required for the smooth execution and operation of the CCTV infrastructure, including but not limited to application software, hardware, database, operating systems, and related components. The Bank shall make the provision for the identified prerequisites as per the bidder's specifications.
 24. Bidder shall provide the required server sizing and specifications based on the requirements outlined in this RFP and shall be fully responsible for the proposed server infrastructure.
 25. All CCTV video recordings, archives, snapshots, metadata, and any related surveillance data shall be stored exclusively at the respective branch location.
 26. Back-to-Back OEM support should be available for the maintenance, support, replacement, upgradation, patches/fixes, vulnerability assessment based on periodic bulletins issued by the OEM during the warranty period.
 27. Bidder shall ensure that CCTV recordings are retained for a minimum period of 180 days and comply with any future NABARD/RBI/Meity retention requirements. The recordings shall be made available to the Bank whenever requested by the Bank, without delay.
 28. Bidder must build adequate safeguards to ensure that the information / documents / records / assets of the Bank are maintained in a way that the same are safe and there is no co-mingling of similar information



with other organizations to which it may be providing services. Bidder shall ensure preservation of all documents / data / video in accordance with all legal / regulatory obligations.

29. The services provided by Bidder will be audited by the Bank and/or third party and/or regulatory body. It shall be responsibility of the Bidder to co-operate and provide necessary information and support to the auditors. The Bidder must ensure that the audit observations are closed to top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Bidder shall provide assistance during audits as and when conducted without any additional costs.
30. Bidder should be able to provide the Bank with the required details in any format required / specified by the Bank.
31. Bidder should be capable of handling all the future applicable statutory and regulatory reporting and compliance requirements with respect to RBI, NABARD, Meity and any other Statutory Authority without any additional cost throughout the contract tenure.
32. Any penalties imposed on the Bank due to the Bidder's failure to comply with applicable guidelines or to obtain the necessary permissions or licenses shall be recovered by the Bank from the Bidder.
33. If the OEM is direct bidder, then same OEM should not provide MAF to any other prospective bidder. Otherwise, both the bids will be rejected.
34. CCTV products should qualify under CLASS- I LOCAL SUPPLIER as per Preferential Market Access (PMA) and Public Procurement Policy (PPP) Make In India (MII) scheme of the Govt. of India dated 04.06.2020 with 50% or latest applicable local content as per the Govt. norms.
35. The MAC addresses of Cameras and NVRs must be genuine, registered in the name of the OEM manufacturing the Cameras, and should originate from India.

3.2 BuyBack

1. PDCC Bank shall offer its existing CCTV infrastructure to the successful bidder under a buyback arrangement on an 'as-is, where-is' basis including without any warranty, representation, or guarantee regarding its condition, functionality, or fitness for purpose.
2. All costs, risks, and responsibilities associated with the removal and transportation of such hardware shall rest solely with the bidder.
3. The details of hardware and its quantity being offered under above buy back are mentioned under Annexure L: "CCTV Infrastructure for Buy Bank Offer", PDCC will however reserve its right to add/ withdraw / modify / retain some or all hardware at the time of actual pickup.

3.3 Training

4. Bidder shall provide necessary training for the operation engineers/staff members engaged in the CCTV and security alarm project time to time as recommended by the Bank.
5. Bidder shall be responsible for providing training to designated bank employees. The training shall comprehensively cover system installation, implementation, administration, operation, troubleshooting, and interpretation of reports, logs, and related outputs.
6. Bidder shall conduct a one (1) day workshop for the Bank's management. The workshop shall be intended to familiarize the management with the capabilities, features, and functionalities of the implemented solution.
7. All training sessions shall be held at locations designated by the Bank, including its training centers, regional offices, or head office, offsite ATM as applicable. All training related cost shall rest with the Bidder.
8. Bidder shall be responsible for providing comprehensive training materials to users, including functional



training, technical training, end-user training materials, job cards and all other relevant documentation. All such materials shall be provided in both hard copy and soft copy formats.



4. Eligibility Criteria

Below mentioned eligibility criteria should be strictly followed by the interested bidders and necessary relevant documents to justify these criteria should be produced by the bidders based on Bank demand. Any violation and non-fulfillment of these criteria will be considered the disqualification of the Bidder without any further information to the Bidders. PDCC Bank reserves the rights for the same.

Sr. No.	Qualification Criteria	Supporting Documents
A. General		
1	Bidder must be a legal entity registered in India and operating in India for at least five (5) years under Indian Companies Act 1956 or Partnership Act 1932 or Partnership/LLP Act 2013 as on date of the RFP.	Certificate of Incorporation/Partnership deed /shop act and other Documentary evidence to be attached. *Consortium is not allowed.
2	OEM company for Camera & NVR should have its own company registered in India since last 10 year. Any representation through a Dealer/ Distributor/ Joint Venture/ Subsidiary/ consortium shall not be treated as OEM.	Certificate of Incorporation under the provisions of companies Act, 1956 to be attached.
3	The OEM must have its own in-house, government-registered R&D facility in India, and should not outsource any development, design or research activities. R&D should be ISO 9001, 27001 and 20000 Certified.	R&D registration certificate issued by a government body to be attached.
4	Bidder(s) must have valid GST Registration allotted by the respective authorities.	Copy of the Certificate of GST Registration should be enclosed.
5	Bidder should have ISO 9001:2008, ISO 27001:2013 and CMMi Level 3.	Copy of the relevant certificates or Assessment certificate from Auditing agency.
6	Bidder must supply STQC and BIS certified CCTV products compliant with ER norms.	Copy of the relevant certificates/license and self-declaration complying with ER norms.
7	Bidders should have Manufacturer Authorization (MAF) Letter from Original Equipment Manufacturer (OEM) (as per Annexure-K), brochures and data sheets along with the proposal for each quoted product.	Manufacturer Authorization (MAF) Letter from OEM, brochures and data sheets along with the proposal for each quoted product to be submitted.
8	Bidder should not have been blacklisted /barred /disqualified by any Public Sector Bank / PSU / GOI department as on date of submission of Bid.	Self-declaration by competent authority of the bidder.
9	The bidder company should not be owned or controlled by any Director, employee (or Relatives) of PDCC.	Self-declaration to this effect on company's letter head signed by company's authorized Signatory with Company seal.



B. Financial		
10	Bidder should have a minimum turnover of INR 7 Crore in the last 3 financial years each (2022-2023, 2023-2024 and 2024-2025).	Certified copies of audited profit and loss statement along with mandatory CA certificate for last 3 financial years, i.e. 2022-2023, 2023-2024 and 2024-2025 to be provided.
11	Bidder should be a Profit-making company for last 3 financial years (2022-2023, 2023-2024 and 2024-2025) from the India operations. Profit After Taxes (PAT) will be considered.	Certified copies of audited profit and loss statement along with mandatory CA certificate for last 3 financial years, i.e. 2022-2023, 2023-2024 and 2024-2025 to be provided.
12	Bidder should have positive net worth in last 3 financial years (2022-2023, 2023-2024 and 2024-2025).	Certified copies of audited balance sheet along with mandatory CA certificate for last 3 financial years, i.e. 2022-2023, 2023-24 and 2024-25 to be provided.
C. EXPERIENCE & SERVICE CAPABILITY		
13	Bidder should have prior experience of Supply, Installation and Maintenance of minimum 250 CCTV Infrastructure location covering 1800 cameras along with Centralized Monitoring System in single organization preferably in Banks/Govt./PSU in last 5 years.	Credentials from minimum two clients (Banks/Govt./PSU) in form of purchase orders / contract / credential letters etc. must be provided.
14	Bidder should have prior experience of Supply, Installation and Maintenance of Security Alarm System along with Centralized Monitoring System in single organization in last 3 years.	Credentials from minimum two clients (Banks/Govt./PSU) in form of purchase orders / contract / credential letters etc. must be provided.
15	Bidder or OEM should have its service center at Pune or at Mumbai.	Shops and Establishment Certificate, Service Centre address, Phone number to be provided on Bidder's letterhead.



5. Instructions to Bidder

5.1 Two-Bids System Tender

1. Bidders are required to submit the Eligibility Bid, Technical Bid and Commercial bid in physical form as per the submission timeline. The Language of Bid should be in English.
2. Both Eligibility-Cum-Technical bid and Commercial bid put into separate envelopes and both the envelopes put into an outer envelope marked as "REQUEST FOR PROPOSAL (RFP) FOR Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory".
3. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
4. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection.
5. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.
6. All the inner and outer envelopes shall be addressed to the Bank at the address given below:
To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001
7. Softcopy (in Pendrive/USB HDD) of the Technical and Commercial documents shall also be submitted along with hard copy.
8. In addition to the above marking, each envelope must be super-scribed with the following information:
 - a. RFP Reference Number
 - b. Name and Address of Bidder

5.2 Submission of Technical Bid

1. The Bidders shall submit the Technical Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing technical bid shall be clearly marked as "TECHNICAL BID FOR REQUEST FOR PROPOSAL (RFP) FOR Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory."
2. All the formats need to be filled in exactly as per the format given in the Annexures and any deviation is likely to cause rejection of the bid.
3. The Bank shall not allow/permit changes in the technical specifications once it is submitted.
4. Bidder should submit the required documents with proper index and page number on each page.
5. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the Bid except for un-amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid.
6. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
7. Bidder should not submit multiple bids through their subsidiaries. In other words, multiple Bidders should not have the same parent company.
8. The offer may not be evaluated by the Bank in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
9. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.



10. Softcopy (in Pendrive/USB HDD) of the Technical shall also be submitted along with hard copy of Technical Bid.
11. The Technical Bid must not contain any price information.
12. The envelope must be super-scribed with the following information:
 - a) RFP Reference Number.
 - b) Name and Address of Bidder.
13. The Technical Bid shall comprise of:

Sr. No.	Particulars	Annexure / Document
1	Functional and Technical Specification	Annexure -A
2	Letter of Confirmation	Annexure -C
3	Particulars of the Bidder	Annexure -D
4	Earnest Money Deposit	Annexure -E
5	Non-Disclosure Agreement	Annexure -F
6	Format of clarification submission on email	Annexure -G
7	Covering Letter	Annexure -H and Copy of Power of attorney to be submitted
8	Letter of Conformity with Hardcopy	Annexure -I
9	Undertaking For MSME Benefits	Annexure -J
10	Manufacturer's Authorization Form	Annexure -K
11	Performance Security	Fixed Deposit Receipt from PDCC Bank or Performance Bank Guarantee as per Annexure -M
12	Audited Balance sheet & P/L Statement of last three financial years along with CA certificates	
13	A true copy of Registration certificate & list of offices in India	For Company
14	Technically qualified support engineers	Profile/CV of proposed support engineers along with degree certificate and related certification (If any)
15	Relationship check	Self-declaration to confirm if you have a business or family relationship with a member of PDCC staff to qualify Eligibility Criteria under Section.4
16	Other documents / information as requested in this RFP under eligibility criteria	All required supporting documents to qualify Eligibility Criteria under Section.4
17	Masked Commercial Bill of Material	

5.3 Submission of Commercial Bid

1. The Bidders shall submit the Commercial Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing commercial bid shall be marked as "COMMERCIAL BID FOR REQUEST FOR PROPOSAL (RFP) FOR Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory" as per the format give in Annexure B: "Commercial Bill of



Material.”

2. The Bidder should certify that the contents of the Pen drive/ USB HDD are the same as that provided by way of hard copy. Letter format for the Bidder’s declaration is given in Annexure C: “Letter of Confirmation.”
3. Softcopy (in Pendrive/USB HDD) of the Commercial documents shall also be submitted along with hard copy of Commercial Bid.
4. The commercial bid soft copy shall be provided in commercial bid envelope and will be password protected. The password for the same shall be shared with the Bank via email at it.tender@pdcc.bank.in.
5. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
6. The envelope must be super-scribed with the following information:
 - a) RFP Reference Number
 - b) Name and Address of Bidder

5.4 Selection Process

1. Initially PDCC shall scrutinize the Eligibility cum Technical bid submitted by the bidder. A thorough examination of supporting documents to meet each eligibility criteria (Section 4) shall be conducted to determine the Eligible bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Commercial Evaluation. Any credential/supporting detail mentioned in and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. Bidder shall comply with all functionalities mentioned in the FTR as specified in the Annexure (A): Functional and Technical Requirements. Bidder should ensure that any critical noncompliance against Functional & Technical Specifications may lead to disqualification.
2. In second stage, only those bidders, who have qualified in eligibility evaluation, FTR compliance shall be considered for commercial evaluation.
3. The envelope containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened.
4. Further, Bidder may be called for negotiation before awarding the contract. The L1 bidder shall be determined based on the outcome of the commercial evaluation and subsequent negotiation process.
5. Bank may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The bidder must submit the clarifications/ additional particulars in writing within the specified date and time. The bidder’s offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.

5.5 Non-Transferable Tender

This tender document is not transferable. Only the bidder who has submitted the necessary Tender fee will be eligible for participation in the evaluation process. All the terms and conditions mentioned in the RFP will be binding on all the bidders and will also form a part of the contract, to be signed with the successful bidder on the outcome of this tender process.

5.6 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will in



no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The Bidder is expected to examine all instructions, annexures, scope of work, terms and conditions etc. in the bidding documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in any aspect will be at the Bidder's risk and may result in the rejection of its bid.

5.7 Clarification of RFP

A prospective bidder requiring any clarification of the RFP may notify the Bank in writing, by email at the Bank's mailing address indicated in the Request for Proposal (RFP) on or before 31/08/2026 as per the format given (Annexure G: "Format for clarification submission on email"). The Bank will respond in writing to any request for clarification of the RFP which is received within given timeline only.

5.8 Amendment in RFP

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP by amendment. All prospective Bidders will be notified of the amendment in writing through an addendum published on Bank's website and will be binding on them. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Bank, at its discretion, may extend the deadline for the submission of bid.

5.9 Language of the Bid

The bid prepared by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder & the Bank shall be written in English.

5.10 Bid Validity

Bid shall remain valid for 180 days from the date of opening of Technical Bid.

5.11 Bid Security – Earnest Money Deposit

1. The bidder shall furnish as part of its bid, bid security of INR 5,00,000/- (Rupees Five Lakhs Only).
2. The bid security shall be denominated in INDIAN RUPEES only and should be in the form of DD issued by a Scheduled/ Commercial Bank as per given format (Annexure E: "Earnest Money Deposit") provided in the RFP and valid for forty-five (45) days beyond the validity of the bid.
3. Any bid not secured in accordance with Clause – 5.11 above will be rejected by the Bank as non-responsive.
4. The bid security submitted by the bidder will be forfeited if:
 - The bidder withdraws his tender before processing the same.
 - The bidder withdraws his tender after processing but before furnishing an unconditional and irrevocable Performance Security by the selected bidder to the Bank.
 - The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Security.
5. The bidder violates any of the provisions of the terms and condition of this tender specification.
6. The bid security will be refunded to:
 - The successful bidder, only after furnishing an unconditional and irrevocable Performance Security for 5% of the contract value valid till the end of assignment period with additional 6 (six) month claim period.



- The unsuccessful bidders, only after furnishing an unconditional and irrevocable Performance Security by the selected bidder or upon execution of an agreement signed by both the Bank and the selected bidder, whichever occurs first.

5.12 Performance Security

1. Successful Bidder shall furnish an unconditional Performance Security in the form of Fixed Deposit Receipt (FDR) from PDCC Bank or Performance Bank Guarantee (PBG) amounting to 5% of the contract value as specified in the Purchase Order for contract tenure of 5 years 6 months and valid for 66 months including claim period of 6 (six) months, validity starting from its date of issuance of purchase order.
2. In case the Performance Security expires at any time before the completion of the contract tenure, irrespective of the reason, the Bidder shall be responsible for extending the Performance Security until the agreement is duly closed.
3. Performance Security (FDR/PBG) shall be submitted within 45 days from the date of acceptance of the Purchase Order.
4. The Fixed Deposit (FD) opened with PDCC Bank shall be lien-marked and locked by the Bank for a period of 66 months or until the closure of the agreement, whichever occurs later. Interest shall be payable on the Fixed Deposit. To facilitate the opening of the Fixed Deposit account, the bidder must first open a Current Account with PDCC Bank.
5. Bidder to provide a Performance Bank Guarantee as per Annexure M: "FORMAT FOR BANK GUARANTEE FOR PERFORMANCE SECURITY" to the Bank.
6. All charges whatsoever such as pre-closure charges or premium, commission etc. with respect to the Fixed Deposit or Performance Bank Guarantee respectively shall be borne by the Bidder.
7. In the event of Successful Bidder being unable to service the contract for whatever reason, PDCC Bank shall have the right to invoke Performance Security.
8. In the event of delays by Successful Bidder in implementation of project beyond the schedules agreed in Contract Agreement, PDCC Bank shall have the right to invoke the Performance Security.
9. Notwithstanding and without prejudice to any rights whatsoever of PDCC Bank under the contract in the matter, the proceeds of the Performance Security shall be payable to PDCC Bank as compensation by Successful Bidder for its failure to complete its obligations under the contract. PDCC Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Successful Bidder is in default.
10. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Security, or any other amount due to him, the equivalent value of any payment made to him by PDCC bank due to inadvertence, error, collusion, misconstruction or misstatement.
11. The Performance Security may be unlocked / discharged / returned by PDCC Bank after the period of 66 months from the date of issuing the Performance Security or until the closure of the agreement, whichever occurs later upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract.

5.13 Deadline for Submission of Bid

Bids must be received by the Bank on the specified address under Clause 2 and not later than the time and date specified in the RFP or its subsequent addendums. In the event of the specified date for the submission of Bids being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day. The Bank may, at its discretion, extend the deadline for submission of Bids by amending the RFP, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will



thereafter be subject to the deadline as extended.

5.14 Late Bid

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank, in Request for Proposal, will be rejected and kept unread.

5.15 Replacement & Withdrawal of Bid

The Bidder may replace or withdraw its bid after the submission, provided that withdrawal notice to be sent by e-mail no later than the deadline for submission of bids. No bid can be modified subsequent to the deadline for submission of Bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid by the Bidder during this interval may result in the forfeiture of its Bid security.

5.16 Bid Opening

1. The Bank will open only the Eligibility and Technical Bids as per the schedule mentioned in RFP. The Commercial bids for qualified bidders only will be opened on a later date subsequent to the eligibility-cum-technical evaluation. The Bank will notify the place, date and time of opening of the Commercial Bids to the technically qualified bidders.
2. Attendance of all the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against the name, name of the company and with full signature. However, non-participation of the bidder's representative during the bid opening cannot be treated as a rejection of the bid for evaluation.
3. Each Bid will be numbered serially, signed and dated by the three Officers of the Bank except printed literature, brochure and reports.
4. Alterations in the bids, if any, made by the bidder / companies would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorized by the executive who has signed the bid.
5. Wherever any erasing or cutting is observed, the substitute words would be encircled and initialed by the bank officer singly and the fact that such erasing / cutting of the original entry were present on the bid at the time of opening shall be recorded.
6. An "on the spot statement" giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.
7. Bids and modifications if any that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.

5.17 Preliminary Examination

1. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
2. Arithmetical errors if any will be rectified on the following basis:
 - a. If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.



- b. If there is a discrepancy between words and figures, the amount in words will prevail
 - c. If the bidder does not accept the correction of errors as per clause 5.16, its bid will be rejected
- 3. The Bank, at its discretion, may waive any minor informality, nonconformity, or irregularity in a Bid, which does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and the Bank reserves the rights for such waivers.
- 4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the RFP. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Performance Security, Force Majeure, Applicable Laws and Taxes & Duties will be deemed to be material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence. If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder by correction of the non-conformity.

5.18 Non-Payment of Professional Fees

If any of the items/activities as mentioned in the price bid and as mentioned in Annexure B: "Commercial Bill of Material" are not taken up by PDCC Bank during the course of this assignment, PDCC Bank will not pay the professional fees quoted by the bidder in the Price Bid against such activity/item.

5.19 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

5.20 Sub-Contracting

The bidder shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the Bank.

5.21 Limitation of Liability

The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific RFP document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the contract value.

5.22 Indemnity

- 1. The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret, or industrial design rights, arising from the performance of the contract.
- 2. The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.
- 3. Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder



in disposing of the claim.

4. The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/damages, which the bank may suffer on account of violation by the bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the bank or its employees.

5.23 Intellectual Property Rights

1. The bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this bid. The bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by bidder in performing its obligations under this Project.
2. If a third party's claim endangers or disrupts the Bank's use of the Deliverables, the bidder shall at no further expense, charge, fee or cost to the Bank, obtain a license so that the Bank may continue the use of the Deliverables in accordance with the terms of this bid.
3. Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of the use of software, designs or processes used by bidder or in respect of any other services rendered under this bid.

5.24 Patent Right

1. The Bidder shall indemnify PDCC Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.
2. In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and PDCC Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. PDCC Bank will give notice to the Bidder of such claims, if it is made, without delay.
3. PDCC Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

5.25 Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the bidder shall promptly notify the Bank in writing of such condition and the cause thereof within fifteen (15) calendar days. Unless otherwise directed by the Bank in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall



seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.26 Bidder's Integrity

The bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

5.27 Bidder's Obligations

The bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities. The bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanors. The bidder will treat as confidential all data and information about the Bank, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

5.28 Information Ownership

All information processed, stored, or transmitted by vendor equipment belongs to the Bank. By having the responsibility to maintain the equipment, the vendor does not acquire implicit access rights to the information or rights to distribute the information. The vendor understands the civil, criminal, or administrative penalties may for failure or protect information appropriately.

5.29 Use of Contract Documents and Information

1. The bidder shall not, without the Bank's prior written consent, disclose the Contract or any provision thereof or any specification, plan, drawing, pattern or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
2. The bidder shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the bidder's performance under the Contract if so, required by the Bank.

5.30 Termination for Convenience

PDCC Bank, by written notice sent to Bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for PDCC Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

5.31 Effect of Termination

1. Bidder agrees that after completion of the Term or upon earlier termination of the assignment Bidder shall, if required by PDCC Bank, continue to provide maintenance services to PDCC Bank at no less



favorable terms than those contained in this document. In case PDCC Bank wants to continue with Bidder's services after the completion of this contract then Bidder shall offer the same or better terms to PDCC Bank. Unless mutually agreed, the rates shall remain firm.

2. Bidder agrees that PDCC Bank at any point of time during tenure of contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this document. PDCC Bank shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.
3. In the event of contract termination, Performance Security shall not be released/returned immediately. Prior to release/return, the Bank shall deduct any applicable SLA penalties or other charges. Vendor will receive the remaining balance, if any.

5.32 Renewal of Contract

In case PDCC Bank wants to continue with Bidder's services after the completion of this contract, Bidder shall offer the same services or enhanced services to PDCC Bank. Unless mutually agreed, the same rates shall apply.

5.33 Exit Management

1. The contract with Bidder may be terminated by either party at any time by giving notice of not less than three (3) months in writing. PDCC Bank may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. Bidder will be liable to provide the requisite data to the incoming Bidder and Bank when requested in the stipulated format in case of termination of the contract or completion of contract tenure at no extra cost to Bank. Upon termination of the existing contract all documents, writings, data, contents, Confidential Information and/or any other information provided by PDCC Bank to Bidder shall be duly returned by Bidder to Bank within 30 days from the date of termination. If instructed by bank, a written confirmation that the same has been destroyed shall be sent by Bidder to PDCC Bank and the same shall be required to be acknowledged by PDCC Bank.
2. Bidder agrees that PDCC Bank at any point of time during the tenure of the contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this agreement. PDCC Bank shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.
3. Bidder shall also have to develop a detailed exit plan 3 (Three) months prior to the completion of the tenure of the contract. The exit plan should have detailed product-wise support services by Bidder during the transition period. Bank shall have the right to review the exit plan submitted by Bidder and would suggest changes to be made in the exit plan, if any. After that, the exit plan shall be reviewed as and when required by Bank. Bidder has to provide knowledge transfer to the new vendor without any additional cost. Bidder has to provide support during migration activities to the new vendor of PDCC Bank.

5.34 Handover & Transition of Services

The following shall be covered as a part of the handover & transition of services at the end of contract period or in the event of termination:

1. The ownership of the assets (including soft and hard components existing and procured) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the contract, shall remain with PDCC Bank. In addition, any information/ data gathered or generated by Bidder during the term of the contract shall be the property of PDCC Bank and the same shall be handed over to PDCC Bank in native or Bank's suggested format at the end or termination of the contract; and



2. During the contract period, Bidder shall ensure that all the documentation including asset registers, inventory, credentials, configuration documents, procurement documentation, original license and all project related documents in relation to the works as per the agreed terms are kept up to date and all such documents shall be handed over to PDCC Bank during the exit management process.

In case PDCC Bank decides to withdraw any services/components from the RFP during the contract period, Bidder has to facilitate the transition of those service/components in compliance with the above Clauses.

5.35 Addition or Deletion of Qualified Offerings

1. Both the parties agree that the intent of this tender is to establish an initial set of service offerings. PDCC Bank recognizes that, as the use of these services expands, it is possible that additional services and / or service categories will be needed. In addition, PDCC Bank recognize that from time-to-time components that are provided as part of bidder services will be upgraded or replaced as technology evolves.
2. Replacement and / or supplemental products that meet or exceed the minimum proposal requirements may be added with the prior approval of PDCC Bank. For this purpose, a Change Order Procedure will be followed. PDCC Bank may request a change order in the event of actual or anticipated changes(s) to the agreed scope of work, services, deliverables and schedules. The Bidder shall prepare a change order reflecting the actual or anticipated change(s) including the impact on deliverables schedule. The Bidder shall carry out such services as required by PDCC Bank at mutually agreed terms and conditions.
3. The bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and PDCC Bank reserves the right to re-negotiate the price. At the unit rates provided by the Bidder, PDCC Bank has the right to order as much as it wants at those rates.
4. The bidder shall agree to submit the request to add new services or service categories on its letterhead signed by a representative authorized to bind the organization.
5. PDCC Bank is under no obligation to honor such requests to add services categories or amend this contract. As a method for reviewing Bidder services and PDCC Bank requirement, PDCC Bank will sponsor regular reviews to allow an exchange of requirements and opportunities.

5.36 Conflict of Interest

Bidder shall disclose to PDCC Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for Bidder or Bidder's team) while performing the Service(s) as soon as practical after it becomes aware of that conflict.

5.37 Arbitration

Disputes or differences whatsoever, arising between the Bank and the Bidder shall be resolved amicably between the Bank's representative and the Bidder's representative. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:

- Any dispute or difference arises between the parties relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof etc. shall be settled by a Sole Arbitrator in accordance with the provisions of Arbitration conciliation act and the award made by him in pursuance thereof shall be final and binding on the Parties, unless the Parties opt for a recourse against the said award under Indian Arbitration and conciliation Act 1996 and any amendments thereto.
- The Venue of arbitration shall be at Pune and the language of arbitration shall be English.



- Work under the contract shall be continued by the Bidder during the arbitration proceedings unless otherwise directed in writing by the Bank. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by the Bank to the Bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
- Any notice, for the purpose of this clause, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. Hardcopy shall only be considered for further processing. All notices shall be deemed to have been validly given on:
 - the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or
 - the expiry of 5 days after posting, if sent by post, or
 - the business date of receipt/ if sent by courier. A copy of all legal notices shall also be sent to it.tender@pdcc.bank.in.

5.38 Bidders Liability

Bidder's aggregate liability in connection with obligations undertaken as a part of this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the contract value under this Agreement. However, Bidder's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder and its employees from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations will not be limited. The Bank including its promoters, directors, executives and employees shall not be held liable for and are absolved of any responsibility or claim litigation arising out of the use of any third-party software or modules supplied by the Bidder.

5.39 Penalty

Inability of Bidder to either provide the requirements as per the scope or to meet the timelines or service levels would be treated as breach of contract and would invoke penalty as per service levels mentioned in this RFP. The proposed rate of penalty is as mentioned in Service levels with an overall aggregate cap of penalty to be limited to 10% of contract value as specified in contract. Notwithstanding anything contained above, no such penalty will be chargeable on Bidder for the inability occasioned, if such inability is due to reasons entirely attributable to the Bank. The right to invoke the penalty clause is in addition to and without prejudice to other rights and remedies available to the Bank such as termination of contract, invocation of indemnity, invocation of performance guarantee, recovery of amount paid and other remedies available to the Bank.

5.40 Insurance

Bidder should take necessary insurance cover as specified by Regulatory Authority time to time to cover all hardware components supplied against loss or damage during transportation, storage, delivery till final acceptance by the Bank or till 1-month post-delivery of equipment to Bank's Head Office / Branches whichever is earlier.



6. Payment Terms and Schedule

The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank. PDCC will release payment within 30 days of receipt of invoice and along with all other required documents for all undisputed cases. In case of any disputed amount, the payment will be released within 30 days of resolution of the dispute. The scope of work is divided into different areas, and the payment would be linked to delivery, acceptance, and signoff by the respective Bank official of each area as explained below with reference to Annexure B: "Commercial Bill of Material". The contract duration shall be deemed to commence from the date of completion of installation and commissioning of the system at the Bank's last branch/ATM. This must be completed at the earliest, but in no case later than three (3) months from the date of acceptance of the purchase order.

1. Payment schedule - Payments to the successful bidder shall be made on target milestones (including specified project deliverables) as mentioned below: -

- i. **Hardware Cost:**

- 70% after successful delivery of Hardware at all branches and sign off from the Bank.
- 25% after successful installation of Hardware at all branches and sign off from the Bank.
- 5% after completion of warranty of Hardware and sign off from the Bank.

- ii. **Installation Cost:**

- 100% Implementation/ Installation cost will be paid after 30 days of successful implementation at all branches and sign off from the Bank.
- For cables, payment will be as per actual use only.

- iii. **AMC:**

- AMC (post warranty) costs for hardware will be paid quarterly in arrears. Hardware warranty will start post successful production roll-out at all branches.

Notes:

1. The payments will be made only after the acceptance of the milestones and relevant activities / deliverables for that tenure. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.
2. All the payments will be eligible post contract agreement and NDA execution as per format given (Annexure F: "Non-Disclosure Agreement").
3. Documents for in-scope hardware from the OEM for service and support have to be provided to the bank. Post warranty payment will be made on submission of this document.
4. The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
5. The price would be inclusive of all applicable taxes under the Indian law like customs duty, excise duty, import taxes, freight, forwarding, insurance for transit and till installation, delivery, etc. but exclusive of only applicable GST which shall be paid / reimbursed on actual basis on production of bills.



7. Contract Period

Five (5) Years from the date of agreement signed.

8. Jurisdiction

Arbitration proceedings shall be held in Pune, India.

9. Service Levels

This section includes the SLAs which PDCC requires the Successful Bidder to manage as key performance indicators for the scope of work. The objective of the SLA is to clearly define the levels of services to be delivered by the Successful Bidder to PDCC for the duration of the contract.

- Delivery, installation & commissioning of all equipment should be within 8 weeks from date of placing of order. Charges will be levied on late delivery of hardware as 0.25% per day delay and maximum 10% of the contract value.
- In the event that any defective device delivered is not replaced within five (5) working days from the date of delivery, the supplier shall be liable to pay a penalty of INR 1,000/- (Rupees One Thousand only).
- Exceptions on enforcing the SLA and other penalty clauses will be made only in case of Force Majeure situations or in exceptional circumstances at the discretion of Bank.
- For any hardware issue, the required material should remain on standby until the problem is fully resolved. Failure to ensure material availability may lead to extended downtime, operational delays and potential disruption of critical processes will invoke applicable penalties.
- Bidder shall ensure that, in the event of any component replacement as well, appropriate standby arrangements are in place to ensure uninterrupted availability and smooth execution of services.
- In case of replacement of any hardware or hardware component, the Bidder shall ensure that the replacement is from the same OEM.
- Customer Satisfaction Index (CSI) report will be provided to the bidder quarterly. In the event of repeated unsatisfactory CSI ratings, the Bank reserves the right to initiate corrective actions apart from defined penalty, including termination of the contract, in accordance with the terms and conditions of this RFP.
- In case of non-resolution of issues within the stipulated timelines, both the applicable penalties and the CSI (Customer Satisfaction Index) reports shall be taken into consideration for determining further action.
- Penalty amount will be adjusted from Performance Security/next milestone payment.

Sr. No.	Service Matrix Parameters	Matrix	Deduction
1	Resolution time for raised complaint/ issues.	Address to complaints/ issues within 24 hrs.	No penalty
2		Resolution of complaints/ issues related to Hardware after 24 hrs.	Rs. 1000/- per day for each equipment not in working condition from the date of lodging the Complaint.
3		Resolution of complaints/ issues within 3 days (90 hrs.)	Device is to be replaced or stand by arrangement is to be made.
4		Resolution of complaints/ issues after 7 days (420 hrs.)	Device is to be replaced or stand by arrangement is to be made.



			Also, penalty will be increased by 2x per week. Ex. 1 st week – 1000 per day 2 nd week – 2000 per day 3 rd week – 4000 per day and so on.
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10. Annexure

Annexure (A): Functional and Technical Requirements

Bidder shall fully comply with the given Functional and Technical Requirements.

Sr. No.	Particulars	Specifications	Quantity	MAF Required (Yes/No)
1	Fixed IP Dome network camera without provision of SD card slot.	STQC Certified 5MP or above fixed IP dome network camera without provision of SD card slot. (Assume minimum 3 cameras per branch)	950	Yes
2	Fixed IP Dome network camera with provision of SD card slot	STQC Certified 5MP or above fixed IP dome network camera with provision of SD card slot. (Assume minimum 1 camera per branch)	315	Yes
3	Fixed IP Bullet network camera without provision of SD card slot.	STQC Certified 5MP or above fixed IP bullet network camera without provision of SD card slot. (Assume minimum 1 camera per branch)	500	Yes
4	Network Video Recorder	STQC Certified 16 Channel Network Video Recorder with 2 SATA interfaces	335	Yes
5	PoE Switch	16 Port PoE Switch (Make: Cisco/ D-Link/ Netgear/ Any Similar Make)	380	Yes
6	Hard Disk Drive	6 TB Hard Disk: Surveillance Hard Disk capable of storing minimum 180 days of continuous video feed. (Make: Seagate/WD/Any Similar Make)	370	No
7	Cable Box (Cat6 Cable)	Make: Systimax/ Derwiser/D-Link/Any Similar Make	5 Boxes (305 meters/box)	No
8	Power Cable	Make: Polycab/ Any Similar Make	As required	No
9	Network Rack 4U	Make: President/ Netrack /Any Similar Make	35	No
10	PIR Motion Sensor	Any Good Make	315	Yes
11	Hooter	Any Good Make	315	No
12	Power Supply Backup	Power Supply backup through 12 Volt Battery with Metal Body Cover	315	Yes
13	Micro Card	32 GB Micro Card (Make: HP/ SanDisk/ Samsung/ Any Similar Make)	315	No
14	Monitoring Tool & Server	Compatible with proposed CCTV and NVR Monitoring tool for branches and Head Office. Head Office will have Centralized Monitoring tool along with server.	306	Yes

**Detailed Specifications of Requirements****1. Fixed IP Dome network camera**

5MP or above fixed IP Dome network camera along with & without provision of SD Card Slot.		
Sr. No.	General Specification	Technical Specification
1	Image Sensor	5 MP or above dome camera 1/2.8" Progressive Scan, CMOS Sensor or Better
2	Supported resolutions	2592 X 1944, 2592 X 1520, 2048 X 1536, 1920 X 1080, 720p, D1, 2CIF, CIF, VGA
3	Video Compression	H.264, H.265, MJPEG or Higher
4	Video Standard	PAL/NTSC
5	Number of Streaming profiles support	Profile 1: Mainstream - 2592*1944@ 30fps (H.265/H.264) Profile 2: Substream - D1@30fps (H.265/H.264) Profile 3: MJPEG - 2048*1536@8fps (MJPEG) or D1/VGA@15fps (H.264/H.265) Profile 4: 1920*1080@30fps (H.265/H.264/MJPEG)
6	Bitrate	128kbps-16Mbps or Better
7	Adaptive streaming	Should Support
8	Unicasting/ Multicasting	Support for Unicasting and Multicasting shall be provided
9	Shutter speed	1/15s-1/100000s or Better
10	Minimum Illumination	Color - 0.01 Lux @ (F1.2 AGC ON) Black & white - 0 Lux or Better
11	Signal to Noise Ratio (SNR)	70dB or better
12	Lens focal length	2.8mm Lens HFOV - 107.6°, VFOV - 57.°, DFOV - 127.62°
13	Built In IR irradiance up to	Min 50mtrs
14	Day/Night Camera Switching	Should Support
15	Network Failure recording	In case of Network failure, the Camera shall start recording on NAS or SD Card, which can be retrieved back when the network connectivity restores (ANR)
16	Edge Storage	512 GB Onboard storage or better
17	Network Connectivity	10Base-T/100BaseTX Ethernet (RJ-45)
18	Supported Network Protocols	TCP/IP, UDP, HTTP, HTTPS, DHCP, DNS, DynDNS, DDNS, RTP, RTCP, RTSP, PPPOE, SMTP, NTP, SNMP, FTP, TLS/SSL, SFTP, ICMP, IGMPv2 & v3, ARP, 802.1x, IPv4, IPv6, QoS Layer 3, DSCP, CIFS, SSH, UPnP, Bonjour
19	Data Encryption	All data, including sensitive data, is encrypted with AES and RSA
20	IP Address Filtering	Should Support
21	HTTPs Streaming	Should Support
22	Edge Data Encryption	Should Support
23	Network Authentication	802.1x Network authentication
24	Video Content Analytics (VCA)	Detection: Motion Detection, View Tamper Detection, Trip/No Trip Detection, Object Intrusion/ Zone Intrusion IP Conflict, Network Disconnect, Storage Full, Alarm In



		Alert: IP conflict, Network disconnect, storage full, time triggered, Manual Trigger.
25	Backlight Compensation (BLC)	Should Support
26	Wide Dynamic Range	120 dB or Better
27	Image Enhancement	Saturation, Contrast, Sharpness, Brightness, Auto Exposure, Gamma, White balance
28	Noise Reduction	2 DNR, 3 DNR
29	Power	POE (802.3af/at), 12 V 2A or Better
30	Operating Temperature	~30°C- +60°C or better
31	Operating Humidity	95% or less
32	Ingress Protection	IP67
33	Impact protection	IK10
34	MAC Address	The MAC address of the camera shall be registered in the name of the OEM, and it must be registered in India.
35	ONVIF Compliance	S, G & T, The IP Camera make, and model shall appear on the ONVIF Conformant products List
36	Regulatory Approvals/ Certifications To be attach	FCC, BIS, CE, RoHs, NDAA Declaration, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY
37	IP camera & NVR	Should be same Make
38	Plug and Play	The IPCAM shall get connected to the destined NVR/VMS when plugged in the network without adding from NVR or VMS

2. Fixed IP Bullet network camera

5MP or above fixed IP Bullet network camera along without provision of SD Card Slot.		
Sr. No.	General Specification	Technical Specification
1	Image Sensor	5 MP or above Bullet camera 1/2.8" Progressive Scan, CMOS Sensor or Better
2	Supported resolutions	2592 X 1944, 2592 X 1520, 2048 X 1536, 1920 X 1080, 720p, D1, 2CIF, CIF, VGA
3	Video Compression	H.264, H.265, MJPEG or Higher
4	Video Standard	PAL/NTSC
5	Number of Streaming profiles support	Profile 1: Mainstream - 2592*1944@ 30fps (H.265/H.264) Profile 2: Substream - D1@30fps (H.265/H.264) Profile 3: MJPEG - 2048*1536@8fps (MJPEG) or D1/VGA@15fps (H.264/H.265) Profile 4: 1920*1080@30fps (H.265/H.264/MJPEG)
6	Bitrate	128kbps-16Mbps or Better
7	Adaptive streaming	Should Support
8	Unicasting/ Multicasting	Support for Unicasting and Multicasting shall be provided
9	Shutter speed	1/15s-1/100000s or Better
10	Minimum Illumination	Color - 0.01 Lux @(F1.2 AGC ON) Black & white - 0 Lux or Better



11	Signal to Noise Ratio (SNR)	70dB or better
12	Lens focal length	2.8mm Lens HFOV - 107.6°, VFOV - 57.°, DFOV - 127.62°
13	Built In IR irradiance up to	Min 50mtrs
14	Day/Night Camera Switching	Should Support
15	Network Failure recording	In case of Network failure, the Camera shall start recording on NAS or SD Card, which can be retrieved back when the network connectivity restores (ANR)
16	Edge Storage	512 GB Onboard storage or better
17	Network Connectivity	10Base-T/100BaseTX Ethernet (RJ-45)
18	Supported Network Protocols	TCP/IP, UDP, HTTP, HTTPS, DHCP, DNS, DynDNS, DDNS, RTP, RTCP, RTSP, PPPOE, SMTP, NTP, SNMP, FTP, TLS/SSL, SFTP, ICMP, IGMPv2 & v3, ARP, 802.1x, IPv4, IPv6, QoS Layer 3, DSCP, CIFS, SSH, UPnP, Bonjour
19	Data Encryption	All data, including sensitive data, is encrypted with AES and RSA
20	IP Address Filtering	Should Support
21	HTTPs Streaming	Should Support
22	Edge Data Encryption	Should Support
23	Network Authentication	802.1x Network authentication
24	Video Content Analytics (VCA)	Detection: Motion Detection, View Tamper Detection, Trip/No Trip Detection, Object Intrusion/ Zone Intrusion IP Conflict, Network Disconnect, Storage Full, Alarm In Alert: IP conflict, Network disconnect, storage full, time triggered, Manual Trigger.
25	Backlight Compensation (BLC)	Should Support
26	Wide Dynamic Range	120 dB or Better
27	Image Enhancement	Saturation, Contrast, Sharpness, Brightness, Auto Exposure, Gamma, White balance
28	Noise Reduction	2 DNR, 3 DNR
29	Power	POE (802.3af/at), 12 V 2A or Better
30	Operating Temperature	~30°C- +60°C or better
31	Operating Humidity	95% or less
32	Ingress Protection	IP67
33	Impact protection	IK10
34	MAC Address	The MAC address of the camera shall be registered in the name of the OEM, and it must be registered in India.
35	ONVIF Compliance	S, G & T, The IP Camera make, and model shall appear on the ONVIF Conformant products List
36	Regulatory Approvals/ Certifications To be attach	FCC, BIS, CE, RoHs, NDAA Declaration, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY
37	IP camera & NVR	Should be same Make
38	Plug and Play	The IPCAM shall get connected to the destined NVR/VMS when plugged in the network with adding from NVR or VMS



3. Network Video Recorder

Network Video Recorder 16 Channel with 2 SATA interfaces		
Sr. No.	General Specification	Technical Specification
1	Software Specifications	It should be Possible to configure; playback & live streaming of cameras added to other NVR from the main NVR without the need of any Server/workstation.
2		The system should be capable of integrating with IP cameras of any brand which supports ONVIF 2.0 & above or ONVIF S profile.
3		It should be possible to define a different number of Retention days for individual cameras.
4		NVR should have a configuration wizard for quick configurations.
5		NVR should show the estimated number of storage days.
6		The device must be capable of taking Snapshot with integrated Access control and time attendance system of the same brand in case of user allow/denied events.
7		Digital Zoom during live view.
8		The system should be able to take a Snapshot during live view/ playback in JPEG format.
9		The Device Must Provide Configuration Backup.
10		It should Have its Own Free DNS Server.
11		Video pops up for both Desktop and Local clients.
12		3 User Access Levels (Default): Admin, Viewer, and Operator.
13		10,000 Events Log.
14		NVR should be Capable of Exporting Files in Native and AVI File Format to FTP and USB.
15		NVR should have IP Address Filtering to Enhance Security.
16		System Admin Should Be Capable of Programming PTZ Tour.
17		Dual Stream Option Should Be Available for Simultaneous Recording and Transmission of Video on The Network Depending on The Bandwidth.
18		The system should support Daylight Saving Time (DST).
19		The Device Should Be Designed, Developed, and Manufactured in India.
20	Mobile Client	Mobile application should be Provided by The Vendor Free of Cost with the NVR.
21		It should be possible to see the playback from a mobile client.
22		The Mobile client should Have 4 x 4 Layout for Display cameras.
23		The Mobile client should Have Digital Zoom functionality.
24		The Mobile client should be able to Control PTZ Cameras.
25		The Mobile client Software should support Up To 50 NVRs.
26		Software Should Have Feature to Configure Camera as Favorite Channels.
27		Mobile Viewer Application Should Function on Android and IOS Based Phones.



28		Mobile Viewer Application Should Support Calling from Mobile App Feature Where a Mobile Number Can be Added Per Camera in the Device and The User Can Directly Call a Concerned Person by Just One Click on Camera View from Mobile (without any SIM card in NVR).
29	System	Control Mode – Desktop Client, Mobile Client, and Local Client (Through HDMI)
30		OS – Embedded Linux
31		Processor – ARM Cortex-Quad Core
32	Video and Audio	Video Input – 16 IP Channels
33		Video Output – HDMI (2.0) – 1 Port (Main)
34		Video Compression – H.265/H.264/Motion JPEG
35		Audio Input – 1 Channel, RCA Port
36		Audio Output – 1 Channel, RCA Port
37		Audio Compression – G.711u
38		Two-way Audio – Required
39	Display	Recording Resolution – Up to 12MP
40		Decoding Resolution (on Local Display) – 4K, 2K, 1080p, 720p, D1, CIF
41		Split (Through LAN/HDMI) – 1x1, 2x2, 3x3, 4x4, 1+5, 1+7, 3+4, 2+8, 1+12, 1@+12, 1+9, 4+9, 2+12, 5x5, 6x6 and Sequential
42		Digital Zoom – Required in both Live View & Playback
43		OSD – Channel Number, Name, Bitrate, Video Loss
44		Snapshot Format – JPEG
45		Recording Type – Continuous, Scheduled, Manual, Alarm
46		Bandwidth Optimization – Yes
47	Playback and Backup	Synchronous Playback – 4 Channels
48		Search Mode – Date & Time, Camera, Recording Type, Recording Drive
49		Playback Modes – Fast Forward, Slow Forward, Slow Reverse, Fast Reverse at Different Speed Control, Next-Previous Frame
50		Backup – Manual Backup & Scheduled Backup
51		Configuration Backup – Required
52		Remote Operations – Monitor, PTZ Control, Playback, System Setting, File Download, Log Information, Upgrade
53	Video Detection and Alarms	Camera Events – Motion Detection, Recording Start, Recording Fail, Camera Offline, Camera Online
54		System Events – Manual Trigger, On Boot Alarm, Storage Alert, Disk Volume Full, Disk Fault, Scheduled Backup Fail
55		Actions – Recording on Selected Channel, Upload Images on FTP/Email Server, Email Notification with Snapshot, TCP Notification, Recall PTZ Preset Position, Turn On/Off Alarm Outputs, Buzzer Notification, SMS Notification



56	Device Status	Camera Status, Manual Recording, Scheduled Recording, Alarm Recording, Adaptive Recording – Required
57		FPS and GOP Count – Required
58		Motion Detection, View Tampering, Tripwire, Object Intrusion, Missing Object, Suspicious Object, Loitering Detection, Audio Exception, Object Counting – Required
59	CPU Status	CPU Usage Display – Required
60		CPU Temperature Display – Required
61		Thermal Shutdown – Required
62	Storage	SATA Interface – 2 SATA III (18TB per port)
63		NAS – 2 NAS (CIFS, NFS)
64		RAID – RAID-0, RAID-1
65		Recording Retention – Camera-wise, HDD Usage % Wise, Day Wise
66	Network	Incoming Bandwidth – 180 Mbps
67		Outgoing Bandwidth – 180 Mbps
68		Maximum User – 128 Programmable
69		Simultaneous Login – 9
70		Network Protocols – TCP/IP, DHCP, PPPOE, DDNS, DNS, FTP, SMTP, NTP, RTP/RTSP, CIFS/NFS, Network Acceleration
71	Interfaces	Audio Input – 1 Channel, RCA Port (1V RMS)
72		Audio Output – 1 Channel, RCA Port (0.5V RMS)
73		Alarm Input – 2 Ports (Max. Load Resistance: 4.7 KΩ)
74		Alarm Output – 1 Port (Max Load Power: <50VA, Max Load Current: <1A)
75		Network Interface – 2 x Ethernet (RJ-45) 10/100/1000 Mbps
76		USB – 3 Ports (2 x USB 2.0, 1 x USB 3.0)
77		Number of SATA Interface – 2 Ports (SATA III)
78		HDD Size – 10 TB HDD Support (with 6Gb/s Speed)
79		HDMI – HDMI (2.0) – 1 Port (Main)
80		Reset Switch (Network, User Account, and General Settings) – Required
81		Buzzer – Required
82	Certification	Regulatory Approvals/Certifications – FCC, ROHS, BIS, CE
83	Electrical and Mechanical	Operating Temperature – 0°C to +50°C (32°F to 122°F)
84		Humidity Range – 5% to 95% RH Non-Condensing
85		Power Input – 12VDC, 5A
86		Chassis – 19” Rack Mount
87		Power Consumption (without Hard Disk) – ≤20W



4. PoE Switch

16 Port PoE Switch (Make: Cisco/D-Link/Netgear/Any Similar Make)		
Sr. No.	General Specifications	Technical Specifications
1	Uplink Ports	16*GE PoE Ports and 2 Uplink SFP Ports
2	Switching Capacity	36Gbps Full duplex
3	Packet Forwarding Rate	26.8 Mpps
4	Ports	Total 18 ports
5	PoE Ports	16, 10/100/1000Mbps PoE; RJ45 ports; Max. 30W Output of Single PoE Port
6	Transmission Distance	Port 1-8 Max. 250m/10Mbps under Extend mode
7	MAC Address List	8K
8	PoE Feature	All ports support MDI/MDIX
9	PoE Standard	IEEE802.3af, IEEE802.3at
10	Packet Buffer	2 Mbit
11	Network protocol and Standard	IEEE802.3/802.3u/802.3ab/802.3z/802.3x
12	Forwarding Mode	Store-and-forward
13	Operating Temperature	0°C-40°C
14	Operating Humidity	10%-95%, non-condensing
15	Certificate	Product must be certified from MTCTE

5. Hard Disk Drive

Hard Disk: Surveillance Hard Disk capable of storing 180 days of continuous video feed, 6 TB. (Make: Seagate/WD/Any Similar Make)	
Sr. No.	General Technical Specification
1	6 TB capacity: Ideal for extended high-resolution video storage
2	Durable 24/7 design: Tailored for constant surveillance workloads
3	SATA III interface: Enables fast and reliable data transfer
4	Low power usage: Efficient during continuous operation
5	Quiet, vibration-resistant design: Keeps noise and disturbance to a minimum
6	Extended temperature range handling: Suited for varied ambient conditions
7	Surveillance-grade guarantee: Tested for DVR/NVR reliability
8	Workload rating: ≥ 180 TB/year data writes
9	Operating Temperature: 0 °C to +60 °C; Storage: -20 °C to +70 °C
10	Form Factor: 3.5 Inches

6. Network Rack

4U Network Rack (Make: President/Netrack/Any Similar Make)	
Sr. No.	General Technical Specification
1	4U rack in Height, it should be minimum 550MM Wide & 400MM Deep with front Glass door.



2	Rack mount power distribution unit, 1Ph, 230V, 8A, 50/60Hz, 2U standard with Minimum 4 X Indian Round Pin 5A, Inlet Plug type 6A Indian Round Pin, 8A Fuse - PDU Rating 1.8KVA/Side feed- 1.5Mt
3	Rack should have one Horizontal Cable Manager Loop 1U.
4	Rack should have one Cantilever shelf.
5	Rack should include suitable fixed and/or sliding trays
6	Rack should have Fan module Mount Provision on top Cover with minimum 1 no. 90 CFM Fan
7	Rack should have provision for cable entry Exit from Both top & Bottom.
8	Rack should be from ISO 14001 ,27000 Certified Company & UL Listed
9	Rack should have provision to mount racks on Wall
10	Any other requires Accessories for Installation

7. PIR Motion Sensor

PIR Motion Sensor (Any Good Make)	
Sr. No.	General Technical Specification
1	Alarm Output: support
2	Tamper switch: Inbuilt
3	LED Alarm Indicator: Switchable ON/OFF
4	Detection Method: Passive Infrared and Microwave
5	PIR sensitivity Range: switchable Low /Mid /High
6	Microwave sensitivity Range: Switchable Long /Short
7	Detection Range: Minimum 8m
8	Detection angle: Minimum 60 degree
9	Operating temperature: 0 degree to 45 degree.
10	MANUFACTURER AUTHORIZATION LETTER: Require

8. Hooter

Hooter (Any Good Make)	
Sr. No.	General Technical Specification
1	High power 130 db
2	4 wired (with tamper loop)
3	Low current consumption – min 60 mA
4	12V DC and 24V DC [Voltage tolerance 16V to 33V]
5	Weatherproof housing
6	High impact, Fire retardant, ABS plastic or mild steel/iron sheet
7	Sound output level >= 90 Db



9. Power Supply Backup

Power Supply Backup through 12 Volt Battery with Metal Body Cover (Any Good Make)	
Sr. No.	General Technical Specification
1	Battery Specification: Should have minimum 48 hours backup
2	Input: 100VAC - 300VAC
3	Output: 12VDC / 2 amp
4	MANUFACTURER AUTHORIZATION LETTER: Require

10. Micro Card

32 GB Micro Card (Make: HP/SanDisk/Samsung/Any Similar Make)	
Sr. No.	General Technical Specification
1	Memory Storage Capacity: 32 GB with Warranty
2	Compatible Devices: Camera, Laptop, Drones, Personal Computer, Smartphone, Tablet
3	Feature: Drop Proof, Magnetic Proof, Temperature Proof, Waterproof, X Ray Proof
4	Speed Performance: Up to 120MB/s read speed; write speed lower
5	Interface: UHS-I
6	Card Dimension: microSD TM: 0.59in x 0.43in x 0.03in (14.99mm x 10.92mm x 1.02mm) SD adapter: 1.26in x 0.94in x 0.08in (24mm x 32mm x 2.1mm)
7	Operating Temperature: -25°C to 85°C
8	Storage Temperature: -40°C to 85°C
9	Certifications: CE, FCC, C-Tick/RCM, UKCA, EAC, ICES

11. Monitoring Tool

Monitoring Tool (Compatible with proposed CCTV and NVRs)	
Sr. No.	General Technical Specification
1	Live viewing and recording
2	Motion detection with alerts
3	All alerts shall be covered including NVR
4	Multi-screen display
5	Multi-camera support
6	User-friendly interface



Annexure (B): Commercial Bill of Material

The Commercial Bill of Material has been attached in a separate file named “Annexure B- Commercial Bill of Material.



RFP No.: PDCC/IT-RFP/26-27/04

Date: 21.08.2026

Annexure (C): Letter of Confirmation

Ref: RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

Date:

**To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001.**

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Pune District Central Co-operative Bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full or in accordance with the deviations in “Terms & Conditions” accepted by the bank.

We, hereby acknowledge and confirm, having accepted that the Bank can at its absolute discretion, apply whatever criteria is deemed appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of bidders.

We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Authorized Signatory :

Name :

Designation :

Date :

Seal of the Bidder :



RFP No.: PDCC/IT-RFP/26-27/04

Date: 21.08.2026

Annexure (D): Particulars of the Bidder

RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

Sr. No.	Particulars	Bidder's Information
1	Name of the Firm/Organization	
2	Mobile No/Landline Number/Fax No with STD Code	
3	Email Address	
4	Registration No of Certificate of Incorporation & Date / Shop Act License Establishment date	
5	Permanent Account Number of Income Tax and Date of Registration	
6	GST Registration number and Date	
7	No. of years of proven experience of providing similar Services:	
8	Number of employees Supporting the Project Marketing / Sales Technical support	
9	Clients Details a) Bank Names b) Contact Person Name c) Contact No.	

Authorized Signatory :

Name :

Designation :

Date :

Seal of the Bidder :



Annexure (E): Earnest Money Deposit

Date: _____

To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001.

Subject: Earnest Money Deposit for RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

We, having our registered office at (hereinafter referred to as “the Bidder”) have submitted our proposal and response dated..... (Hereinafter referred to as “Bid”) for the supply of all the requirements described in the Request for Proposal along with its amendments/annexures and other ancillary documents (hereinafter referred to as “RFP”) as issued by The Pune District Central Co-operative Bank Ltd,

- That the BIDDER is hereby submitting the security deposit of Rs. 5,00,000/- (Rupees Five Lakh Only) vide [demand draft issued by a scheduled/Commercial bank bearing Reference No.dated..... [drawn on/ issued by] (Hereinafter referred to as “Earnest Money Deposit”) favoring ‘**The Pune District Central Cooperative Bank Ltd.**’ for consideration of the Bid of the above-mentioned Bidder.
- The Bidder hereby specifically acknowledges and agrees that the Bidder has furnished his Bid on the understanding and condition that, if the Bidder:
 - Withdraws its Bid prior to the validity period of the Bid for any reason whatsoever or
 - Fails to accept and sign the contract as specified in this document for any reason whatsoever; or
 - Fails to provide performance security within 45 days from the date of placing the order by The Pune District Central Co-operative Bank Ltd. or signing of the contract, whichever is earlier, for any reason whatsoever.

The Pune District Central Co-operative Bank Ltd. has the right to forfeit the entire Earnest Money Deposit amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.

- The Bidder understands, agrees and acknowledges that the Earnest Money Deposit will be refunded to the unsuccessful bidders only after submission of ‘Performance Security’ by the successful bidder. The bidder also agrees and acknowledges that the Earnest Money Deposit shall be returned to the successful Bidder upon furnishing of Performance Security.
- The Bidder undertakes that it will not cancel the Earnest Money Deposit referred to above till the Bidder is returned the Earnest Money Deposit from The Pune District Central Co-operative Bank Ltd. in accordance with the foregoing conditions.
- The Bidder represents and warrants that the Bidder has obtained all necessary approvals, permissions and consent and has full power and authority to issue this Earnest Money Deposit and perform its obligations hereunder, and the Bidder has taken all corporate, legal and other actions necessary or advisable to authorize the execution, delivery and performance of this Earnest Money Deposit. The absence or deficiency of authority or power on the part of the Bidder to issue this Earnest Money Deposit or any irregularity in exercise of such powers shall not affect the liability of the Bidder under this Earnest Money Deposit.



RFP No.: PDCC/IT-RFP/26-27/04

Date: 21.08.2026

Yours faithfully,

Signature:

Name:

Designation:

Date:



Annexure (F): Non-Disclosure Agreement

RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

This Non-Disclosure Agreement ("**Agreement**") effective from ("**Effective Date**") is formed between **The Pune District Central Co-operative Bank Ltd.**, ("**Customer**") having head office at 4 B B.J. Road, Pune, Maharashtra, India and **M/s.** ("**Company**") having its Registered office at India to share Confidential Information for the purpose of assessing potential business relationships ("**Purpose**").

Parties agree as follows:

- The party disclosing Confidential Information is a Discloser and the party receiving Confidential Information is Recipient.
- Confidential Information means information of a party that is identified with either a restrictive legend, or where the circumstances surrounding disclosure indicate the information is confidential. Confidential Information includes proprietary information, personal data and sensitive personal data of individuals, and other information relating to financing strategies, organizational strategies, trade secret information, financial information, pricing policies, operational methods, marketing information and other business affairs of Company relating to the business. oral, visual or written communication made to each other shall be considered to be Confidential.
- The Recipient may disclose Confidential Information only to (a) its employees, agents, majority owned affiliates; (b) those having a need to know the Confidential Information for the Purpose or otherwise for the benefit of the Discloser, where the above persons/entities are bound by confidentiality obligations as stringent as those contained herein.
- Information disclosed under this Agreement will be governed by this Agreement for five (5) years following the initial date of disclosure. Upon the request of the Discloser, all Confidential Information, in possession of the Recipient and other items which contain, disclose and/or embody any Confidential Information (including, without limitation, all copies, reproductions, summaries and notes of the contents thereof), shall be returned to Discloser or destroyed by the Recipient, and the Recipient will certify that the provisions of this paragraph have been complied with.
- The Recipient will use at least the same care, but no less than reasonable care, to avoid disclosure of the Discloser's Confidential Information as it uses with its own Confidential Information and will use the Discloser's Information only for the purpose for which it was disclosed.
- This Agreement will not apply to any information that (a) is or becomes publicly available without breach of this Agreement; (b) is known by the Recipient without any confidentiality obligation, (c) is rightfully received from a third party who did not acquire such information by a wrongful or tortuous act; (d) is independently developed by the Recipient or (e) is authorized by the Discloser for release. Notwithstanding anything to the contrary, this section will not apply to any personal data or sensitive personal data processed by either party arising out of the relationship by the parties, unless permitted by law.
- If a governmental entity or legal authority requires the Recipient to disclose Confidential Information, the Recipient will give the Discloser prompt written notice sufficient to allow the Discloser to seek a protective order. The Recipient will also make reasonable efforts to obtain confidential treatment for any such Confidential Information.



- No rights are granted to use the Confidential Information except for the express limited rights stated in this Agreement. Confidential Information remains the exclusive property of the Discloser.
- This Agreement shall be governed by the laws of India, and both parties further consent to jurisdiction by the courts in **Pune, Maharashtra, India**.
- Either party may terminate this Agreement by providing thirty (30) days written notice to the other party. Any terms of this Agreement, which by their nature extend beyond its termination remain in effect until fulfilled and apply to respective successors and assignees.
- The parties will comply with all applicable export and import laws and regulations to the extent they apply to the Confidential Information.
- All right, title and interest (and associated intellectual property rights) in the Confidential Information and derivatives shall belong to Discloser and its licensors (as case maybe).
- The receipt of Confidential Information under this Agreement will not limit the Recipient from providing or developing products or services which may be competitive with products or services of the Discloser or assigning responsibilities to its employees, agents provided the Recipient does not breach any of the terms of this Agreement.
- In case of breach, the affected party shall have the right to seek injunctive relief, which relief shall not exclude any other recourse provided by law

This Agreement is the entire agreement regarding the use and disclosure of Confidential Information and replaces any prior oral or written communications between us regarding these disclosures. By signing below, each party agrees to the terms of this Agreement. This Agreement may only be altered or modified by written instrument duly executed by both parties. Once signed, any reproduction of this Agreement made by reliable means (for example, photocopy facsimile or digital image) is considered an original. All waivers shall be in writing. If any provision(s) hereunder is unenforceable, the remaining provisions shall be held valid and enforceable. Notices shall be in writing and to the addresses captured herein or notified by the other party. The undersigned represent that they are duly authorized representatives of the parties and have full authority to bind the parties. This Agreement will be effective as of the Effective Date.



Annexure (G): Format for clarification submission on email

RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

If, the bidder, desiring to respond to RFP for Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory, requires any clarifications on the points mentioned in the RFP, it may communicate with The Pune District Central Co-Operative Bank Ltd. using the following format (in a Microsoft Excel (.xls/.xlsx) format).

All questions received on email till 31.08.2026, will be formally responded to by email. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, PDCC Bank may, at its discretion, may or may not answer all clarifications.

Section Number	Point Number	Page Number	Original Clause	Query	PDCC Bank Response



RFP No.: PDCC/IT-RFP/26-27/04

Date: 21.08.2026

Annexure (H): Covering Letter

Covering Letter

To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001

Sub: REQUEST FOR PROPOSAL (RFP) FOR Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory.

RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

Dear Sir,

We have examined the above-mentioned RFP document including all annexures the receipt of which is hereby duly acknowledged. We, the undersigned, offer for subject items are in conformity with the said RFP in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

We undertake to provide the specified scope as per the above-referenced RFP, during the contract period of 5 years from the date signing of agreement. Also confirming that management of the PDCC Bank will examine the performance on or before first 12 months from the contract period.

We accept all the Instructions, Terms and Conditions and Scope of Work.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date:

Signature with seal:

Name:

Designation:



RFP No.: PDCC/IT-RFP/26-27/04

Date: 21.08.2026

Annexure (I): Letter of Conformity with Hardcopy

**To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001.**

RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

Dear Sir,

Further to our proposal dated _____, in response to the Request for Proposal (PDCC Bank's RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026 hereinafter referred to as "RFP") issued by Pune District Central Co-Operative Bank Ltd. ("PDCC Bank") we hereby covenant, warrant and confirm as follows:

The soft copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by PDCC Bank, conform to and are identical to the hard copies of the aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Signature:

Name:

Designation:

Date:



Annexure (J): Undertaking for MSME Benefits

(To be submitted on the letter head of the bidder)

**To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001**

SUB: MSME Benefits for RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026 floated for Supply, Installation and Maintenance of CCTV Infrastructure and Buy Back of Existing CCTV Inventory.

We have carefully gone through the contents of the above-referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

- Exception to MSMEs from payment of Tender Fee and EMD/Bid Security

In case, at any later stage, it is found or established that the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

Place:

Date:

.....
(Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of

Encl: MSME Certificate



Annexure (K): Manufacturer's Authorization Form

Note: This authorization letter shall be printed on the letterhead of all the original equipment manufacturer (OEM) and shall be signed by a competent person having the power of attorney to bind the manufacturer.

**To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001**

Sub: RFP No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026

Dear Sir,

We who are established and reputable manufacturers/ producers of.....having factories/ development facilities at (address of factory/facility) do hereby authorize M/s.....(name and address of the bidder) to submit a bid and sign the contract with you against the above bid invitation.

We hereby extend our full guarantee and warranty for the solution, products and services offered by the above firm against this bid invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the products manufactured or distributed by the bidder:

- Such products as PDCC may opt to purchase from the bidder, provided that this option shall not relieve the bidder of any warranty obligations under the contract; and
- In the event of termination of production of such products:
- Advance notification to PDCC of the pending termination, with sufficient time to permit PDCC to procure needed requirements; and
- Following such termination, furnishing at no cost to PDCC, operations manuals, standards and specifications of the products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items by ourselves or through alternative & acceptable service provider till the contract period.

Place:

Date:

Seal and signature of the OEM:

**Annexure (L): CCTV Infrastructure for Buy Back**

Sr. No.	Item Description	Make & Model	Qty
1	2MP IR Dome Network Camera 2 MP (1920*1080) CMOS 3D DNR noise reduction technology Network Protocol supported: TCP/IP, UDP, DHCP, NTP, RTSP, DDNS, SMTP, FTP, HTTPS, Motion recording supported	Honeywell - HIE2PI-S	1184
2	2MP IR Bullet Network Camera 2 MP (1920* 1080) CMOS TCP/IP, UDP, DHCP, NTP, RTSP, DDNS, SMTP, FTP, HTTPS, Motion recording supported, ONVIF S.	Honeywell - HIE2PI-S	435
3	16 Channel Network Video Recorder 1HDMI and 1 VGA output Support TCP/ IP, PPPoE, DHCP, DNS, DDNS, UPnP, NTP, SMTP protocol. Minimum 2 Sata Slot	Honeywell - HA-NVR-2216	317
4	T 8 PoE ports all Gigabit PoE Switch [Combined Together]	D-link and Netgear	334
5	T 16 PoE ports all Gigabit PoE Switch	D-link	14
6	6 TB HDD [Combined Together]	WD and Seagate	364
7	PIR Sensor	Securico	293
8	Sounder/Hooter	Securico	292
9	Power Supply Backup through 12 Volt Battery with Metal Body Cover	Branded	294
10	32 GB Micro SD Card	HP/SanDisk	289



Annexure (M): Format For Performance Bank Guarantee For Performance Security

FORMAT OF BANK GUARANTEE (BG) FOR PERFORMANCE SECURITY (ON A NONJUDICIAL STAMP PAPER OF RS.500.00)

To,
The Deputy General Manager IT,
The Pune District Central Co-operative Bank Ltd.,
Head Office: 4 B, B. J. Road,
Pune, Maharashtra – 411001

WHEREAS (hereinafter called “the Bidder”) has submitted its bid dated (date of submission of bid) for providing the _____ (Scope of Work) in response to Pune District Central Co-operative Bank’s Request for Proposal (RFP) No.: PDCC/IT-RFP/26-27/04, dated 21/08/2026 (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE ____ (name of bank) of _____ (name of country) having our registered office at (address of bank) (herein after called “the Bank”) are bound unto PUNE DISTRICT CENTRAL CO-OPERATIVE BANK (herein after called “the Beneficiary”) in the sum of INR _____ /-(Rupees _____ only) for Which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 2026.

THE CONDITIONS of this obligation are:

If the Bidder, having been notified, by the beneficiary, as selected bidder for RFP for Purchase, Installation and Maintenance of CCTVs and Buy Back of old Inventory, during the period of contract fails to provide services or perform obligations in accordance with the aforesaid RFP and Contract, as bidder;

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the above condition, specifying the occurred condition.

This guarantee will remain in force up to 66 months from the date of signing the contract i.e. up to _____ (date of expiry which should be a minimum of contract period), and any demand in respect thereof should reach the Bank not later than the above date. Notwithstanding any other term contained herein:

1. This guarantee shall be valid only up to (Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
2. The total liability of Bank under this guarantee shall be limited to INR (Rupeesonly)

Place:

Seal:

Signature:

Code No:

NOTE:

- BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
- STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.