

PUNJAB NATIONAL BANK



**TENDER FOR EMPANELMENT OF
SYSTEM INTEGRATORS (SIs) FOR SUPPLY, INSTALLATION, TESTING,
COMMISSIONING (SITC) & MAINTENANCE OF CCTV SYSTEM AT BANKS
BRANCHES/ OFFICES UNDER ZONAL OFFICE - JAIPUR**

**Deputy General Manager
Zonal Office Jaipur
Punjab National Bank
2, Nehru Place, Tonk Road
Jaipur (RAJASTHAN) 302015
Mail ID: zojprsec@pnb.co.in**

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Section – I

1. Notice Inviting Applications

Tender for empanelment of SIs for Supply, Installation, Testing, Commissioning (SITC) and maintenance of CCTV system through AMC at **Zonal Office Jaipur** for its Branches/ Offices

Punjab National Bank invites sealed Application from eligible SIs for empanelment of SIs for SITC and maintenance of CCTV System with existing & new CCTV Systems to be installed in Branches/ Offices under Zonal Office Jaipur. **OEMs & their CCTV Equipment have already been empanelled by the Bank (Attached as Annexure VII).**

Systems Integrators (SIs) who are authorized Vendor (SI) / Channel Partners of Original Equipment Manufacturer (Herein after called OEMs) VIZ. **M/s Samridhi Automation Pvt. Ltd. (Sparsh) & M/s. Adiya Infotech Ltd. (CP Plus)** already empanelled by Punjab National Bank, Head Office.

Eligibility Criteria (**Annexure-I**), Terms & Conditions (**Annexure-III**), Empanelled CCTV Equipment areas mentioned in Empanelment Document.

Interested SIs may submit their application on the prescribed form along with specified documents so as to reach on or before 10.06.2024 by 1600 hrs. to:- Deputy General Manager, ZO - Jaipur.

**Deputy General Manager
Zonal Office Jaipur
Punjab National Bank
2, Nehru Place, Tonk Road
Jaipur (RAJASTHAN) 302015
Mail ID: Zojprsec@PNB.co.in**

Deputy General Manager

Date: _____2024

Place: _____

2. General Notice

Punjab National Bank, a Nationalized Bank constituted under the provisions of the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1970 having its **Zonal Office Jaipur at PNB Building, 2 Nehru Place, Tonk Road, Jaipur (Rajasthan) 302015. (Herein after called “PNB”/ BANK which expression shall unless it is repugnant to be context thereof include its successor and assigns) invites application from eligible SIs for Supply, Installation, Testing & Commissioning of CCTV System of approved OEMs in Zonal Office Jaipur Branches under various Circle Offices / Other Offices.**

The PNB Zonal Office Jaipur has over 728 Branches, 14 Currency Chest & Offices spread all across the state Rajasthan. These branches are grouped under 10 Circle Offices (CO). The branch offices function directly under the Circle Offices. The details of Circle Offices are given at **Annexure-V**.

3. Application Schedule

S No.	Subject	Date/time
1	Release/ Uploading the empanelment document for applicants	20.05.2024 , 1600 HRS
2	Last date for submission of queries by applicants, by mail, with regard to empanelment. (Hard Copy of the same to be carried by applicant during Pre-application meeting for fruitful discussion)	27.05.2024 , 1600 HRS
3	Pre-Application Meeting Date	03.06.2024 , 1200 HRS
4	Last date for receipt of Application Documents (By Registered Post/ By-hand only). Bank would not be responsible for any postal delay.	10.06.2024 , 1600 HRS
5	Opening of Applications	11.06.2024 , 1200 HRS
6	Cost of Application Documents	Demand Draft of Rs.1180.00 (One Thousand One Hundred Eighty Only) including 18% GST in favour of “Punjab National Bank” payable at Jaipur along-with application.
8	Primary Contact Person & Contact Detail.	Pritam Singh Chief Manager Security Zonal Office Jaipur Mob:- 8003734777
9	Place of Pre-Application Meeting & Submission of Applications	Deputy General Manager Punjab National Bank, Zonal Office Jaipur, 2, Nehru Place, Tonk road, Jaipur (Rajasthan) PIN - 302015
10	Website address	https://www.pnbindia.in
11	E-mail address	zojprsec@pnb.co.in

The Bank Reserves the right to accept or reject any/ all of the application(s)/ all the applicants at any stage of empanelment process or annul the complete empanelment process without assigning any reason thereof.

The Bank has the right to Delist/ blacklist the empanelled System Integrators (SIs) even after empanelment, if they are not performing as per the terms & conditions of the tender document or not performing as per the contract executed at Zonal Office.

4. Empanelment of SIs for CCTV System

Empanelment of eligible SIs shall be done at Zonal Office level for Supply, Installation, Testing & Commissioning (SITC) and maintenance of New & Existing CCTV System at Bank Branches/ Offices. The broad scope of empanelment is mentioned as under:

- 4.1 Approve the panel of eligible SIs for supply, installation, testing & commissioning (SITC) of Bank's approved CCTV of empanelled OEMs. Approved/ empanelled Model of all CCTV system are provided in Empanelment document. (**Annexure-VII**)
- 4.2 Approval of **rate contract** with successful empanelled SIs for Works/ services of installation, testing and commissioning of CCTV system.

5. Application Money

Cost of Documents: SIs must enclose Draft/ Pay Order for amount Rs.1180.00 (One Thousand One Hundred Eighty Only) including 18% GST i.e., Total Rs. 1000/- + GST @ 18%, in favour of "Punjab National Bank" payable at **Jaipur** towards cost of bid Documents (Non-refundable).

Micro & Small Establishment (MSE)/ Start Up are exempted for submission of Application fee but such establishments have to submit the registration certificate and other relevant documents in this regard. Other SIs except exempted category have to submit the application money with their bids otherwise their bid would be rejected immediately/ not be considered for the process of empanelment.

6. Empanelment Process

The empanelment of SIs (SIs) for supply & Maintenance of CCTV Equipment shall be done in three stages as mentioned below:

First Stage: Submission of application from eligible SIs (SIs)

(i) Application from eligible SIs shall be submitted to the bank. Terms & Conditions for SIs are provided in **Annexure-III**. Application to be submitted as per instructions & guidelines given in the notice. Interested SIs may arrange to submit their application duly completed in all respect in sealed envelope cover superscripted **"TENDER APPLICATION FOR EMPANELMENT OF SYSTEM INTEGRATORS (SIs) FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING (SITC) & MAINTENANCE OF CCTV SYSTEM AT BANK BRANCHES/ OFFICES" UNDER ZONAL OFFICE JAIPUR** having two envelopes one superscripted **"Technical Bid"** & other **"Financial Bid"**. In no case Technical & Financial Bids will be in the same envelope as this will

automatically lead to disqualification. The Bids are to be submitted as and when required on or before 1600Hrs. on 10.06.2024. The bids would not be accepted if not received as per schedule. The bid is to be submitted at the following address:

Deputy General Manager,
Punjab National Bank
Zonal Office Jaipur,
2, Nehru Place, Tonk road,
Jaipur (Rajasthan) PIN – 302015

Second Stage: Scrutiny of application of SIs

Application of SIs shall be scrutinized by the Technical Evaluation Committee as per eligibility criteria of SIs. As Bank has already empanelled the OEMs viz., **M/s. Samriddhi Automations Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus)** & their CCTV equipment. The Product shortlisted/ approved i.e., CCTV Cameras, NVR of said empanelled OEMs /other ancillary items are placed as **Annexure- VII**

Out of 02 empanelled OEMs of the Bank, SIs must quote approved Product of any one OEM only, as it is conditional of carrying single Manufacturer Authorization Form (MAF) only (from any one empanelled OEM) for any single Zonal Office only & shall quote for approved Product only (as mentioned in **Annexure VII**).

SI/ SIs quoting for Approved Products of both the empanelled OEMs for a single Zonal Office would be rejected without assigning any reason hereof.

After scrutiny and verification of eligibility criteria and terms conditions, the SIs shall be shortlisted. Technical evolution committee may visit the Office/ Service Centre/ deploy Bank Officials to visit the registered offices/ Service Centre of SIs (SIs). The respective bidder (SI) must facilitate such visits of concerned Officials of the Bank as & when required as a part of technical evaluation process.

Third Stage: Financial Bids of System Integrators (SIs)

After technical scrutiny, the financial bids would be opened for selected SIs

Financial Bid: The financial bid document shall be as per the bill of quantities mentioned in **Appendix-A** and should be submitted in a separate envelope Super-scribed **“Financial Bid - TENDER APPLICATION FOR EMPANELMENT OF SYSTEM INTEGRATORS (SIs) FOR SUPPLY, INSTALLATION, COMMISSIONING, TESTING (SITC) AND MAINTENANCE OF CCTV SYSTEM AT BANK BRANCHES/ OFFICES UNDER ZONAL OFFICE JAIPUR.”**

7. Allotment of Circle to SIs

Based on service area network approach (availability of their service centres)/ Offices as desired by the bank, the respective Circle shall be allotted to the each selected SIs. The SIs may be allotted for one Circle or more as per criteria decided by Zonal Office.

The order may be split among 2 or 3 SIs to match the customized requirement of the Zonal Office as per the methodology mentioned below. Bank's decision shall be final & binding in this regard.

Splitting the order: The Zonal Office may/ may not consider splitting of order & the respective SIs can't claim for it. In case of splitting in two or three, the ratio of 60:40 or 50:30:20, respectively, may be used – a different ratio may also be justified as desired by the Office floating the Tender. However, Bank decision shall be final & binding in this regard.

Before splitting the quantity, it should be ensured that the L1 price is reasonable, this will be ensured by the Zone by sending an email to Head Office, Security Department, who may confirm the rates directly from the OEMs. If it is not reasonable, negotiation with the L1 party may be carried out, if justifiable, with the approval of the Competent Authority.

The order would be placed to L2, L3 in the ratio as mentioned, if they agree to supply, install, test, commission (SITC) and maintenance of CCTV System through AMC @ L1 rates.

Quoting freakish rates as per CVC guidelines may lead to disqualification of the SI/ blacklisting of SI from further bidding in the Bank.

8. Pre-Application Meeting

- 8.1 A pre-application meeting will be held on the 03rd of June 2024 at 1600 hrs. specified in the Empanelment document, which may be attended by the authorized representatives of the applicants interested to respond to this Empanelment document.
- 8.2 The queries received (without identifying source of query) and response of the Bank thereof will be posted at the Banks website only.
- 8.3 Bank reserves the right to amend, revoke or re-float the Empanelment document, at any time prior to the deadline for submission of Applications. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by an applicant, may modify the bidding document, by amendment, which will be made available to the applicants by way of Corrigendum/ Addendum through Bank's website. The interested parties are advised to check the Bank's website regularly until the date of submission of application as specified in the Empanelment document and ensure that clarifications/ amendments issued by the Bank, if any, have been taken into consideration before submitting the final application. Such amendments/ clarifications, if any, issued by the Bank will be binding on the participating applicants. Bank will not take any responsibility for any such omissions by the applicant. Bank, at its own sole discretion, may extend the deadline for submission of applications in order to allow prospective parties a reasonable time to prepare the documents, for taking the amendment into account.
- 8.4 Queries received after the scheduled date 27.05.2024 by 1600hrs will not be responded/ acted upon.

- 8.5 Applicants are required to go through the Empanelment document and any subsequent Corrigendum's/ clarifications meticulously and submit their queries timely to avoid any last-minute issues.
- 8.6 Only two persons per applicant will be allowed to attend the Pre-Application meeting provided they have authorization letter to attend the pre-application meeting from their company (SI).

9. Submission of Applications

- 9.1 Application must be submitted in two sealed envelopes while complying the instructions provided as under:
- 9.2 Application for empanelment along with necessary supportive documents in respect of eligibility criteria must be submitted in one sealed envelope scripted **“Application for empanelment for supply, installation, testing, commissioning (SITC) and maintenance of CCTV system in Banks Branches/ Offices under ZO - JAIPUR”** and financial bids for CCTV system must be submitted in second sealed envelope scripted: **“Financial Bids for supply, installation, maintenance of CCTV system through AMC under ZO - Jaipur”**. Both envelopes must be kept in one sealed envelope scripted “Application for supply, installation, testing, commissioning (SITC) and maintenance of CCTV system in Banks Branches/ Offices under Zonal Office Jaipur By _____(Name of System integrator(SI)System integrator(SI)).
- 9.3 Sealed envelope must be submitted at the following address by 10.06.2024 by 1600 Hrs positively.

**Deputy General Manager
Zonal Office Jaipur
Punjab National Bank
2, Nehru Place, Tonk Road
Jaipur (RAJASTHAN) 302015
Mail ID: Zojprsec@PNB.co.in**

- 9.4 No consideration will be given to applications received after the date and time stipulated and no extension of time will be permitted for submission unless Bank has given extension by giving notice on Bank's website. Bank reserves the right to accept in part or in full or extend or reject the entire process and/ or cancel the empanelment at any time.
- 9.5 The decision of the bank in this regard shall be final and binding on all the applicants. All disputes or differences in connection with this Empanelment document shall be subject to the jurisdiction of the courts at JAIPUR only.
- 9.6 The application shall be complete in accordance with various clauses of the Empanelment document or any Addendum/ Corrigendum/ Clarifications issued in

connection thereto, duly signed by the authorized representative of the applicant and stamped with the official stamp of the applicant.

- 9.7 If deemed necessary, the Bank may seek clarifications on any aspect from the applicant. However, that would not entitle the applicant to change or cause any change in the substances of the Empanelment document already submitted.
- 9.8 The applicant must provide specific and factual replies to the points raised in the Empanelment document.
- 9.9 The application shall be typed or written in indelible ink and shall be signed by the applicant or a person or persons duly authorized to bind the applicant to the Contract.
- 9.10 All the enclosures shall be serially numbered with rubber stamp of the participating Company(SI) on each page. The person or persons signing the application shall initial all pages of the application documents.
- 9.11 The Bank reserves the right to reject applications not conforming to above terms and conditions. All the envelopes shall be addressed to the Bank and should have name and address of the applicant.

10. Opening of Applications

- 10.1 Applications shall be opened as per the schedule given in the empanelment document. The applicants or their representative(s) on the Date & Time given by the bank and at the venue specified in the Application Schedule may attend the opening of applications. Bank reserves the right to change the date and time of opening the applications which will accordingly be intimated to participants beforehand.
- 10.2 Technical application submitted by the SIs will be evaluated based on the documents submitted as stipulated in the Empanelment document. Technical proposal of only those bidders who qualify the Eligibility Criteria will be evaluated by the Bank.

Instructions to Applicants (SIs)

11. Eligibility Criteria for Applicants

All eligible Applicants as per eligibility criteria of empanelment document may apply for empanelment.

Detailed eligibility criteria for System Integrators (SIs) are given as under:

- i) This application is meant only for System Integrators (SIs) of CCTV equipment/ devices/ gadgets, and its other miscellaneous items.
- ii) System Integrators (SIs) should have a valid registered company(SI)/ firm with PAN, GST, ESI, and EPF. Documentary proof of registration with the Competent Authorities must be submitted along with Challans of PF and ESI to Zonal Office as on 31st Mar 2024.
- iii) SI must have single MAF (Manufacturers Authorization Form) with any one of the empanelled OEM for the Zonal Office Jaipur. List of empanelled OEMs with approved product is enclosed as **Annexure VII**. Date of MAF must be signed not later than last date of submission of application.
- iv) SIs must have experience of at least 3 years in dealing with CCTV system as on 31st Mar 2024.
- v) SIs must have the valid Shop & Establishment Registration in the State of Rajasthan as on 31st Mar 2024.
- vi) System Integrators (SIs) should have empanelled in at least Two PSU Banks (Public Sector Bank) for supply, installation, testing, commissioning (SITC) & maintenance of CCTV equipment in Branches/ Offices under the state of Jaipur in last 3 years as on 31st Mar 2024.
- vii) SI to have Average Annual financial turnover during last 3 years, ending 31st March, 2023 should be at least Rs. 20.00 lacs. The net worth of the SI should not be negative on 31st March 2023 and should have not eroded by more than **30%** (thirty percent) in the last three years, ending on 31st March 2023.

- viii) SIs must have similar work experience in any PSBs/ PSUs/ Govt. Organization during last 07 years as on 31st Mar 2024.
- a) One Similar work experience of at least 20.00 lacs during last 07 years.
- OR
- b) Two Similar work experience of at least 12.50 lacs each during last 07 years.
- OR
- c) Three Similar work experience of at least 10.00 lacs each during last 07 years.

Definition of similar work experience: Similar work experience shall be meant for work order(s) of Supply, Installation, Testing and Commissioning (SITC) of CCTV system in Offices/ building/ premises of any Government Organization(s)/ Public Sector Banks/ Public Sector Undertakings. **Annual cumulative work(s) related to installation/ (installation and maintenance) of CCTV System** executed at single/ multiple sites during entire empanelment period/ service contract period/ rate contract period in a particular Government Organization(s)/ Public Sector Banks/ Public Sector Undertakings shall also be considered as work experience.

However, same or separate work order(s) for AMC charges if any related to respective CCTV system of same office/ building/ premises can also be considered with aforesaid work order & annual charges of AMC shall also be considered for total value to similar work experience.

Satisfactory “**work completion certificate**” against respective work order must be submitted with similar work experience. However, if work order was given under any empanelment contract for said work, then common satisfactory work completion certificate for all works executed during empanelment period shall also be considered. In that case, “**Income Tax Certificate**” in respect of similar work experience shall be submitted to Bank, if required at any stage of the verification.

SIs must not be blacklisted/ debarred in Govt. Organizations, PSBs, PSUs for last two years from date 01st April 2022 to 31st March, 2024 Undertaking in this regard must be submitted with application as per Annexure: IX

12. **Exemption for MSE/ Startups**

Relaxation shall be given to applicants registered as MSE's (Micro and Small Enterprises having valid UDHYAM registration Certificate) & Start-up Firms Recognised by Department of Industrial Policy & Promotion (DIPP) in the following two eligibility criteria only.

S.No. of Clause of Eligibility Criteria	Eligibility Criteria	Exemption to MSEs and Start-up
Sr. No. (d)	SIs must have experience of at least 3 years in dealing with CCTV system as on 31 st Mar 2024.	Fully exempted
Sr. No. (g)	SI to have Average Annual financial turnover during last 3 years, ending 31 st March, 2023 should be at least Rs. 20.00 lacs. The net worth of the SI should not be negative on 31 st March 2023 and should have not eroded by more than 30% (thirty percent) in the last three years, ending on 31 st March 2023.	Fully exempted

No exemption other than eligibility criteria tabulated above, shall be provided to MSE/ Start-ups.

Supportive Documents**I) Necessary Supportive Document in Respect of Eligibility Criteria**

Applicant must submit the application along with necessary supporting documents mentioned in following table. However, The Bank also reserves the right to obtain other documents from the applicants at any stage of empanelment process/ contract duration, if required.

Sr. No.	Criteria / Description	Supporting Documents to be submitted
1.	This application is meant only for System Integrators (SIs) of CCTV equipment/ devices/ gadgets, and its other miscellaneous items.	Only eligible SIs will submit the application in format provided in Annexure IV Application must be filled properly along with signature of authorized Signatory and Stamp along with necessary supportive documents such as latest Board Resolutions, Letter of incorporation, Authorization Letter etc.
2.	System Integrators (SIs) should be having a valid registered company(SI)/ firm with PAN, GST, ESI, and EPF.	Copy of PAN, GST, ESI & EPF registrations and including other necessary documentary proofs to be submitted. ESI and PF Challans of last one year to be submitted as on 31 st Mar 2024.
3.	SI must have single MAF (Manufacturers Authorization Form) with any one of the empanelled OEMs for the Zonal Office Jaipur. List of empanelled OEMs with approved product is enclosed as Annexure VII . Date of MAF must be signed not later than last date of submission of application.	Copy of MAF issued by Bank's Empanelled OEM to be submitted.
4.	SIs must have experience of at least 3 years in dealing with CCTV system as on 31 st Mar 2024.	Copy of any empanelment letter/ work order/ other documentary proof confirming minimum 3 years' experience.
5.	SIs must have the valid Shop & Establishment Registration in the State/States in the Zonal office	Copy of the valid Shop & Establishment Registration Certificate in state of Rajasthan

	area of jurisdiction.	
6.	System Integrators (SIs) should be empanelled in at least two PSB (Public Sector Bank) for installation & maintenance of CCTV equipment in branches under the state of Jaipur in last 3 years.	Empanelment letter of any Two Public Sector Banks confirming empanelment for installation & maintenance of CCTV equipment in branches under the state of Jaipur in last 3 years as on 31 st Mar 2024.
7.	SIs must have Average Annual financial turnover during last 3 years, ending 31 st March, 2023 should be at least Rs. 8.0 lacs. The net worth of the SI should not be negative on 31 March 2023 and should have not eroded by more than 30% (thirty percent) in the last three years, ending on 31 March 2023.	SIs must submit copies of the Balance Sheets, and Profit & Loss statement for the last 3 Financial Year 2020-21, 2021-22 and 2022-23 duly audited by Chartered Accountant with his registration Number (MRN). Certificate of Chartered Accountant must be submitted in format enclosed as Annexure X.
8.	<p>SIs must have similar work experience in any PSBs/ PSUs/ Govt. Organization during last 07 years as on 31st Mar 2024.</p> <p>(i) One Similar work experience of at least 20.00 lacs during last 07 years.</p> <p>OR</p> <p>(ii) Two Similar work experience of at least 12.50 lacs each during last 07 years.</p> <p>OR</p> <p>(iii) Three Similar work experience of at least 10.00 lacs each during last 07 years.</p>	Work order(s) of similar work experience along with satisfactory completion certificate of Govt. organization(s)/ PSBs/ PSUs as defined in Annexure –I of eligibility criteria.
9.	SIs must not be blacklisted / debarred in Govt. Organizations, PSBs, PSUs for last two years from date 01 st April 2022 to 31 st March 2024, Undertaking in this regards must be submitted with application as per Annexure:	Undertaking Certificate confirming not being blacklisted/ debarred in any Govt. Organizations/ PSBs/ PSUs in last three years in the format as per Annexure-IX

10	Compliance of terms & condition of empanelment document	<p>a) Compliance Certificate to be submitted in format given as Annexure-VIII</p> <p>b) Signed and stamped copy of empanelment document and corrigendum to be submitted</p>
11	Service Network and Technical Support Centers of SIs	<p>Details of Supportive Centres and Technical Support to be submitted as per Annexure-XI</p> <p>Escalation matrix to be submitted as per Annexure-XII</p>

14. Terms & Condition of empanelment and service contract

Applicants must ensure that the following terms & conditions be followed by them on entering the empanelment/ any service contract during empanelment period:

- a) Empanelled System Integrators (SIs) must have ability to supply and get the CCTV systems installed within **seven (07) working days** of placement of order.
- b) Empanelled System Integrators (SIs) shall not object random testing of equipment by the Bank or by any third party/ agency during the contract period at their cost, and if the said equipment fails in the test, the System Integrators (SIs) will have to compensate Bank with the amount paid and SI will be penalized and suitable strict action shall be initiated against SI which may include de-listing and de-empanelment.
- c) System Integrators (SIs) must share the Warranty validity/ product code/ bar code/ Part number/ serial number of the products installed in the Banks Branches/ Office on letter head for all the product(s) installed by them in the branches, enabling us to get it audited from the respective OEMs/ external auditor of the Bank. This letter should be submitted to the Circle/ Zonal Office.
- d) System Integrators (SIs) shall provide list of their own offices as per **Annexure –XI**.
- e) System Integrators (SIs) will have to submit the format of application form which is given at **Annexure -IV**.
- f) The Bank will have right to verify the correctness of eligibility criteria by verifying from the institutions to which the SI has supplied CCTV equipment. To ensure the same, the SIs have to share the contact details with Name, Mobile & Landline number of the dealing officer of such organizations.
- g) Empanelment is not a guarantee of any allotment of work in the bank. The allotment of the work will solely be discretion of the bank.
- h) List of empanelled CCTV Equipment of empanelled OEMs **M/s. Samriddhi Automations Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus)** are provided as **Annexure – VII**
- i) The performance of SIs who are empanelled will be reviewed annually & if services are not found satisfactory than SI may be considered for de-empanelment/ Blacklisting.
- j) Penalty clauses are applicable for Empanelled SIs for non-performance/ delay in work /after sales support/ non-providing of PBG in stipulated time or any other act of non-performance.

- k) The SI shall ensure to undertake that they shall abide by and comply with the provisions of Minimum Wages Act, Inter State Migration of Workers Act and any other applicable law for time being in force during the course of the agreement period.
- l) During the Course of contract, if any SI/ their representative suffers any bodily injury arising out of any accident or otherwise, the said SI will be solely held liable/ accountable for any damages/ claim arises thereto and Bank will in no way be held accountable/ responsible for the same.
- m) The SI must have the fidelity insurance for all his representatives deployed in the Bank for performing installation/ AMC work to indemnify the Bank in case of any loss to Bank due to them.
- n) SIs to have at least 2 employees in each Circle of the Zone he is bidding for.

15. Scope of work for empanelment and service contract

Selected SIs will be responsible for providing following services during the service contract at the sole discretion of the Bank.

- a) Provide new CCTV system/ replacement of existing CCTV system in Banks Branches/ Offices under Zonal Office as per Bank's requirement. CCTV system of empanelled OEMs of Bank have already been approved and list of approved equipment is enclosed in **Annexure VII**.
- b) Provide annual maintenance contract of CCTV system installed in the Bank's Branches/ Offices of the Bank under Zonal Offices.
- c) Provide support and execution in specific works/ upgradation works in Bank's premises related to CCTV system during the empanelment period as per bank's requirement.

16. AMC for CCTV Equipment

- a) AMC would be provided for a period of 1 year and would be extended for another 02 years subject to annual performance review of the SI on yearly basis.
- b) For new installed CCTV System, the AMC charges shall start after a period of 1 Year (Post Warranty period).
- c) SIs must visit all the branches on quarterly basis during visit **vendor must inspect newly install equipment quarterly basis**. Apart from this, SI must deploy their service engineer to undertake repair immediately within the stipulated time frame. In case, SI is not attending repair work within stipulated time, they will be served one-month Notice for terminating the contract & would not be considered for any further extension of AMC and their allocated work will be distributed among another empanelled SIs, as decided by Bank. Further, the erring/ defaulted SI shall not be permitted to participate in the next contract during empanelment period in the Bank.

17. Payment Terms

- a) All payments of the installed CCTV related equipment & AMC shall be made to the SI/ SIs by the Bank within 15 days of submission of the invoices after successful completion of the work/services.
- b) Performance Bank Guarantee (PBG) of Rs. 1,25,000.00 (ONE LAKHS TWENTY FIVE THOUSAND ONLY) shall be deposited by the Successful Bidder(SI) (PER CIRCLE ALLOTTED) immediately within a week from the issue of work order.

18. Penalty Clauses

- a) SI shall repair/ rectify the reported fault within 24 Hrs -Urban Area, 72 Hrs- Rural Area/ Difficult Terrain. In case, SI is unable to undertake repair within said stipulated time then Penalty @ Rs. 1000 per day would be imposed up to a maximum of 10% of the cost of work/ AMC of the Circle/ service and same shall be recoverable from the bill/ invoice/pending dues/PBG. However, after maximum delay of 7 days under penalty clause, the concerned work order shall be cancelled. Further, suitable action including termination of service contract / depaneling/ blacklisting/ recovery of liquidated damages from PBG/pending dues shall also be initiated against the erring SI/ SIs.
- b) SI must immediately provide the CCTV footage as and when require by the Bank/ Law Enforcement Agency/ Hon'ble Court within timeline provided by such authorities. In case SI is not catering the requirement within stipulated timeline, penalty @ Rs. 500 per day up to a maximum of 10% of the cost of work/ AMC of the Circle/ service and same shall be recoverable from the pending bill/ invoice/PBG. For delay in providing CCTV footage or any other penalty imposed by Hon'ble Court/authority penalty would be imposed on the SI as per order.

19. Empanelment Period

- a) SIs shall be empanelled initially for a period of **Three Years** subject to annual review on their performance. However, empanelment period can be further extended up to three more years subject to annual review in case of requirement of the Bank. During the period of empanelment, bank can add eligible SIs or delist any/all of empanelled SIs as per bank's requirement and discretion, without assigning any reason thereto. Further, Bank may dissolve the approve panel or create any new panel of same service as per Bank's requirement and interest at any stage of empanelment process/ period.
- b) Empanelment of SIs shall be terminated on unsatisfactory performance/ defaults/ gross negligence/ unprofessional behaviour/ unethical practices/breach of terms & conditions of the empanelment etc. at any stage period of empanelment/ contract.
- c) The Bank shall have the right to terminate/ cancel the empanelment process for any valid reason, including but not limited to the following:

- i) Any effort by an applicant/ registered applicant to influence Banks' decisions on evaluation and registration process.
- ii) Applications submitted without the cost of Application Documents
- iii) Application Documents which do not confirm unconditional validity of the application as prescribed or submission of false/ fake application documents or if the information provided by the applicant is found to be incorrect/ misleading at any stage/ time during the empanelment proves or thereafter.
- iv) Applications incomplete in any respect, received by the Bank after the last date and time prescribed for receipt of application or applications without signature of person(s) duly authorized on required pages of the application or applications without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the applicant shall be rejected.
- v) Excessive delay in execution of order placed by the Bank.
- vi) Discrepancies/ deviations in the agreed processes and/ or products.
- vii) Violation/ breach of terms & conditions stipulated in this document.
- viii) Change in Bank Policy/ Bank's organization structure.
- ix) Unsatisfactory performance of complete solution.
- x) The OEMs/ their SIs go into liquidation voluntarily or otherwise.

In case of termination due to reasons attributable to **SIs** as decided by the Bank, Bank reserves the right to allot the remaining work to another **OEMs/ their SIs** of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses etc. which the bank incurs on this account, shall be recovered by the Bank from OEMs/ their SIs from pending payment, bank guarantee (Per Circle Allotted) etc. apart from the other recovery actions.

Empaneled OEMs and Approved CCTV Equipment

Bank has already empanelled OEMs for CCTV system. Empanelled SIs must be liable for installation of approved CCTV equipment of Empanelled OEM and SIs must have MAF of respective empanelled OEMs only. List of empanelled OEMs and their approved equipment along with details of make & model etc. are given in **Annexure-VII**.

Section III:

Other Terms & Conditions

20. Principal to Principal Liability

The employees engaged by the selected SI shall be deemed to be the employees of the bidding SI only, and the Bank shall not be connected with the employment or the terms and conditions thereof in any way. The selected bidder SI alone would comply with the statutory obligations and Labour Regulations/ Rules in this regard. None of the provisions of this Agreement shall be deemed to constitute a partnership or joint venture or employee- employee relationship between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor there is a master – servant relationship between the parties. The relationship is on principal to principal basis.

The selected bidder (SI) shall be responsible for payments of all statutory dues with respect to each of his personnel/ employees engaged by him to render service under this Agreement with respect to each applicable/ extant labour law, including, the Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Employees' State Insurance Act, 1948, The Payment of Gratuity Act, 1972, The Maternity Benefit Act, 1961, The Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/ contributions under any labour legislations as applicable, remain payable with respect to his personnel/ employees. The selected bidder company(SI) will have no claims whatsoever against the Bank with respect to payment of statutory dues/ contributions to his personnel/ employees under applicable labour legislations".

21. Right to Accept or Reject Any Bid or All Bids

BANK reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to issuance of award letter, without thereby incurring any liability to the affected bidder or SIs or without any obligation to inform the affected bidder or SIs about the grounds for the Bank's action.

22. Contacting the Bank

Any effort by a bidder to influence the Bank in evaluation of the Bank's bid, bid comparison or award decision may result in the rejection of the SIs' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

23. Assignment

That if the Successful Bidder(SI) hires another person/entity to assist it in the performance of its obligations, under the contract, as may be subsequently entered into at the discretion of Bank or assigns any portion of its rights or delegates any portion of its

responsibilities or obligations to another person in any manner thereunder, subject to Bank's prior written consent, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality

24. Sub-Contracting

Subcontracting is prohibited. However, if due to some unavoidable circumstances, such requirement is needed in part or full, and then the Successful Bidder (SI) will have to obtain specific written permission from the Competent Authority of the Bank under whose jurisdiction tender has been floated, before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same. In case sub-contracting is permitted by the Bank, the contracting Company (SI) will be responsible for all the services provided to the Bank regardless of which entity is conducting the operations. The contracting Company (SI) is also responsible for ensuring that the sub-contractor comply with all the terms and conditions of this Tender. Bank shall deal with Successful Bidder (SI) only and any third-party contract made by it and terms & conditions associated therewith will not be binding on PNB. The Company (SI) shall be responsible for managing the activities of its personnel and any sub-contracted personnel, and will hold itself responsible for any misdemeanor / misconduct.

25. Indemnity

The Successful Bidder (SI) shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, damages, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- i) The Bank's authorized/ bona fide use of the Deliverables and /or the Services provided by the Company (SI) under this Agreement; and/or
- ii) An act or omission of the Company (SI) and/or its employees, in performance of the obligations under this Agreement; and/or
- iii) Claims made by employees who are deployed by the Company (SI), against the Bank; and/or
- iv) Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Company (SI) to its employees
- v) Breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Company(SI) under this Agreement; and/or
- vi) Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- vii) Breach of confidentiality obligations of the Company(SI) contained in this Agreement; and/or
- viii) Negligence or misconduct attributable to the Company (SI) or its employees.

Indemnity would cover damages, loss, expenses or liabilities suffered by the Bank arising out of claims made before any court/tribunal/quasi-judicial authority/regulatory authorities for reasons attributable to breach of obligations under this Agreement and subsequent agreement by the Company (SI).

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.

In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine/licenses/services supplied/rendered by the Company(SI) under this Agreement or uses thereof, the Company(SI) agrees and undertakes to defend and / or to assist the Bank in defending, if Bank in its discretion so decides, at the Company(SI)'s cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.

Company(SI) further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against the Bank by a third party in relation to company(SI)'s performance of Agreement. Subject to the other conditions of this section, Company (SI) shall pay any compromise, settlement or judgment entered against the Bank with respect to any Claim and fully indemnify the Bank in respect of all costs and expenses relating to the Claim provided that the Bank notifies Company(SI) in writing of the Claim immediately on becoming aware of it.

No settlement of claim shall be deemed an admission of any liability by the Bank for the infringement alleged.

The terms of this clause shall survive the termination of the Agreement.

26. Limitation of Liability

Selected Bidder's aggregate liability under the application shall be limited to a maximum of the contract value.

In the following circumstances limitation of liability shall not apply and the selected bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the bank:-

- i) Breach of the confidentiality provisions,
- ii) Liability for an infringement of a third party's IPR by SI,
- iii) Employment liabilities for selected bidder's staff relating to the period of their employment within contractual period while working with purchaser Bank and,
- iv) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc.
- v) Any other breach caused due to the non-performance of the obligations of the selected bidder under the Agreement.
- vi) This limit shall not apply to third party claims.

27. Survival

The Parties have expressly agreed that any liabilities or obligations set forth in this contract by their nature and content are intended to survive the performance hereof, shall so survive despite such completion/ expiration or termination of this contract.

28. Force Majeure

Notwithstanding the above provisions, the Successful Bidder (SI) shall not be liable for penalty or termination for default if and 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 Company(SI) and not involving the Company(SI)'s fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. Mere commercial hardship does not amount to force majeure. If a force majeure situation arises, the Company (SI) shall notify within 15 days the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Successful Bidder(SI) shall continue to perform its obligation under the contract to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly , and shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Company (SI). Further, Bank also reserves the right to assign the work to other Company /Vendor (SI) without any consequences and claims.

29. Severability

Any part, provision, representation or warranty of this application which is prohibited or which is held to be void or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof.

30. Governing Law and Disputes

This Agreement, including all matters relating to its validity, construction, performance and enforcement, shall be governed by and construed in accordance with law(s) of India.

All disputes and differences of any kind whatsoever, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this Agreement (whether during the course of execution of the Agreement or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably., the same shall be settled by arbitration by a sole arbitrator appointed mutually by the parties after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes and

the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 as amended from time to time.

For appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the other party a panel of three names of persons presently unconnected with the work being executed. The other party shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the other party fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.

The Arbitration shall be held in **Jaipur**. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties. Each party to bear their own costs unless directed otherwise.

The arrangement between both the parties shall continue the work under the agreement during the arbitration proceedings unless otherwise directed in writing by any of them or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained.

Subject to the arbitration clause above, any dispute/appeal will be subject to the exclusive jurisdiction of courts at Jaipur.

31. Signing of Contract

The successful applicants (Sis) shall mandatorily enter into Service Level Agreement (SLA), Non-Disclosure Agreement (NDA), integrity Pact (IP) with Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Empanelment document and the acceptance thereof, with terms and conditions shall be contained in the contract. Necessary agreement shall be executed at Zonal Office level.

32. Signing of Pre Contract Integrity Pact

The applicants shall submit in original the Integrity Pact along with the other documents. The Integrity Pact must be executed on adequate stamp paper of Rs. 500 (as applicable by State Stamp Duty Act of respective Zonal Office) and must be signed by all the witnesses. The Performa of Integrity Pact is as per **Annexure-XIII**.

- a) Compliance with laws Successful bidder (SI) shall comply with all applicable laws, statutes, rules, regulations and/or ordinances, and maintain in effect all the licenses, permissions, authorizations, consents and permits, relating to the party's use, handling, storage, importation, exportation, sale or resale of the Products or otherwise related to its performance of this Agreement

b) Data Protection

Company(SI)/Successful Bidder(SI) will comply with the Information Technology Act, 2000 and will comply with all privacy and data protection law as applicable from time to time. Further it must be ensured that due care be taken while collecting and dealing with personal data or information of the customers.

Web portal/Mobile Applications etc. will be secured to avoid hacking, infusion of virus, unauthorized copying, tampering, etc. and all sort of security required as per law & practices to be adopted and implemented by the Company(SI).

c) Non-Disclosure

By virtue of Contract, as and when it is entered into between the Bank and Vendor(SI) and its implementation thereof, Company(SI)/Vendor(SI) may have access to the Confidential Information and data of the Bank and its customers. Company(SI) will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:

- i) Company(SI) will treat the Confidential Information as confidential and shall not disclose to any third party. Company(SI) /Vendor(SI) will also agree that its employees, agents, sub-contractors shall maintain Confidentiality of the Confidential Information.
- ii) Company(SI) will agree that it shall neither use, nor reproduce for use in any way, any Confidential Information of the Bank without consent of the Bank. That the Company(SI)/Vendor(SI) will also agree to protect the Confidential Information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, Company(SI) shall use reasonable efforts to advise the Bank immediately in the event that Company(SI) learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of the Contract to be entered into between the Bank and Company (SI) / Vendor (SI) and will reasonably cooperate in seeking injunctive relief against any such person.
- iii) That if Company (SI) / Vendor (SI) hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the Confidential Information in the same manner as VENDOR (SI) is bound to maintain the confidentiality. This Clause will remain valid even after the termination or expiry of this agreement.
- iv) Company(SI) will strictly maintain the secrecy of Bank's data at all time
- v) The Company(SI)/Vendor(SI) shall use the confidential information only for the purpose for which it was provided and shall not make profit from the same in an unauthorized manner.

Company(SI)/Vendor(SI) shall indemnify PNB against any loss suffered by PNB due to disclosure of confidential information by engineers/employees of Company(SI)/Vendor(SI).

d) Solicitation of Employees

The Company(SI)/Vendor(SI), during the term of the contract, shall not, without the express written consent of the Bank, directly or indirectly:

- i) Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity by the Bank in rendering services in relation to the contract; or
- ii) Induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the contract to directly or indirectly solicit for employment the key personnel working on the project contemplated in this agreement except with the written consent of the other party.

However, nothing contained herein shall restrict the Bank to engage any personnel/employee of Company(SI), if the engagement is through open channel/competitive route in pursuance of Bank's hiring policies or direction of Government Authorities and does not include only the personnel/employees of Company(SI)/vendor.

Application Cover Letter

To be submitted by applicant along with documents (on letterhead of the Company(SI))

To

**Deputy General Manager
Punjab National Bank,
Zonal Office Jaipur,
2, Nehru Place, Tonk Road
Jaipur (RAJASTHAN) 302015**

Sir

Reg.: Application for Empanelment of System Integrators (SIs) for Supply, Installation, Testing, Commissioning (SITC) & Maintenance of CCTV System in Branches/ Offices under Zonal Office - Jaipur.

We submit our application on captioned empanelment herewith.

If our Application for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this Empanelment document together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Application is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that the Bank is not bound to accept any application received by the Bank, and the Bank may reject all or any application; and it may accept or entrust the entire work to one applicant or divide the work to more than one application without assigning any reason or giving any explanation whatsoever.

We understand that the names of short-listed applicants after the completion of the empanelment process shall be communicated to the applicants either over phone/e-mail/letter/notice board.

Dated at _____ day of _____ 2024.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorized Signatory)

Details of Circles and Branches/ Offices under ZO : Jaipur

Sr. No	Circle Offices	Nos of Branches	Nos of Currency chest
1	Jaipur – Ajmer	85	2
2	Alwar	85	1
3	Bharatpur	85	3
4	Bikaner	63	1
5	Hanumangarh	79	0
6	Jodhpur	64	1
7	Kota	71	1
8	Sikar	66	2
9	Sriganganagar	72	1
10	Udaipur	58	2
Total		728	14

Note:- Actual details of System installed at Branches / Office's under jurisdiction of Zonal Office - Jaipur will be issued on the date of Agreement .

Applicant Information

Please provide following information about the Company (SI) (Attach separate sheet if required)

S. No.	Information	Particulars/ Response
1	Company(SI) Name	
2	Date of Incorporation	
3	Company(SI) Head Office Address	
4	Registered office address	
5	TIN/TAN No.	
6	Authorized Signatory's Name: Designation: Phone: Email:	
7	Whether SME (quote registration no. and date of registration, copy to be attached)	
9	<u>Bank Account Detail:</u> Account Number, Account Name, IFSC, Bank Name	
10	Specimen Full signature and Initials of Authorized Signatory	<div>Initial</div> <div>Signature</div>
11	Contact persons address, telephone number, mobile number, Fax Number, E-Mail ID. (give at least 2 contact persons details other than authorized signatory)	

Yours faithfully,
Signature of Authorized Signatory:
Name of Signatory:
Designation:
Date & Seal of Company (SI):

Approved Makes & Models

Supply & Maintenance of following systems/ equipment: CCTV Surveillance System with Accessories. NVR and IP based CCTV System 8/16/32 Channel along with Monitors and accessories. Standalone Cameras of 2MP/ 3 MP/ 4MP/ 5 MP with inbuilt memory card and Built in mic. SIs must quote all the items mentioned below of Standard/ Quality Brand products preferably Make in India (MII) as per DPIIT guidelines. The detailed specifications are as follows: -

OEMs Empaneled by Bank.

M/s Samriddhi Automations Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus) are empanelled by the Bank. The OEMs approved Model numbers for the CCTV Equipment/ Other ancillary items are mentioned below:

a). Monitors

Monitors should be 18", 24", 32" and 43" LED/ AMOLED **with adjustable wall mounting stand**. Super high resolution; High contrast ratio 5000:1; Response time 8ms, Built-in speaker, scheduling function and auto play function.

b). Wires

Cat 6 cables with PoE & RJ45 connector of reputed brands (**Standard /Quality Brands products preferably Make in India as per Department for Promotion of Industry & Internal Trade (DPIIT) guidelines**) which offer Loss free signal transmission. The conductor for this cable should be of solid bare copper type (all the four cores); should Offer low conductor resistance and lower attenuation to give better picture quality.

c). Wall Mounted Casing for NVR

Sturdy and suitable **Wall mounted Casing for NVR tailor-made for NVR** protection with locks and proper ventilation.

d). Surveillance Hard Disk (Seagate/ Western Digital/ Other Standard/quality Brand Hard Disc) of capacity 4/6/8/10/12/16 TB will only be used with the CCTV system.

The empaneled Models of CCTV Equipment (with required Bank Specifications) offered by Bank's Empaneled OEMs viz., M/s Samriddhi Automation Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus) respectively are as follows: -

Sl no	Approved Models (M/s Samriddhi Automations Pvt. Ltd. (Sparsh))	Product Model Number
1	32 CH NVR	SR-NP32F608-HE
2	16 CH NVR	SR-NP16F608-HE
3	8 CH NVR	SR-NP08F601-HP
4	Dome 5 MP IP camera with Fixed Lens	SC-IR20DP-3R250M
5	Bullet 5 MP IP camera with Vari-focal Lens	SC-IR52BP-V3
6	Dome 5 MP IP camera with Vari-focal Lens	SC-IS42DP-I(Z)

7	Dome 2 MP IR Vari Focal Lens Camera	SCAB20D-V3
8	Dome 5 MP IP Camera with Built-in Mic	SC-IS42DP-I(Z)
9	5 MP IP Fish Eye Camera	SC-IR30DP-325
10	3 MP IP Pin Hole Camera	SC-IR22BP-R4

SI no	Empanelled models M/s. Aditya Infotech Ltd. (CP Plus)	Product Model Number
1	32 CH NVR	CP-UNR-4K532R8-FI
2	16 CH NVR	CP-UNR-4K516R8-FI
3	8 CH NVR	CP-UNR-4K5082-FI
4	Dome 2 MP IP camera with Fixed Lens	CP-UNC-NB21L3-MDS
5	Bullet 2 MP IP camera with Vari-focal Lens	CP-UNC-TB21ZL6S-VMDS
6	Dome 4 MP IP Camera with Vari-focal Lens	CP-UNC-VB41ZL4-VMDS
7	Dome 5 MP IR Vari Focal Lens Camera	CP-UVC-VB50ZL3-DS
8	Dome 4 MP IP Camera with Built-in Mic	CP-UNC-VB41ZL4C-VMDS
9	5 MP IP Fish Eye Camera	CP-UNC-EE51L1C-VMD
10	2 MP IP Pin Hole Camera	CP-UNC-PD21C-VD

Note:

- i) The SI must quote above mentioned empanelled CCTV equipment with Hard Discs/Monitors, wire & connectors etc. of given Brand.
- ii) SI must have single Manufacturer Authorization Form (MAF) for single Zone.
- iii) SI must undertake AMC for all the branches/ Offices allocated to him for a period of 3 years /for 2 years post warranty in branches newly installed with CCTV System subject to annual performance review.
- iv) The SI should not quote abnormally High/ abnormally Low rates for any single product. However, SI indulging in such practice would be out rightly rejected without assigning any reason thereof.
- v) The rates quoted by SI may be checked by the Zone sending the rates to PNB Head Office, Security department, who may confirm the rates from the OEM, if the rates are found to be freakish then SI may be debarred from empanelment/ any future tenders of PNB for 3 years.
- vi) In case any model is stopped in production or any new model is introduced then new model has to be approved by PNB Head Office, Security Department before installation by SI. In no circumstances SI will install models other than the approved ones mentioned above.

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company(SI)

Compliance Statement
CERTIFICATE & DECLARATION

Reg: EMPANELMENT DOCUMENT FOR SUPPLY & MAINTENANCE OF CCTV SYSTEM IN BRANCHES /OFFICES UNDER ZONAL OFFICE - JAIPUR

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the Empanelment document including all annexures, addendum and corrigendum.

Compliance	Description	Compliance (Yes/No)
Terms and Conditions (General & Specific Both)	We hereby undertake and agree to abide by all the terms and conditions including all annexure, addendum and corrigendum(s) etc. stipulated by the Bank in this Empanelment document. (Any deviation may result in disqualification of our bid).	
Scope of work and/ Technical Specification	We certify that the systems/ services offered by us for tender conform to the Scope of work and approved equipment stipulated by you. (Any deviation may result in disqualification of our bid).	
Empanelment document, Clarifications & subsequent Corrigendum/s, if Any.	We hereby undertake that we have gone through Empanelment document, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, addendum and corrigendum(s) etc. stipulated by the Bank in this Empanelment document. (Any deviation may result in disqualification of our bid).	

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company(SI):

Undertaking for Non-Blacklisted

(On Rs. 500 Non-Judicial Stamp Paper or as applicable in accordance with state stamp Act)

To be provided on letter head of the Bidder's (SI)

To

Deputy General Manager

Punjab National Bank,
Zonal Office Jaipur,
2, Nehru Place, Lal kothi Tonk road
Jaipur (Rajasthan), PIN 302015

Sir,

We M/s _____, a private/ public limited company(SI)/ LLP/ Firm (strike off whichever is not applicable) incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 (strike off whichever is not applicable) with its headquarters at, _____ do hereby confirm that we have not been blacklisted/ debarred by the Government/ Government agency/ Banks/ Financial Institutions in India during last 3 years from the date of Empanelment document.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

Thanking You,

Yours faithfully,

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company(SI):

Turnover Certificate**Reg.: EMPANELMENT DOCUMENT FOR SUPPLY & MAINTENANCE OF CCTV SYSTEM AT BANK BRANCHES/ OFFICES****To be provided by Chartered Accountant**

This is to certify that M/s _____, a private/ public limited company(SI)/ LLP/ Firm (strike off whichever is not applicable) incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 (strike off whichever is not applicable) with its headquarters _____ at, _____ has the following Turnover, Net Profit/ Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for 2020-21, 2021-22 and 2022-23.

Financial Year	Turnover (Rs. In Lacs)	Profit Before Tax & Depreciation (Rs. In Lacs)	Net Profit/Loss (Rs. In Lacs)	Tangible Net Worth (Rs. In Lacs)
2020-21				
2021-22				
2022-23				

Hereby it is also confirmed that net worth of M/s _____ has not been eroded by more than 30% in the last 3 years ending 31st March 2023.

*** Please also submit the provisional/ final/ audited balance sheet for year 2023-2024 in support of the above list (if available).**

Date: _____

Place: _____

Signature of CA/ Statutory Auditor (with MRN)

Name of CA/ Statutory Auditor (with MRN):

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company(SI):

Details of Technical Support Centres /Service Centres

SNo.	Location of Centre	Complete Address	Contact Person	Contact Numbers	Number of Engineers at Centre	Support Area

Signature of Authorized Signatory**Name of Signatory:****Designation:****Email ID:****Mobile No:****Date:****Telephone No.:****Seal of Company(SI):**

Escalation Matrix (System Integrator)**To**

Deputy General Manager
Punjab National Bank,
Zonal Office Jaipur,
2, Nehru Place, Lal kothi Tonk road
Jaipur (Rajasthan), PIN 302015

Sir

**Reg.: EMPANELMENT DOCUMENT FOR SUPPLY & MAINTENANCE (AMC) OF
CCTV SYSTEM AT BANK BRANCHES/ OFFICES UNDER ZONAL OFFICE
JAIPUR**

We hereby submit the escalation matrix of our organization
(M/s _____) for **SUPPLY &
MAINTENANCE (AMC) OF CCTV SYSTEM** related issues as following: -

Sl. No.	Escalation Level	Name	Designation	Contact No.	Email ID
a)	Escalation Level 1				
b)	Escalation Level 2				
c)	Escalation Level 3				
d)	Escalation Level 4				
e)	Escalation Level 5				

Date:**Place:****Yours faithfully****Signature of Authorized Signatory****Name of Signatory:****Designation:****Email ID:****Mobile No:****Telephone No.:****Seal of Company(SI)**

Performa for Integrity Pact

To,

Deputy General Manager
Punjab National Bank,
Zonal Office Jaipur,
2, Nehru Place, Lal kothi Tonk road
Jaipur (Rajasthan), PIN 302015

Subject: Submission of Tender for Supply & Maintenance (AMC) of CCTV System at Bank Branches/ Offices

Dear Sir,

I/ We acknowledge that Punjab National Bank is committed to follow the principle of transparency equity and competitiveness as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/ We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/ We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/ We will stand disqualified from the tendering process. I/ We acknowledge that the making of the Empanelment document shall be regarded as an unconditional and absolute acceptance of this condition of the Notice Inviting Tender.

I/ We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/ application is finally accepted by Punjab National Bank. I/ We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/ We acknowledge that in the event of my/ our failure to sign and accept the Integrity Agreement, while submitting the tender/ application, Punjab National Bank shall have unqualified, absolute and unfettered right to disqualify the tenderer/ applicant (SIs) and reject the tender/ application in accordance with terms and conditions of the tender/ application.

Yours faithfully

(Duly authorized signatory of the applicant)

To be signed by the applicant and same signatory competent/ authorized to sign the relevant contract on behalf of Punjab National Bank.

Integrity Pact

(TO BE EXECUTED ON APPLICABLE NON-JUDICIAL STAMP PAPER OF VALUE (RS. 500) AS APPLICABLE FOR A STATE (AS PER STAMP DUTY ACT)

Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (Act no V of 1970) and **having its Zonal Office at JAIPUR**, PIN **302015**, hereinafter referred to as "The Principal", which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

And

M/s. _____ having its registered office at _____ hereinafter referred to as "The Bidder/ Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

Preamble

The Principal intends to empanel, under laid down organizational procedures, contract/s for _____. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1- Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced person.

(2) If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder(s)/ Contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/ contract. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposal and business details, including information contained or transmitted electronically.

d. The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly, the Bidder(s)/ Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/ Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payment made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s)/ Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2). The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section-3 Disqualification from tender process and exclusion from future contracts.

If the Bidder(s)/ Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s) from the tender process or take action as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc.

Section 4- Compensation for Damages (1). If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/Bid Security.

(2). If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee (Per Circle Allotted).

Section 5- Previous transgression

(1) The Bidder declares that no previous transgression occurred in the last three years to be recovered from the bid submission, the transgression (s) for which cognizance was taken even before the said period of 3 years but are pending conclusion, shall also be reported by the bidder immediately before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.

(2). If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealing".

Section 6- Equal treatment of all Bidders/ Contractors/ Subcontractors

(1) In case of sub-contracting, the Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor. It is to be ensured that all sub-contractors also sign the IP.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

Section 7- Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8- Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor is Shri. Madhusudan Prasad (email ID: mprasad23@gmail.com) (Mob no. - 9717585556) for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under the agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would be provided access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/ records/ information having National Security implications and those documents which have been classified as Secret/ Top Secret are not to be disclosed. It will be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Managing Director and CEO, Punjab National Bank.

(3) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder(s)/ Contractor(s). The Bidder(s)/ Contractor(s) will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractor.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, Punjab National Bank and recues himself/herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the MD & CEO, Punjab National Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the MD& CEO, Punjab National Bank, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO, PNB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

Section 09- Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 36 months after the empanelment under the contract until extended as per bank requirement.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by MD & CEO, PNB.

Section 10- Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".
- (2) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- (3) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (4) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (6) Issues like warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (7) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder)

(Office Seal)

(Office Seal)

Place.....

Date.....

Witness 1:

Witness 2:

(Name & Address)

(Name & Address)

NON-DISCLOSURE AGREEMENT

(To be executed on applicable non-judicial adequate stamp paper of (Rs 500) as applicable for a state of Rajasthan (as per Stamp Dusty Act))

This Confidentiality–cum-Nondisclosure Agreement (herein after referred to as 'Agreement') is entered into at _____ on this _____ day of _____ 2024, between, a company(SI) registered under meaning of Companies Act, 1956, having its Registered Office at _____, (herein after called 'System integrator(SI)System integrator(SI)');

and

Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Zonal Office at _____ (herein after referred to as 'PNB').

SI and the Bank shall hereinafter jointly be referred to as "Parties" and individually as a "Party".

In this Agreement, "**Affiliate**" means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where "Control" means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

In the course of such discussions and negotiations and subsequent agreement for the above purpose, it is anticipated that either party may disclose or deliver to the other party certain of its confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship.

The parties have entered into this Agreement, in order to assure the confidentiality of such confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

NOW THIS AGREEMENT WITNESSETH:

1. Interpretation

In this Agreement "**Confidential Information**" means all information belonging to a Party that is or has been disclosed to one Party (the "Receiving Party") by the other Party (the "Disclosing Party") in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, reports, statements, maps, graphics, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties. The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual

disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or pertaining to pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party".

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to a direction of a judicial authority, statutory or regulatory authority or government as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

As used in this Agreement, the term 'Proprietary Information' shall mean all confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the foregoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

The Proprietary Information" shall include, but not be limited to, domain names, trade secrets, copyrights, ideas, techniques, know-how, inventions (whether patentable or not), and/or any other information of any type relating to designs, configurations, documentation, policies, board notes, Circulars, recorded data,

schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms, research, manufacture, improvements, assembly, installation, intellectual property, and the information concerning the Parties' actual or anticipated business, research or development, or which is received in confidence by the disclosing party to the Recipient.

2. Confidentiality

- a) Each party shall keep secret and treat in strictest confidence all proprietary and confidential information it has received about the other party or its customers and will not use the confidential or proprietary information otherwise than for the purpose of performing its obligations under said agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights.
- b) Each party may disclose the confidential information to its employees, officers, consultants or agents only to the extent that such disclosures are required to exercise its rights and perform its obligations under the agreement or attachments. Each party shall take such steps as may be reasonably requested by the other or otherwise required to ensure that the aforementioned persons acknowledge and comply with the use and confidentiality restrictions contemplated under this Agreement

3. Non-Disclosure of Proprietary and confidential Information

For the period during the Agreement or its renewal, the Recipient will:

- a) Use such confidential and Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such confidential and Proprietary Information for its own benefit or the benefit of others.
- b) Protect the confidential and Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and
- c) Limit disclosure of confidential and Proprietary Information received under said agreement to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such confidential and Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.
- d) lawful actions to avoid and/or minimize the extent of such disclosure.

4. Damages

Both parties acknowledge that the proprietary & Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, neither party shall use the Confidential Information in a manner that will jeopardise or adversely affect in any manner such future strategies, plans, business activities, methods, processes, information, and/or competitive and strategic advantage of the Disclosing Party.

The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire loss and damages on account of such disclosure.

Vendor(SI) agrees to indemnify each other against all loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

No failure or delay by either party in exercising or enforcing any right remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power

5. Return or destruction

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the Disclosing Party:

- i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such Party's possession or under its custody and control;
- ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other Party;
- iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

The obligation under this clause will not apply where it is necessary to retain any Confidential Information for the purpose as required by law or for internal auditing purposes or electronic data stored due to automatic archiving and back-up procedures.

6. Permitted disclosure

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

7. Ownership of Information

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

8. No Representation

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither Party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

9. Remedies and Relief

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual or threatened breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including legal expenses, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the disclosing Party shall be entitled to recover its cost and expenses including legal expenses.

10. No Assignment

This Agreement shall not be assigned by either Party, by operation of law or otherwise, without the prior written consent of the other Party. This Agreement shall inure to the benefit of and will be binding upon the Parties' respective successors and permitted assigns.

11. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity,

legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

12. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either Party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

13. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

14. Terms

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for a period of five years therefrom or till fulfilment of entire contractual obligation by the Vendor(SI) whichever is later. However, the confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

15. If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 and the rules framed thereunder. The arbitral tribunal shall comprise of a sole arbitrator appointed as mutually agreed between the Parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitral tribunal comprising of three arbitrators, out of which one arbitrator to be appointed by each Party and the said two arbitrators shall appoint the third arbitrator who shall act as a presiding arbitrator. The seat of arbitration shall be Delhi, India. The proceedings of arbitration shall be conducted in the English language. The award passed by the arbitral tribunal shall be final and binding on the Parties. Each party to bear its own costs unless directed otherwise by the arbitrator. Any dispute/appeal pertaining to above is subject to jurisdiction of Courts at Delhi

16. Governing Law

The provisions of this Agreement shall be governed by the laws of India.

17. Indemnity

The Receiving Party agrees to indemnify and hold harmless the Disclosing Party against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a Receiving Party's breach of this Agreement.

18. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

19. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

20. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS
AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED
REPRESENTATIVES ON THIS _____ DAY
OF _____ 2024

Disclosing Party (M/s-----)

Receiving Party (The Bank)

Deputy General Manager

Punjab National Bank,
Zonal Office Jaipur,
2, Nehru Place, Lal kothi
Tonk road Jaipur (Rajasthan),
PIN 302015

Name _____

Name _____

Signature _____

Signature _____

Date _____

Date _____

(Issued by OEMs on Letter Head to their SI)

Dtd. _____

Letter No. _____
Deputy General Manager
Zonal Office _____,
PIN _____

Dear Sir,

SUBJECT: MANUFACTURER'S AUTHORISATION FORM (MAF)

We, _____ established and leading manufacturer of CCTV System products registered office at _____ having joint venture/ authorized dealership with _____, do hereby authorize M/s _____ registered office at _____ to supply, install and provide after sales support for our range of under mentioned products quoted by them to meet the above-mentioned tender: -

S.No.	Product	Company(SI)	ModelNo.	Remarks

2. We also confirm that the above products are approved products by the Bank & meet the all technical specifications/ features committed to PNB during empanelment.

3. That the System Integrator shall use genuine products only. We will conduct Audit of the products being installed by the System Integrator (SIs), as and when required by the Bank without any extra cost, as a service support to the Bank.

4. We hereby confirm to extend our back-to-back technical support and meet warranty term of one (01) year. Also, we as an OEM assure that the quoted models are not end of life and necessary spares would be provided at a cost to Vendor(SI) for minimum period of Seven Years as per OEM standards for this tender/ project. In case of any of the product is discontinued then we shall offer the Product having higher specifications at the same rate with prior permission of PNB, Head Office. 5. We duly authorize the said Vendor(SI) to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the OEM)

Contact No.

E-Mail Address

Note: This letter of authority should be on the original letterhead of the manufacturer/ OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. The respective SI in its Bid should include it and it should be latest.

Draft Service Level Agreement (SLA)

AGREEMENT UNDER EMPANELMENT DOCUMENT FOR SUPPLY & MAINTENANCE OF CCTV SYSTEM AT BANK BRANCHES/ OFFICES

AGREEMENT

This agreement made at Jaipur, India on this _____ .

BETWEEN

Punjab National Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, having its Zonal Office Jaipur (Rajasthan), PIN-302015, hereinafter referred to as "the Bank" (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns) of one Part:

AND

_____ company(SI) incorporated under the provisions of the Companies Act, 1956/2013, and having its registered Office at _____ hereinafter referred to as "System integrator(SI)", which expression shall mean to include its successors in title and permitted assigns) of the Other Part (Details of the authorized signatory be mentioned along with the details of Board Resolution pursuant to which such person was authorized to execute the agreement. CIN of the company(SI) be mentioned.):

WHEREAS

- a) The Bank is desirous of availing services for **SUPPLY & MAINTENANCE of CCTV SYSTEM AT BANK BRANCHES/ OFFICES**; and
- b) The System integrator(SI) is in the business of providing **SUPPLY & MAINTENANCE of CCTV SYSTEM** has agreed to provide the services as may be required by the Bank mentioned in the Request of Proposal (Empanelment document) No. dated _____ along with its clarifications/corrigendum issued by the Bank, referred hereinafter as a "Empanelment document" and same shall be part of this Agreement.

Now therefore, in consideration of the mutual covenants, undertakings and conditions set forth below, and for other valid consideration the acceptability and sufficiency of which are hereby acknowledged, the Parties hereby agree to the following terms and conditions hereinafter contained: -

1. Definitions & Interpretation

1.1 Definition

Certain terms used in this Agreement are defined hereunder. Other terms used in this Agreement are defined where they are used and have the meanings there indicated. Unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally

understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:

A. **“The Bank”** means Punjab National Bank (Corporate office at New Delhi, various other offices (Head Offices/ Zonal Offices/ Circle offices/ Overseas Centres and offices, etc. of Punjab National Bank, domestic and foreign branches/other offices, other exchange companies available at various locations and managed by the Bank.

B. **“Confidential Information”** shall have the meaning as the information which is all information which is material to the business operations of either party or its affiliated companies, in any form including, but not limited to, proprietary information and trade secrets, whether or not protected under any patent, copy right or other intellectual property laws, in any oral, photographic or electronic form, whether contained on computer hard disks or floppy diskettes or otherwise without any limitation whatsoever. Without prejudice to the generality of the foregoing, the Confidential Information shall include all information about the party and its customers, costing and technical data, studies, consultants’ reports, financial information, computer models and programs, software, contracts, drawings, blue prints, specifications, operating techniques, processes, models, diagrams, data sheets, reports, guidelines, policies, circulars and other information with respect to any of the foregoing matters. All and every information received by the parties and marked confidential hereto shall be assumed to be confidential information unless otherwise provided. It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.

C. **“Deficiencies”** shall mean non-satisfactory outcome of the Services, which has resulted in deviation from the desired outcome and has thereby cause loss to a party of this Agreement.

D. **“Documentation”** will describe in detail and in a completely self-contained manner how the User may access and use For **SUPPLY & MAINTENANCE of CCTV SYSTEM AT BANK BRANCHES/ OFFICES** such that any reader of the Documentation can access, use and maintain all of the functionalities of the CCTV system and HMS system, without the need for any further instructions. ‘Documentation’ includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

E. **“Intellectual Property Rights”** shall mean, on a worldwide basis, any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

F. **“Request for Proposal (EMPANELMENT DOCUMENT)”** shall mean empanelment document no. _____ dated _____ along with its clarifications/ corrigendum /addendum issued by the Bank time to time.

G. **“Root Cause Analysis Report”** shall mean a report addressing a problem or non-conformance, in order to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

H. **‘Services’** shall mean and include the Services offered by System integrator(SI) including **SUPPLY OF CCTV SYSTEM AT BANK BRANCHES/ OFFICES** under this Agreement more particularly described under this Agreement. Services shall also include the Implementation Services, Training Services and Maintenance Services etc. and other incidental services and other obligation of the System integrator(SI) shall be provided under this Agreement

I. **Interpretations:**

1.1.1 Reference to a person includes any individual, firm, body corporate, association (whether incorporated or not) and authority or agency (whether government, semi government or local).

1.1.2 The singular includes the plural and vice versa.

1.1.3 Reference to any gender includes each other gender.

1.1.4 The provisions of the contents table, headings, clause numbers, italics, bold print and underlining is for ease of reference only and shall not affect the interpretation of this Agreement.

1.1.5 The Schedules, Annexure and Appendices to this Agreement shall form part of this Agreement.

1.1.6 A reference to any documents or agreements (and, where applicable, any of their respective provisions) means those documents or agreements as amended, supplemented or replaced from time to time provided they are amended, supplemented or replaced in the manner envisaged in the relevant documents or agreements.

1.1.7 A reference to any statute, regulation, rule or other legislative provision includes any amendment to the statutory modification or re-enactment or, legislative provisions substituted for, and any statutory instrument issued under that statute, regulation, rule or other legislative provision.

1.1.8 Any agreement, notice, consent, approval, disclosure or communication under or pursuant to this Agreement is to be in writing.

1.1.9 The terms not defined in this agreement shall be given the same meaning as given to them in the Empanelment document. If no such meaning is given technical words shall be understood in technical sense in accordance with the industrial practices.

1.2 **Commencement, Terms & Change in Terms**

1.2.1 This Agreement shall commence from its date of execution mentioned above/ deemed to have commenced from _____ (Effective Date).

1.2.2 This Agreement shall be in force for a period of One (1) year, unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement/ Tender. **The Empanelment is for 3 Years** subject to annual review by the Bank whereby Bank will decide for its extension/ termination.

The Bank shall have the right at its discretion to renew this Agreement in writing, for a further term at the sole discretion of the Bank as per the relevant clause of Empanelment document.

2. Terms & Conditions

Applicants must ensure that the following terms & conditions be followed by them on entering the empanelment/ any service contract during empanelment period:

- a) Empanelled System Integrators (SIs) must have ability to supply and get the CCTV systems installed within **seven (07) working days** of placement of order.
- b) Empanelled System Integrators (SIs) shall not object random testing of equipment by the Bank or by any third party/ agency during the contract period at their cost, and if the said equipment fails in the test, the System Integrators (SIs) will have to compensate Bank with the amount paid and SI will be penalized and suitable strict action shall be initiated against SI which may include de-listing and de-empanelment.
- c) System Integrators (SIs) must share the Warranty validity/ product code/ bar code/ Part number/ serial number of the products installed in the Banks Branches/ Office on letter head for all the product(s) installed by them in the branches, enabling us to get it audited from the respective OEMs/ external auditor of the Bank. This letter should be submitted to the Circle/ Zonal Office.
- d) System Integrators (SIs) shall provide list of their own offices as per. **Annexure–XI.**
- e) System Integrators (SIs) will have to submit the format of application form which is given at **Annexure -IV.**
- f) The Bank will have right to verify the correctness of eligibility criteria by verifying from the institutions to which the SI has supplied CCTV equipment. To ensure the same, the SIs have to share the contact details with Name, Mobile & Landline number of the dealing officer of such organizations.
- g) Empanelment is not a guarantee of any allotment of work in the bank. The allotment of the work will solely be discretion of the bank.
- h) List of empanelled CCTV Equipment of empanelled OEMs **M/s. Samriddhi Automations Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus)** are provided as **Annexure – VII.**
- i) The performance of SIs who are empanelled will be reviewed annually & if services are not found satisfactory than SI may be considered for de-empanelment/ Blacklisting.
- j) Penalty clauses are applicable for Empanelled SIs for non-performance/ delay in work /after sales support/ non-providing of PBG in stipulated time or any other act of non-performance.

- k) The SI shall ensure to undertake that they shall abide by and comply with the provisions of Minimum Wages Act, Inter State Migration of Workers Act and any other applicable law for time being in force during the course of the agreement period.
- l) During the Course of contract, if any SI/ their representative suffers any bodily injury arising out of any accident or otherwise, the said SI will be solely held liable/ accountable for any damages/ claim arises thereto and Bank will in no way be held accountable/ responsible for the same.
- m) The SI must have the fidelity insurance for all his representatives deployed in the Bank for performing installation/ AMC work to indemnify the Bank in case of any loss to Bank due to them.
- n) SIs to have at least 2 employees in each Circle of the Zone he is bidding for.

3. **Work Scope of empanelment and service contract**

Selected SIs will be responsible for providing following services during the service contract at the sole discretion of the Bank.

- a) Provide new CCTV system/ replacement of existing CCTV system in Banks Branches/ Offices under Zonal Office as per Bank's requirement. CCTV system of empanelled OEMs of Bank have already been approved and list of approved equipment is enclosed in **Annexure VII**.
- b) Provide annual maintenance contract of CCTV system installed in the Bank's Branches/ Offices of the Bank under Zonal Offices.
- c) Provide support and execution in specific works/ upgradation works in Bank's premises related to CCTV system during the empanelment period as per bank's requirement.

4. **AMC for CCTV Equipment**

- a) AMC would be provided for a period of 1 year and would be extended for another 02 years subject to annual performance review of the SI on yearly basis.
- b) For new installed CCTV System, the AMC charges shall start after a period of 1 Year (Post Warranty period).
- c) SIs must visit all the branches on quarterly basis during visit **vendor must inspect newly install equipment quarterly basis**. Apart from this, SI must deploy their service engineer to undertake repair immediately within the stipulated time frame. In case, SI is not attending repair work within stipulated time, they will be served one-month Notice for terminating the contract & would not be considered for any further extension of AMC and their allocated work will be distributed among another empanelled SIs, as decided by Bank. Further, the erring/ defaulted SI shall not be permitted to participate in the next contract during empanelment period.

5. Payment Terms

- a) All payments of the installed CCTV related equipment & AMC shall be made to the SI/ SIs by the Bank within 15 days of submission of the invoices after successful completion of the work/services.
- b) Performance Bank Guarantee (PBG) of Rs. 1,25,000.00 (One Lakhs Twenty Five Only) shall be deposited by the Successful Bidder(SI) (Per Circle Allotted) immediately within a week from the issue of work order.

6. Penalty Clauses

- a) SI shall repair/ rectify the reported fault within 24 Hrs -Urban Area, 72 Hrs- Rural Area/ Difficult Terrain. In case, SI is unable to undertake repair within said stipulated time then Penalty @ Rs. 1000 per day would be imposed up to a maximum of 10% of the cost of work/ AMC of the Circle/ service and same shall be recoverable from the next bill/ invoice. However, after maximum delay of 7 days under penalty clause, the concerned work order shall be cancelled. Further, suitable action including termination of service contract / depaenelling/ blacklisting/ recovery of liquidated damages shall also be initiated against the erring SI/ SIs.
- b) SI must immediately provide the CCTV footage as and when require by the Bank/ Law Enforcing Agency/ Hon'ble Court within timeline provided by Bank/ Law Enforcing Agency/ Hon'ble Court. In case SI is not catering the requirement within stipulated timeline, penalty @ Rs. 500 per day up to a maximum of 10% of the cost of work/ AMC of the Circle/ service and same shall be recoverable from the next bill/ invoice. For delay in providing CCTV footage or any other penalty imposed by Hon'ble Court penalty would be imposed on the SI as per order.

7. Empanelment Period

- a) SIs shall be empanelled initially for a period of **Three Years** subject to annual review on their performance. However, empanelment period can further be extended up to three more years subject to annual review in case of requirement of the Bank. During the period of empanelment, bank can add eligible SIs or delist any/all of empanelled SIs as per bank's requirement and discretion, without assigning any reason thereto. Further, Bank may dissolve the approve panel or create any new panel of same service as per Bank's requirement and interest at any stage of empanelment process/ period.

- b) Empanelment of SIs shall be terminated on unsatisfactory performance/ defaults/ gross negligence/ unprofessional behaviour/ unethical practices etc. at any stage period of empanelment/ contract.
- c) The Bank shall have the right to terminate/ cancel the empanelment process for any valid reason, including but not limited to the following:
- d) Any effort by an applicant/ registered applicant to influence Banks' decisions on evaluation and registration process.
 - (i) Applications submitted without the cost of Application Documents
 - (ii) Application Documents which do not confirm unconditional validity of the application as prescribed or submission of false/ fake application documents or if the information provided by the applicant is found to be incorrect/ misleading at any stage/ time during the empanelment proves or thereafter.
 - (iii) Applications incomplete in any respect, received by the Bank after the last date and time prescribed for receipt of application or applications without signature of person(s) duly authorized on required pages of the application or applications without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the applicant shall be rejected.
 - (iv) Excessive delay in execution of order placed by the Bank.
 - (v) Discrepancies/ deviations in the agreed processes and/ or products.
 - (vi) Violation/ breach of terms & conditions stipulated in this document.
 - (vii) Change in Bank Policy/ Bank's organization structure.
 - (viii) Unsatisfactory performance of complete solution.
 - (ix) The OEMs/ their SIs go into liquidation voluntarily or otherwise.

In case of termination due to reasons attributable **to SIs as** decided by the Bank, Bank reserves the right to allot the remaining work to another **SIs** of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses etc. which the bank incurs on this account, shall be recovered by the Bank from SIs from pending payment, bank guarantee (Per Circle Allotted) etc. apart from the other recovery actions.

Empaneled OEMs and Approved CCTV Equipment

Bank has already empanelled OEMs for CCTV system. Empanelled SIs must be liable for installation of approved CCTV equipment of Empanelled OEM and SIs must have MAF of respective empanelled OEMs only. List of empanelled OEMs and their approved equipment along with details of make & model etc. are given in **Annexure-VII**.

8. **Approved Makes & Models**

Supply & Maintenance of following systems/ equipment: CCTV Surveillance System with Accessories. NVR and IP based CCTV System 8/16/32 Channel along with Monitors and accessories. Standalone Cameras of 2MP/3 MP/ 4MP/5 MP with inbuilt memory card and built in mic. SI must quote all the items mentioned below of Standard/Quality Brand products preferably Make in India (MII) as per DPIIT guidelines. The detailed specifications are as follows: -

9. **OEMs Empaneled by Bank.**

M/s Samriddhi Automations Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus) are empanelled by the Bank. The OEMs approved Model numbers for the CCTV Equipment/ Other ancillary items are mentioned below:

a). Monitors

Monitors should be 18", 24", 32" and 43" LED/ AMOLED **with adjustable wall mounting stand**. Super high resolution; High contrast ratio 5000:1; Response time 8ms, Built-in speaker, scheduling function and auto play function.

Note: Supply Only LG or Samsung Make Monitors (if New Monitor required to be install).

b). Wires

Cat 6 cables with PoE & RJ45 connector of reputed brands (**Standard /Quality Brands products preferably Make in India as per Department for Promotion of Industry & Internal Trade (DPIIT) guidelines**) which offer Loss free signal transmission. The conductor for this cable should be of solid bare copper type (all the four cores); should Offer low conductor resistance and lower attenuation to give better picture quality.

c). Wall Mounted Casing for NVR

Sturdy and suitable **Wall mounted Casing for NVR tailor-made for NVR** protection with locks and proper ventilation.

d). Surveillance Hard Disk (Seagate/ Western Digital/ Other Standard/ quality Brand Hard Disc) of capacity 4/6/8/10/12/16 TB will only be used with the CCTV system.

The empaneled Models of CCTV Equipment (with required Bank Specifications) offered by Bank's Empaneled OEMs viz., M/s Samriddhi Automation Pvt. Ltd. (Sparsh) & M/s. Aditya Infotech Ltd. (CP Plus) respectively are as follows: -

Sl no	Approved Product (M/s Samriddhi Automation Pvt. Ltd. (Sparsh))	Product Model Number
1	32 CH NVR	SR-NP32F608-HE
2	16 CH NVR	SR-NP16F608-HE
3	8 CH NVR	SR-NP08F601-HP
4	Dome 5 MP IP camera with Fixed Lens	SC-IR20DP-3R250M
5	Bullet 5 MP IP camera with Vari-focal Lens	SC-IR52BP-V3
6	Dome 5 MP IP camera with Vari-focal Lens	SC-IS42DP-I(Z)
7	Dome 2 MP IR Vari Focal Lens Camera	SCAB20D-V3
8	Dome 5 MP IP Camera with Built-in Mic	SC-IS42DP-I(Z)

9	5 MP IP Fish Eye Camera	SC-IR30DP-325
10	3 MP IP Pin Hole Camera	SC-IR22BP-R4

Sl no	Empaneled Product M/s. Aditya Infotech Ltd. (CP Plus)	Product Model Number
1	32 CH NVR	CP-UNR-4K532R8-FI
2	16 CH NVR	CP-UNR-4K516R8-FI
3	8 CH NVR	CP-UNR-4K5082-FI
4	Dome 2 MP IP camera with Fixed Lens	CP-UNC-NB21L3-MDS
5	Bullet 2 MP IP camera with Vari-focal Lens	CP-UNC-TB21ZL6S-VMDS
6	Dome 4 MP IP Camera with Vari-focal Lens	CP-UNC-VB41ZL4-VMDS
7	Dome 5 MP IR Vari Focal Lens Camera	CP-UVC-VB50ZL3-DS
8	Dome 4 MP IP Camera with Built-in Mic	CP-UNC-VB41ZL4C-VMDS
9	5 MP IP Fish Eye Camera	CP-UNC-EE51L1C-VMD
10	2 MP IP Pin Hole Camera	CP-UNC-PD21C-VD

Note: -

- i) The SI must quote above mentioned empanelled CCTV equipment with Hard Discs/ Monitors, wire & connectors etc. of given Brand.
- ii) SI must have single Manufacturers Authorization Form (MAF) for single Zone & must apply for product of only one OEM out of 02 OEMs empanelled by the Bank.
- iii) SI must undertake AMC for all the branches allocated to him for a period of 3 years /for 2 years post warranty in branches newly instated with CCTV System subject to annual performance review.
- iv) The SI should not quote abnormally High/abnormally Low rates for any single product. However, SI indulging in such practice would be out rightly rejected without assigning any reason thereof.
- v) Bank has the right to check L1 rates by sending the rates to PNB Head office, Security Department, who may send these rates to OEMs for verification purposes.

10. Governing Law & Disputes

This Agreement, including all matters relating to its validity, construction, performance and enforcement, shall be governed by and construed in accordance with law(s) of India.

All disputes and differences of any kind whatsoever, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this Agreement (whether during the course of execution of the Agreement or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably., the same shall be settled by arbitration by a sole arbitrator appointed mutually by the parties after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes and the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 as amended from time to time.

For appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the other party a panel of three names of persons presently unconnected with the work being executed. The other party shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the other party fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.

The Arbitration shall be held in Jaipur. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties. Each party to bear their own costs unless directed otherwise.

The arrangement between both the parties shall continue the work under the agreement during the arbitration proceedings unless otherwise directed in writing by any of them or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained.

Subject to the arbitration clause above, any dispute/appeal will be subject to the exclusive jurisdiction of courts at Jaipur.

11. Indemnity

The Company shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, damages, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- I. The Bank's authorized/ bona fide use of the Deliverables and /or the Services provided by the Company under this Agreement; and/or
- II. An act or omission of the Company and/or its employees, in performance of the obligations under this Agreement; and/or
- III. Claims made by employees who are deployed by the Company, against the Bank; and/or
- IV. Claims arising out of employment, non-payment of remuneration and non- provision of statutory benefits by the Company to its employees
- V. Breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Company under this Agreement; and/or
- VI. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- VII. Breach of confidentiality obligations of the Company contained in this Agreement; and/or
- VIII. Negligence or misconduct attributable to the Company or its employees.

Indemnity would cover damages, loss, expenses or liabilities suffered by the Bank arising out of claims made before any court/tribunal/quasi-judicial authority/regulatory authorities for reasons attributable to breach of obligations under this Agreement and subsequent agreement by the Company.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.

In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine/licenses/services supplied/rendered by the Company under this Agreement or uses thereof, the Company agrees and undertakes to defend and / or to assist the Bank in defending, if Bank in its discretion so decides, at the Company's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.

Company further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against the Bank by a third party in relation to company's performance of Agreement. Subject to the other conditions of this section, Company shall pay any compromise, settlement or judgment entered against the Bank with respect to any Claim and fully indemnify the Bank in respect of all costs and expenses relating to the Claim provided that the Bank notifies Company in writing of the Claim immediately on becoming aware of it.

No settlement of claim shall be deemed to be an admission of any liability by the Bank for the infringement alleged.

The terms of this clause shall survive the termination of the Agreement

12. **Limitation of Liability**

Notwithstanding anything contained in this Agreement, neither Party shall be liable to the other Party with respect to any subject claim arising out of or in connection with this Agreement under any contract, negligence, tort, strict liability or other legal or equitable theory for any indirect or remote damages.

Subject to the provisions of the above, in no event shall liability of either Party to the other Party for damages in connection with this Agreement exceed the maximum of the contract value.

In the following circumstances limitation of liability shall not apply and the Company shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the bank:-

- I. Breach of the confidentiality provisions
- II. Liability for an infringement of a third party's IPR
- III. Employment liabilities for Company's staff relating to the period of their employment within **contractual period while working with Bank**

- IV. Liability of the party in case of gross negligence or willful misconduct attributable to the Company while providing services under this Agreement
- V. Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc.
- VI. Any other breach caused due to the non-performance of the obligations of the Company under the Agreement.
- VII. This limit shall not apply to third party claims.

13. Relationship Between the Parties

- i. Nothing in this Agreement constitutes any fiduciary relationship between the Bank and Company/Company's Team or any relationship of employer – employee, master-servant, principal and agent, joint venture or partnership, between Bank and the company. The relationship is on principal-to-principal basis.
- ii. No Party has any authority to bind the other Party in any manner whatsoever, except as agreed under the terms of the Contract.
- iii. Bank has no obligation to the company, except as agreed under the terms of the Contract.
- iv. All employees/personnel/ representatives/agents etc., engaged by the company for performing its obligations under the Agreement shall be in sole employment of the company and the company shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances, shall Bank be liable for any payment or claim or compensation (including but not limited to any compensation on account of any injury/death/termination) of any nature to the employees/personnel/representatives/agent etc. of the company.
- v. The company shall disclose to Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the company or its team/agents/representatives/personnel etc.) in the course of performing the Services as soon as practical after it becomes aware of that conflict.
- vi. The Company shall not make or permit to be made a public announcement or media release about any aspect of the Agreement unless Bank gives the company its prior written consent.
- vii. The Company shall be responsible for payments of all statutory dues with respect to each of his personnel/employees engaged by him to render service under this Agreement with respect to each applicable/extant labour law, including, the Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Employees' State Insurance Act, 1948, The Payment of Gratuity Act, 1972, The Maternity Benefit Act, 1961, The Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/contributions under any labour legislations applicable, remain payable with respect to his personnel/employees. The Company will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to his personnel/employees under applicable labour legislations.

14. Non-Exclusive Agreement

This Agreement is on non-exclusive basis and the Company shall not have any exclusive right to provide the Services to the Bank. The Bank shall be free to engage any other Company/s or may entrust services similar to the Services or any part thereof to any other person/s concurrently even during the currency of this agreement.

15. No right to Set Off

In case the Company has any other business relationship with the Bank, no right of set-off, counterclaim and cross-claim and or otherwise will be available under this empanelment to the Company for any payments receivable under and in accordance with that business.

16. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in Agreement will not be in any way affected or impaired by such a finding.

17. Assignment

Either party may not assign any of its rights, duties or obligations under this Agreement without the other party's prior written consent.

18. No Waiver

No waiver of this Agreement or any of its provisions is valid unless expressly agreed to in a writing signed by the party. No waiver by the party of any default under this Agreement is a waiver of any other or subsequent default. The failure of the party to insist upon strict and timely performance of any term or condition of this Agreement shall not be deemed a waiver of any right or remedy that the party may have under this Agreement or at law or equity, and shall not be deemed a waiver of any subsequent default in performance of the terms and conditions of this Agreement.

19. Compliance with Laws

Parties shall

- a) Comply with all applicable laws, statutes, rules, regulations and/or ordinances, and
- b) Maintain in effect all the licenses, permissions, authorizations, consents and permits, relating to the party's use, handling, storage, importation, exportation, sale or resale of the Products or otherwise related to its performance of this Agreement.

20. Force Majeure

Notwithstanding the above provisions, the Company shall not be liable for penalty or termination for default if and to the extent that its 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 Company and not involving the Company’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. Mere commercial hardship does not amount to force majeure. If a force majeure situation arises, the Company shall notify within 15 days the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Company shall continue to perform its obligation under the contract to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly , and shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Company. Further, Bank also reserves the right to assign the work to other Company without any consequences and claims.

21. Confidentiality

- i) Confidential Information. Except as provided hereinafter, during the Term of this Agreement and even after termination or expiry of this Agreement, neither Party shall disclose, publish or disseminate Confidential Information (defined hereinafter) received from the other Party.
- ii) The term “Confidential Information” shall include any and all information relating to the business, organization and operations of either Party as well as any and all information relating to the business, organization and operations of the clients of either Party which may be disclosed by either Party (the “Disclosing Party”) to the other Party (the “Receiving Party”), including but not limited to any proprietary information, secret information, trade secrets, financial information, business or technical data or know-how, domain knowledge, case studies, internal process documents, prototype concepts, client lists, specifications, software programs, source codes, and other documents and any other material bearing or incorporating any such information which is disclosed by the Disclosing Party to the Receiving Party, its employees, agents and / or representatives, or prepared by the Receiving Party, its employees, agents and/or representatives on the basis of information supplied by the Disclosing Party, or obtained by the Receiving Party, its employees, agents and / or representatives in course of providing the Services hereunder, whether such information pertains to the Disclosing Party or its subsidiaries/associates/holding company or its business associates or clients.

- iii) Reasonable Care. The Receiving Party agrees to employ the same care (which shall in all cases be at least reasonable care) and discretion with respect to Confidential Information of the Disclosing Party that it employs with similar confidential or proprietary information of its own which it does not desire to disclose, publish or disseminate.
- iv) Need to Know. The Receiving Party shall limit use and access to such Confidential Information to only its employees, agents and contractors whose use or access is necessary to effect the purposes of this Agreement and who are bound by obligations with regards to Confidential Information consistent with this Agreement.
- v) Exceptions. The obligations specified in this Clause 6 will not apply to any information:
 - (a) that is already in the possession of the Receiving Party without obligation of confidence;
 - (b) that is independently developed at any time by the Receiving Party without using any of the Confidential Information;
 - (c) that is or becomes publicly available without breach of this Agreement;
 - or
 - (d) that is rightfully received by the Receiving Party from a third party without restriction on disclosure.
- vi) Injunctive Relief. Each Party acknowledges and agrees that, in the event of a breach or threatened breach of any of the foregoing provisions, such Party may have no adequate remedy in damages and, accordingly, shall be entitled to seek an injunction to prevent such breach or threatened breach; provided, however, that no specification of a particular legal or equitable remedy shall be construed as a waiver, prohibition, or limitation of any other legal or equitable remedies in the event of a breach hereof.
- vii) Unauthorized Acts. Each Party shall: (i) notify the other Party promptly of any unauthorized possession, use, or knowledge, or attempt thereof, of any Confidential Information by any person or entity which may become known to it; (ii) promptly furnish to the other Party available details of such unauthorized possession, use, or knowledge, or attempt thereof, and use reasonable efforts to assist the other Party in investigating or preventing the reoccurrence of such unauthorized possession, use, or knowledge, or attempt thereof, of the Confidential Information. For the avoidance of doubt, this term shall not prevent either Party from disclosing a draft of this Agreement to the extent necessary to obtain the consent of any government department or regulatory body.
- viii) Survival. The obligations in this clause shall survive the expiry or earlier termination of this Agreement.
- ix) The Receiving Party may disclose Confidential Information as required to comply with applicable law or orders of any judicial and/or governmental authorities that have jurisdiction over it provided that the Receiving Party will immediately give a written notice of such order (if permitted by the applicable law or order) to the Disclosing Party and shall disclose only that part of the Confidential Information which it is legally required to disclose and take reasonable and lawful actions to minimize the extent of such disclosure.
- x) Even if any Company's employees leaves the job or otherwise discontinues to hold that capacity, he will neither share such information or information

about Bank with anybody else nor he will use it for his new job. Company shall continue to be responsible for any such act of its ex-employees.

- xi) Company agrees that it shall neither use, nor reproduce for use in any way, any Confidential Information of the Bank without consent of the Bank.
- xii) Either Party shall, upon the request of the other Party, promptly, within not more than 30 (thirty) days, either return to the other Party or destroy all Confidential Information of the other Party in its possession or control, which is in a physical form or recorded or stored by electronic means or otherwise, including all copies thereof. Upon the request of the disclosing Party, the receiving Party shall provide a certificate of its compliance with such return or destruction.

22. Audit

Bank can conduct any third party inspection/audit at any time and company must take all necessary changes as mentioned by the results of these audits.

Company shall allow the bank, its authorized personnel, its auditors (internal and external) and/or other statutory/regulatory authorities an unrestricted right to inspect and audit the operations and records directly related to the services. The Cost and Accounting records will be out of the scope for the purpose of audit conducted by the Bank. If Company is outsourcing any portion of the above activity, it will be the responsibility of Company to ensure that authorities/officials as mentioned above are allowed access to places, systems, processes, records (except Cost and Accounting records) etc. of activity for inspection or verification.

Company shall keep complete and accurate records of all the operations in connection with the activities, per relevant best practices in the industry. All books, records (except Cost and accounting records) and information relevant to services shall be preserved in isolation and presented to the Bank or its designees for inspections as and when demanded.

Company recognizes the right of the statutory authorities/regulators to cause an inspection to be made of Company and its books and accounts by one or more of its officers or employees or other designated person. One week's prior intimation shall be shared with Company, regarding the audit so as to notify the Bank of any potential conflict of interest. Except in cases of regulatory or statutory audit, the Bank shall not exercise right to audit more than twice in a financial year.

23. Term & termination

This Agreement shall be effective from the date of execution and continue on for a period of 01 years and further extendable by mutual consent for another 02 years (Total - 1+1+1 Years subject to satisfactory work).

This agreement may be terminated by either party without assigning any reason by providing at least 90 days prior written notice to other party.

The Bank shall have the right to terminate/cancel the agreement with the Company at any time during the contract period, by giving a written notice of one month including 15 days cure period, for any valid reason, including but not limited to the following:

- a) Excessive delay in execution of the work.

- b) Discrepancies / deviations in the agreed processes and/or products/ services.
- c) Failure of Company to complete implementation of the platform within the time as specified agreed upon.
- d) Violation of terms & conditions stipulated in this agreement.
- e) Change in Bank Policy
- f) Unsatisfactory performance of complete solution.

The Bank shall have the option to terminate the Agreement in case of breach of any of the terms and condition as set forth in the Agreement.

Notwithstanding anything contained herein above, the Bank shall have the right to terminate the Agreement without assigning any reason to the Company without any consequences.

24. Business Continuity Plan

The Vendor (SI) shall ensure to have effective business continuity and disaster recovery plan. The Vendor (SI) shall develop and establish a robust framework for documenting, maintaining and periodic testing of business continuity and recovery procedures and shall maintain a record of the same.

25. Data Protection

Company will comply with the Information Technology Act, 2000 and will comply with all privacy and data protection law as applicable from time to time. Further it must be ensured that due care be taken while collecting and dealing with personal data or information of the customers.

Web portal/Mobile Applications etc. will be secured to avoid hacking, infusion of virus, unauthorized copying, tampering, etc. and all sort of security required as per law & practices to be adopted and implemented by the Company.

26. Intellectual Property Rights

- (i) Under no circumstances, shall the intellectual property rights, including trademarks, service marks, logos, trade names owned by one Party vest with the other, unless expressly agreed to in writing by the Party which owns the said Intellectual Property.
- (ii) The Parties acknowledge and agree that each of them does not and shall not be deemed to acquire at any time hereafter any right, title or interest whatsoever in, to or over any of the other Party's Intellectual Property, even if permitted for use under this Agreement. The Parties hereby agree and undertake that they shall not claim or assert any right, title or interest in, to or over all or any of the Intellectual Property belonging to the other Party or take any action which shall or may impair any right, title or interest of such Party in or to the Intellectual Property belonging to them.

27. Solicitation of Employees

The Company, during the term of the contract, shall not, without the express written consent of the Bank, directly or indirectly:

- i) Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity by the Bank in rendering services in relation to the contract; or
- ii) Induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the contract to directly or indirectly solicit for employment the key personnel working on the project contemplated in this agreement except with the written consent of the other party.

However, nothing contained herein shall restrict the Bank to engage any personnel/employee of Company, if the engagement is through open channel/competitive route in pursuance of Bank's hiring policies or direction of Government Authorities and does not include only the personnel/employees of Company.

28. Non-Disclosure

By virtue of Contract, as and when it is entered into between the Bank and Vendor(SI) and its implementation thereof, Company may have access to the Confidential Information and data of the Bank and its customers. Company will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:

- vi) Company will treat the Confidential Information as confidential and shall not disclose to any third party. Company will also agree that its employees, agents, sub-contractors shall maintain Confidentiality of the Confidential Information.
- vii) Company will agree that it shall neither use, nor reproduce for use in any way, any Confidential Information of the Bank without consent of the Bank. That the Company will also agree to protect the Confidential Information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, Company shall use reasonable efforts to advise the Bank immediately in the event that Company learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of the Contract to be entered into between the Bank and Company and will reasonably cooperate in seeking injunctive relieve against any such person.
- viii) That if Company hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another

person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the Confidential Information in the same manner as VENDOR (SI) is bound to maintain the confidentiality. This Clause will remain valid even after the termination or expiry of this agreement.

- ix) Company will strictly maintain the secrecy of Bank's data at all time
- x) The Company shall use the confidential information only for the purpose for which it was provided and shall not make profit from the same in an unauthorized manner.
- xi) Company shall indemnify PNB against any loss suffered by PNB due to disclosure of confidential information by engineers/employees of Company

29. Sub-Contracting

Subcontracting is prohibited. However, if due to some unavoidable circumstances, such requirement is needed in part or full, and then the Successful Bidder (SI) will have to obtain specific written permission from the Competent Authority of the Bank under whose jurisdiction tender has been floated, before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same. In case sub-contracting is permitted by the Bank, the contracting Company will be responsible for all the services provided to the Bank regardless of which entity is conducting the operations. The contracting Company is also responsible for ensuring that the sub-contractor comply with all the terms and conditions of this Tender. Bank shall deal with Successful Bidder (SI) only and any third-party contract made by it and terms & conditions associated therewith will not be binding on PNB. The Company shall be responsible for managing the activities of its personnel and any sub-contracted personnel, and will hold itself responsible for any misdemeanor of civil and criminal nature.

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company(SI)

Performance Bank Guarantee (Per Circle Allotted)

Punjab National Bank

In Consideration of Punjab National Bank, -----,

----- (hereinafter called 'the beneficiary) having rate contract dated XXXXXXX on M/s XXXXXXXXXXXXXXXXXXXX., having its registered office at XXXXXXXXXXXXXXXXXXXX (hereinafter called "the SI") for ----- to Punjab National Bank against the purchase orders to be placed under the aforesaid rate contract to the supplier/system integrator(SI). We, ----- having our Head office at ----- and carrying on business amongst other places at ----- (hereinafter called the Bank), do hereby irrevocably and unconditionally guarantee the due performance of the contract by the SI for ----- . If the said SI fails to maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we -----, do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of SI or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said SI of any of the terms and conditions of the said contract, SLA, NDA or by reason of SI's failure to perform the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee. However our liability under this guarantee shall be restricted to an amount not exceeding Rs. XXXXXX- (Rs. XXXXXXXXXXXX only), valid for XXXXXXX months. You are entitled to invoke this guarantee full or in parts subject to the maximum limit of Rs. XXXXXX/-(Rs. XXXXXX only), within the validity period of this guarantee including claim period.

We -----, further agree that this guarantee shall continue to be valid till XXXXXX you certify that the supplier/system integrator (SI) has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee or until XXXXXXX, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before XXXXXXX, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the supplier/system integrator (SI) shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the supplier/system integrator(SI) and at our discretion, provided such request is served on the bank on or before XXXXXX.

Failure on part of the supplier/system integrator (SI) in this respect shall be treated as a breach committed by the supplier/system integrator (SI) and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension

of the validity period. That, if the bank guarantee is not renewed for any reason whatsoever, on or before the expiry of this guarantee, entire amount guarantee shall become forth with due and payable to the beneficiary and the bank shall pay the amount to the beneficiary without any demur on a written demand.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the supplier/system integrator (SI) and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to the matters aforesaid or by reason of any time being given to the supplier/system integrator (SI) or any other forbearance act or omission on your part or any indulgence by you to the supplier/system integrator (SI) or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability here under.

We further agree that this Guarantee shall not be in any manner whatsoever affected by reason of change in constitution of the supplier/system integrator (SI) or including but not limited to any Insolvency or Liquidation of the supplier/system integrator(SI) nor will this Guarantee be in any manner whatsoever be affected by any merger, amalgamation or absorption of the beneficiary, the same shall be valid and effective for the beneficiary constituted by merger, amalgamation, absorption etc.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the supplier/system integrator (SI) hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the supplier/system integrator (SI) i.e. M/s XXXXXXXX, the beneficiary i.e. Punjab National Bank, and ourselves i.e. _____, unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of any of the party undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing.

Our liability under this Guarantee is absolute, unconditional, irrevocable and unequivocal and this Guarantee is distinct and independent of any contracts between the supplier/system integrator (SI)s and / or any contracts between Beneficiary and supplier/system integrator(SI). We further agree that the Bank's liability under this Guarantee and the beneficiary's right to recover the amount of this Guarantee from the Bank shall not be in any manner whatsoever be affected or prejudiced by reason of any dispute/s between the supplier/system integrator (SI) and the beneficiary irrespective of whether any proceedings in respect of any such dispute/s has been instituted before any Court, Authority or Forum by whatever name of designation called anywhere in India.

Notwithstanding anything contained hereinabove:

1. Our liability under this bank guarantee shall not exceed (Rs. _____ only).
2. This bank guarantee shall be valid up to _____ and _____
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before XXXXXXXX. Dated XXXXXXXX at XXXXXXXX

Checklist for Applicants/ OEMs

Sl. no.	Particulars	Submitted (Yes/No)	Page No
a)	PROOF OF PAYMENT OF EMPANELMENT DOCUMENT COST		
b)	DOCUMENTS AS ASKED (ANNEXURE-II)		
c)	APPLICATION COVER LETTER (ANNEXURE-IV)		
d)	BIDDER INFORMATION (ANNEXURE-VI)		
e)	COMPLIANCE STATEMENT (ANNEXURE-VIII)		
f)	UNDERTAKING FOR NON-BLACKLISTED (ANNEXURE-IX)		
g)	TURNOVER CERTIFICATE BY CA/ STATUTORY AUDITOR (ANNEXURE-X)		
h)	DETAILS OF TECHNICAL SUPPORT CENTRES (ANNEXURE- XI)		
i)	ESCALATION MATRIX (ANNEXURE-XII)		
j)	PERFORMA FOR INTEGRITY PACT (ANNEXURE-XIII)		
k)	NON-DISCLOSURE AGREEMENT (ANNEXURE-XIV)		
l)	MAF (ANNEXURE-XV)		
m)	DRAFT SLA (ANNEXURE-XVI)		
n)	PERFORMANCE BANK GUARANTEE (ANNEXURE-XVII)		
o)	AUDITED BALANCE SHEETS & PROFIT & LOSS STATEMENTS		
p)	SUPPORTIVE DOCUMENTS IN RESPECT OF ELIGIBILITY CRITERIA		
q)	FINANCIAL BIDS IN SEPARATE SEALED ENVELOPE SCRIPTED “FINANCIAL BIDS FOR SUPPLY, INSTALLATION, MAINTENANCE OF CCTV SYSTEM, HMS IN BRANCHES/ OFFICES UNDER ZONAL OFFICE.....BY SI NAME.....		

Note: The System Integrators must provide all the information serially as per Annexure / Appendix mentioned in tender document.

CCTV ANNUAL MAINTAINACE CERTIFICATE

<u>VENDOR NAME:</u>	<u>DATE OF SERVICE:</u>
<u>MOB:</u>	<u>BRANCH & CIRCLE:</u>
<u>eMAIL & ADDRESS OF VENDOR:</u>	<u>ADDRESS:</u>
	<u>PHONE:</u>

This is to certify that CCTV installed at the branch has been inspected by me. The following equipment/ items installed in the branch have been serviced and found to be in working condition/ out of order.

SI No	Equipment Details	Nos	Make, Model & Serial No	Function report
1	DVR 4CH/8CH/16CH/32CH			
2.	NVR 4 Port/8Port/16Port/32Port/64Port			
3.	IR DOME			
4.	IR BULLET			
5.	IP DOME			
6.	IP BULLET			
7.	Stand Alone IP camera with Memory card			
8.	IP Fish Eye Camera			
9.	IP Pin Hole Camera			
10.	Power Supply			
11.	POE Switch 8/16/24/32			
12.	Cable Status			
13.	Hard Disk 2TB/4TB/6TB/8TB			Capacity-
14.	No of days of Recording			
15.	Monitor			Size-
16	Put to Motion Detection	YES / NO		
17.	Pic Quality Day	Ex/ Good/ Sat/ Poor		
18.	Pic Quality Night	Ex/ Good/ Sat/ Poor		
19.	Power Back Up Arrangement	Br UPS / Other UPS		
20.	Status of System and Final Comments			
21.	Camera covering in Strong room	YES / NO		
22.	DVR USERID			
23.	DVR PASSWORD			
24.	Locker/ Gold loan facility in Branch	YES / NO (if Yes, then footage should be available for more than 180 days.		

It is also certified that the following Officers/ Staff of the branch has been explained the functioning of CCTV system.

<u>SI No</u>	<u>Name</u>	<u>Designation</u>	<u>Signature</u>

Signature:

Name of Technician:

Mob:

Date:

BM CERTIFICATE

This is to certify that Mr _____ of _____ (Vendor Name) has serviced the Branch CCTV system in our presence. The system installed in the branch is found to be in working condition / out of order. _____

Date:

Place:

Stamp of Branch

Sign of Branch Head

Name of Branch Head

Mob:

Appendix "A"

Financial Bid (Including Bill of Quantity (Part -I)

MAKE:

SI No.		Make/ OEM	Model Name/No.	Unit/ Denomination	Total Qty Required	Rate (in Rs.) with GST	Amount	Total Cost
	(a)	(b)	(c)	(d)	(e)	(f)	(g)= (f)*(e)	(h)
1	32 CH NVR with 8 SATA		SR-NP32F608-HE / CP-UNR-4K532R8-FI	Each				
2	16 CH NVR with 8 SATA		SR-NP16F608-HE / CP-UNR-4K516R8-FI	Each				
3	8 CH NVR with 4 SATA		SR-NP08F601-HP / CP-UNR-4K5082-FI	Each				
4	Dome 2 MP IP camera with Fixed Lens		CP-UNC-NB21L3-MDS	Each				
5	Dome 2 MP IR camera with Vari-focal Lens		SCAB20D-V3	Each				
6	Bullet 2 MP IP camera with Vari-focal Lens		CP-UNC-TB21ZL6S-VMDS	Each				
7	Dome 4 MP IP Camera with Vari-focal Lens		CP-UNC-VB41ZL4-VMDS	Each				
8	Dome 4 MP IP Camera with Built-in Mic		CP-UNC-VB41ZL4C-VMDS	Each				
9	5MP IP Fish Eye Camera		SC-IR30DP-325 / CP-UNC-EE51L1C-VMD	Each				
10	Dome 5 MP IP Camera with Built-in Mic		SC-IS42DP-I(Z)	Each				
11	Dome 5 MP IP camera with Fixed Lens		SC-IR20DP-3R250M	Each				
12	Dome 5 MP IR camera with Vari-focal Lens		CP-UVC-VB50ZL3-DS	Each				
13	Dome 5 MP IP camera with Vari-focal Lens		SC-IS42DP-I(Z)	Each				
14	Bullet 5 MP IP camera with Vari-focal Lens		SC-IR52BP-V3	Each				
15	3 MP IP Pin Hole Camera		SC-IR22BP-R4	Each				
16	2 MP IP Pin Hole Camera		CP-UNC-PD21C-VD	Each				
17	Cat 6 Cable with FRLS PVC Conduit Pipe		D-Link	Mtr.				
18	POE Switches rack mountable 8 Port			Each				
19	POE Switches rack mountable (16 +2 Port)			Each				
20	POE Switches rack mountable (32 Port)			Each				
21	Sub Total (SI No 1 to 20)							
22	Installation Charges (to be quoted as % off SI No 21, (must be between 5-7%) (Total cost to be mentioned in Column - h)			Lumpsum		One Time		
23	AMC Charges (Applicable for 3 years) initially / post warranty period of one-year/ Rate to be quoted as % of si no. 21, (not exceeding Rs.7000 per Branch subject to repair /Replacement of items up to Rs. 4000 free of cost. Rates shall be applicable for two years subject to terms and conditions of the tender).			Lumpsum		One Year		
24	Total Part-I (SI No. 21+22+23). However, Part II , Part III & Part IV is also to be added with Part I to achieve Grand Total for deciding L1 bidder.							

Financial Bid (Including Bill of Quantity (Part -II))
(Item to be replaced with new one during repair under AMC)

Sl No.	Gadgets / Peripherals	Make	Model Name/No.	Unit/Denomination	Total Qty Required	Rate (in Rs.) with GST	Amount	Total Cost
	(a)	(b)	(c)	(d)	(e)	(f)	(g)= (f)*(e)	(h)
1	32 CH NVR with 8 SATA		SR-NP32F608-HE / CP-UNR-4K532R8-FI	Each				
2	16 CH NVR with 8 SATA		SR-NP16F608-HE / CP-UNR-4K516R8-FI	Each				
3	8 CH NVR with 4 SATA		SR-NP08F601-HP / CP-UNR-4K5082-FI	Each				
4	Dome 2 MP IP camera with Fixed Lens		CP-UNC-NB21L3-MDS	Each				
5	Dome 2 MP IR camera with Vari-focal Lens		SCAB20D-V3	Each				
6	Bullet 2 MP IP camera with Vari-focal Lens		CP-UNC-TB21ZL6S-VMDS	Each				
7	Dome 4 MP IP Camera with Vari-focal Lens		CP-UNC-VB41ZL4-VMDS	Each				
8	Dome 4 MP IP Camera with Built-in Mic		CP-UNC-VB41ZL4C-VMDS	Each				
9	5MP IP Fish Eye Camera		SC-IR30DP-325 / CP-UNC-EE51L1C-VMD	Each				
10	Dome 5 MP IP Camera with Built-in Mic		SC-IS42DP-I(Z)	Each				
11	Dome 5 MP IP camera with Fixed Lens		SC-IR20DP-3R250M	Each				
12	Dome 5 MP IR camera with Vari-focal Lens		CP-UVC-VB50ZL3-DS	Each				
13	Dome 5 MP IP camera with Vari-focal Lens		SC-IS42DP-I(Z)	Each				
14	Bullet 5 MP IP camera with Vari-focal Lens		SC-IR52BP-V3	Each				
15	3 MP IP Pin Hole Camera		SC-IR22BP-R4	Each				
16	2 MP IP Pin Hole Camera		CP-UNC-PD21C-VD	Each				
17	Cat 6 Cable with FRLS PVC Conduit Pipe		D-Link	Mtr.				
18	POE Switches rack mountable 8 Port			Each				
19	POE Switches rack mountable (16 +2 Port)			Each				
20	POE Switches rack mountable (32 Port)			Mtr.				
21	Co-axiale Cable			Mtr.				
22	2 Core 0.5 Sq mm Electrical Cable			Mtr				

23	FRLS Medium Duty Conduit Pipe			Mtr				
24	Power Supply for Camera & DVR			Mtr				
25	Footage Retrieval Charges per instance excluding cost of Pen Drive/DVD/Hard Disc Cost			Per instance				
26	By Back Charges for Old CCTV System including CCTV+DVR & without Hard Disc)			Each				
27	Sub Total (Add sl no. 1 to 9 minus sl. No. 10)			Lumpsum				
	Total of Part II			Lumpsum				

Financial Bid (Including Bill of Quantity (Part -III))

SI No.	Gadgets / Peripherals	Make	Model Name/No.	Unit/Denomination	Total Qty Required	Rate (in Rs.) With GST	Amount	Total Cost
	(a)	(b)	(c)	(d)	(e)	(f)	(g)= (f)*(e)	(h)
1	1 TB Surveillance Hard Disc			Each				
2	2 TB Surveillance Hard Disc			Each				
3	4 TB Surveillance Hard Disc			Each				
4	6 TB Surveillance Hard Disc			Each				
5	8 TB Surveillance Hard Disc			Each				
6	10 TB Surveillance Hard Disc			Each				
7	12 TB Surveillance Hard Disc			Each				
8	16 TB Surveillance Hard Disc			Each				
	Total Part III							

Financial Bid (Including Bill of Quantity (Part -IV)

SI No.	Gadgets / Peripherals	Make	Model Name/No.	Unit/Denomination	Total Qty Required	Rate (in Rs.) With GST	Amount	Total Cost
	(a)	(b)	(c)	(d)	(e)	(f)	(g)= (f)*(e)	(h)
1	18" Monitors (LED/ AMOLED)		LG / Samsung	Each				
2	24" Monitors (LED/ AMOLED)		LG / Samsung	Each				
3	32" Monitors (LED/ AMOLED)		LG / Samsung	Each				
4	43" Monitors (LED/ AMOLED)		LG / Samsung	Each				
5	55" Monitors (LED/ AMOLED)		LG / Samsung	Each				
6	Protected wall mounted Bracket/Metal rack/Iron Cabinet for DVR/XVR/NVR			Each				
7	2 MP IP Pin Hole Camera IP Camera (IR Dome with inbuilt SD card - 128 GB for backup)			Each				
8	Power Supply for Camera & DVR 10 Amp			Each				
9	Shifting charges per Branch (Inclusive of all charges for uninstillation at old site and installation at new site including transportation)			Each Instance				
10	Wireless Mouse (Make: Dell/Logitech/HP)			Each				
11	HDMI Cable (per meter)			Mtr.				
12	VGA Cable (per meter)			Mtr.				
13	BNC connector (per unit)			Each				
14	RC/DC connector			Each				
	Total Part IV							

Grand Total: Part I + Part II + Part III + Part IV = Rs. ----- (For Final decision of L1 Bidder)

Note

- Rates to be quoted in Rupees only (in % for installation charges and AMC) and including of GST.
- Makes and Models of Gadgets should be the same as per Bank's empanelled Product of Empanelled OEMs Gadgets of only one OEM along with the rates should be quoted in the financial bid (One MAF for one Zone is allowed). Rates quoted abnormally High / Low (even for any single gadget) not permitted and such Bids would be rejected out rightly.
- Grand Total (strictly with restrictions defined in financial Bid) will be considered for deciding the lowest bidder.
- No overwriting/ cutting/ wrong calculation is permitted. Such bids from SI would be rejected without assigning
- Monitors should be LED/ AMOLED with adjustable wall mounting stand. Super high resolution; High contrast ratio 5000:1; Response time 8ms, Built-in speaker, scheduling function and auto play function. **Supply Only LG or Samsung Make Monitors (if new Monitor required to be install).**