



TELANGANA GRAMEENA BANK
HEAD OFFICE: HYDERABAD

TENDER NOTICE (e-tender) FOR SUPPLY AND INSTALLATION OF DIGITAL IP BASED CCTV SYSTEMS AND SECURITY (BURGLAR) ALARM SYSTEMS ALONG WITH AN ANNUAL MAINTENANCE CONTRACT (AMC) FOR EXISTING CCTVs AND SECURITY (BURGLAR) ALARM SYSTEMS IN 443 BRANCHES AND EIGHT (08) ADMINISTRATIVE OFFICES ACROSS 5 ERSTWHILE DISTRICTS (ADILABAD, KARIMNAGAR, NIZAMABAD, HYDERABAD, RANGAREDDY) OF TELANGANA STATE. THE NUMBER OF BRANCHES MAY INCREASE ON ACCOUNT OF OPENING OF NEW BRANCHES. AMC INCLUDES QUARTERLY PREVENTIVE MAINTENANCE VISITS AND REPLACEMENT OF PARTS/ SPARE PARTS FOR A PERIOD OF THREE YEARS.

(REPUTED VENDORS NEED TO APPLY)

TENDER No.TGB/E/2026-27/11 dated 27.08.2026

Last date for submission of online bids: Before 2:00 P.M. On 19.09.2026 (Saturday)

NOTICE INVITING TENDERS (NIT)

Online tenders are invited from reputed service providers/ firms engaged in installation of security and surveillance systems, hereinafter referred as 'The Bidder/ Vendor' registered under Company Act 1956, (Now companies Act, 2013)/Partnership/Sole proprietor for the below works. The Bidder should be a profitable registered company/ firm involved in supply, installation & maintenance of CCTV Systems and Security (Burglar) Alarm Systems for at least three (03) years and not blacklisted/Terminated by any Bank or other entity either for substandard equipment or for poor monthly maintenance service.

1	Name of the work	Tender Notice for Supply and Installation of digital IP based CCTV systems and Security (Burglar) Alarm Systems along with an annual Maintenance Contract (AMC) for existing CCTVs and Security (Burglar) Alarm Systems in 443 branches and eight (08) Administrative Offices across five erstwhile districts (Adilabad, Karimnagar, Nizamabad, Hyderabad, Rangareddy) of Telangana State. AMC includes quarterly preventive maintenance visits and replacement of parts/ spare parts for three years.
2	Date, Time and Place where tender forms are available	On 27.08.2026 to 19.09.2026 (Saturday) @2:00 P.M. on our Bank website: www.tgb.bank.in & www.etender.sbi
3	Time and Last Date of Submission of Tender & EMD	Up to 2:00 P.M. on 19.09.2026 (Saturday)
4	Date and Time of Opening of Tenders	04:00 P.M. on 19.09.2026 (Saturday)
5	Reverse auction	It will be conducted for arriving at the final L-1 rates, and the date will be communicated well in advance before the scheduled time.
6	TGB e-Tender service provider & Reverse auction conducted by	https://etender.sbi/SBI/ M/s e-Procurement Technologies Ltd. B-705, Wall Street - II, Opp. Orient Club, Nr. Gujarat College, Ellis Bridge, Ahmadabad - 380 006, Gujarat State, India. Phone:+91-7859800621 / 9265562819
7	Place & Address for Submission of EMD/Tender	General Manager (Ops), Telangana Grameena Bank, Head Office, H. No. 2-1-520, 2nd Floor, Vijaya Sri SaiCelestia, Shankermuth Road, St No:9, Nallakunta, HYDERABAD-500 044.

8	Quantum of Earnest Money Deposit (EMD) or MSE CLAUSE	The bidder shall have to deposit earnest money in the form of DD/Pay Order for Rs.2,00,000.00 (Rupees Two Lakh only) from any Scheduled Commercial Bank or Telangana Grameena Bank favoring "Telangana Grameena Bank, Head Office, Hyderabad", which will be returned on expiry of the three years of the tender/contract period. (The EMD of unsuccessful bidders shall be returned without interest within 30 days after award of work to the successful bidder. The EMD of successful bidder will be retained as a part of Security Deposit. No interest will be paid on the EMD by the Bank). MSE CLAUSE : The offer without Earnest Money Deposit would be considered as non-responsive, incomplete and shall be out rightly rejected. Further, The Micro And Small Enterprises are exempted from payment of Earnest Money subject to furnishing of relevant valid Certificate for claiming Exemption. In addition to the above, the Micro and Small Enterprises (MSEs) are exempted from submission of EMD (Bid security). Bidders claiming exemption of EMD under this are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three (03) years from being eligible to submit bids for tenders with Bank or blacklisted for lifetime as the case may be decided by the Bank.
9	Stipulated time for completion of the work/ supply.	Upon receipt of work order, Preventive Maintenance Visits have to be conducted on quarterly basis and also as & when required as per branch calls. Replacement of Parts/ Spare parts shall be taken as per requirement within 24 hours.
10	Liquidated Damages (Penalty clause): Failure to make visits as per schedule/ resolve	In case of delay in Supply & Installation and maintenance of systems, a penalty @ 1% of the value of the work for 5 days subject to a maximum of 5% (as per the value of work) would be strictly imposed. Bank reserves its right to cancel the order and to forfeit the EMD/ Performance Guarantee.

	the issues	
11	Period of Tender/ Contract	Three years from the date of allotment of the tender/ contract.
12	Date of Pre-bid meeting	At 4:00 P.M. on 09.09.2026 (Wednesday) at our Head Office Premises
13	Contact detail	B. Hareesh Kumar (Chief Manager) – 9491041951 K. Harinath (Security Officer) – 8332988588 Mail: hod.snfa@tgb.bank.in
14	Taxes	All the rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs. GST will be paid extra as applicable.

Note: The bank reserves the right to cancel or postpone the tenders at any stage without assigning any reason. The bid which is received after due date & time is liable for rejection. Applications incomplete in any respect & which are not legible are liable for rejection.

The software should generate daily health status reports of all the installed Security system or NVR/ DVRs or the controlling unit and send through email to the designated officials automatically. Minimum health status required is:

- a) Functioning status of Security System or NVR/DVR
- b) Functioning status of each and every camera
- c) Functioning status of each and every Hard Disk
- d) Status of recording
- e) Date-wise number of days of recorded data available
- f) If down, since when and the reasons

CCTV SYSTEMS:

COMPATIBILITY: The units should be compatible to be INTEGRATED with BURGLAR ALARM Systems.

APPLICATION SOFTWARE: The software (APP) for mobile phone should be absolutely free of cost and should be upgraded/ improved for any future applications at no further cost for remote operation.

BURGLAR ALARM SYSTEMS:

SIM PROCUREMENT: The SIMs shall be procured by the Bank from the provider (BSNL/AIRTEL or any other) as per the availability of the signal & connectivity.

Facility Management Services (FMS)

The Bank shall also avail the services of the successful vendor for the Facility Management of Security System remotely from a central location (FTS Center, RBO/ HO). Hence, the vendor shall also offer Facility Management Services (FMS) through CMS to extend the service support and monitoring of NVR/ DVRs, at various locations in the Bank, by deploying one Service Engineer for one shift from Monday to Saturday (from 10:00 AM to 06:00 PM) at their own cost to achieve the following objectives:

1. Remotely monitoring the working of the Security System, Cameras, Hard disks, Hubs and other related hardware, software as per the requirements of the Bank, through their Central Monitoring Software from the Bank's FTS Center, RO/ HO Hyderabad.
2. Providing footages through video clippings to the Bank officials for producing the same as evidence to the Law Enforcing Authorities.
3. To remotely PING and TELNET the DVR system to check proper connectivity to CMS and to query proper establishment of connection to TCP port.
4. Configuring the DVR in Motion Detection mode, if the same is configured in Regular Mode.

Annexure-I: Technical bid: Bidder should furnish Make/ Model for Digital IP/ Digital based CCTV Camera systems and Security (Burglar) Alarm Systems for Parts/ Spare parts requiring replacement and should be of standard quality.

Annexure-II: Particulars of bidder

Annexure-III: Declaration by bidder

Annexure-IV: Financial Bid for the Annual Maintenance Contract (AMC) of Digital IP based CCTV systems and Security (Burglar) Alarm Systems functioning in existing 443 branches and administrative offices of Telangana Grameena Bank, including replacement of parts/ spare parts (where irreparable situation arises) for three years at five erstwhile districts of Telangana.

Annexure-V: Rates for providing personnel to CMS.

1. BIDDERS' ELIGIBILITY CRITERIA:

- i) The Bidder should be a profitable Registered Company/ firm involved in **SUPPLY, INSTALLATION AND AMC OF STAND ALONE DIGITAL IP BASED CCTV SYSTEMS WITH NVR AND SECURITY (BURGLAR) ALARM SYSTEMS**

for at least three (3) years. The firm should have minimum annual turnover of Rs.25,00,000.00 (Rupees Twenty Five Lakhs Only) for the years ending 31st March 2024, 31st March 2025 & 31st March 2026. The bidder/ vendor have to submit copy of audited or CA Certified Balance sheet, Profit & Loss statement and trading account details for these financial years.

- ii) "The Bidder will have to submit documentary evidences confirming that they have minimum experience of three years having successfully completed the similar work costing not less than the amount equal to Rs.15,00,000.00 (Rupees Fifteen Lakhs Only) i.e. **SUPPLY, INSTALLATION AND AMC OF STAND ALONE DIGITAL IP BASED CCTV CAMERA SYSTEMS WITH NVR AND SECURITY (BURGLAR) ALARM SYSTEMS for Govt./ PSU/ Banking & Other Institutions** (Attach supporting documents)".
- iii) Bank may assign to install or up gradation of NVR, CCTV IP cameras, hard disk, PoE switch as per the security requirement of branches during tender/ contract validity period i.e. three years from the date of allotment of tenders.
- iv) The bidder should have service centers in Bank's operational area. The proof of the same is to be enclosed to the Technical bid.
- v) The bidder shall submit feedback/satisfactory performance reports from at least two banks, duly signed and stamped on the respective bank's letterhead.
- vi) The bidder must have prior experience in providing Annual Maintenance Contract (AMC) services for both CCTV and Burglar Alarm Systems in a minimum of two scheduled commercial banks. Relevant work orders and completion certificates may be submitted as proof of experience.

2. Terms And Conditions:

- a) **Quoted Product for** the PARTS/ SPARE PARTS FOR REPLACEMENT QUOTED FOR DIGITAL IP BASED CCTV SYSTEMS should be from one principal company. If any vendor/ firm quoted for two different principal companies for the said products, their bids will be summarily rejected.
- b) **Quoted Product for** the PARTS/ SPARE PARTS FOR REPLACEMENT QUOTED FOR SECURITY (BURGLAR) ALARM SYSTEMS should be from one principal company. If any vendor/ firm quoted for two different principal companies for the said products, their bids will be summarily rejected.

- c) **Warranty:** The product offered by the vendor must be covered under a comprehensive onsite warranty for a period of three years from the date of installation. During this warranty period, the vendor shall be responsible for rectifying any defects or malfunctions in the product at the installation site itself, without any additional cost to the Bank. The onsite warranty should include free replacement or repair of any defective parts, labour charges, and travel expenses incurred by the service personnel. The vendor must ensure prompt and efficient after-sales support throughout the warranty period to minimize downtime and ensure uninterrupted operations.

“However, the Annual Maintenance Contract (AMC) will commence only after the completion of the warranty period. During the warranty period, the bidder/vendor shall be responsible for providing maintenance services free of cost”.

- d) Bidders should undertake to provide the Bank Annual Maintenance Contract (AMC) of Digital IP based CCTV Camera systems and Security (Burglar) Alarm Systems functioning in 443 existing branches and administrative offices of Telangana Grameena Bank for three (03) years, including replacement of parts/ spare parts (where irreparable situation arises) in above said branches as and when required as per the rates quoted. Further, the SUCCESSFUL BIDDER HAS TO CONDUCT QUARTERLY PREVENTIVE MAINTENANCE VISITS to ensure proper functioning of CCTV Camera systems and Security (Burglar) Alarm Systems.
- e) The Bidder shall cover all the hardware and any software accompanying the hardware and included in the cost thereof. Besides, the successful Bidder shall have to attend to all break-down calls within 24 hours within the Service Area of Telangana Grameena Bank.

3. **Indemnity clause:**

- a) The bidder/ vendor represents and warrants that the repair and maintenance service to be provided do not violate or infringe upon any patent, copyright, trade secret, or other proprietary right of any other person or other entity. The bidder/ vendor agrees that it will, and hereby does, indemnify the Bank from any claim, damages, loss, penalty etc., directly or indirectly resulting from or arising out of any breach or claimed breach of this tender/ work order/ Agreement.
- b) The bidder/ vendor agrees to indemnify and hereby keeps the Bank indemnified against all claims, suit or proceedings and against all actions, loss, damages, frauds, reputation loss, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on

account of any deficiency in services rendered by the bidder/ vendor or breach of any obligations mentioned in clauses hereinabove, including without limitation, breach of confidentiality Obligations, non compliance of DPDP Act, or any acts of commission / omission on the part of the employees, agents, representatives or Sub-Contractors, etc of the bidder/ vendor. The bidder/ vendor agrees to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on the bidder/ Vendor.

- c) It will be the sole responsibility of the bidder/ vendor to ensure that he complies with all the applicable Central/ State legal provisions for hiring his staff to provide the services to the Bank, and the bank authorities shall be compensated/ indemnified by the bidder/ vendor, if any violation is detected by any authority and any penalty (monetary or otherwise)/ cost is imposed upon/ suffered by any of the bank authorities due to non- compliance by the bidder/ vendor.
- d) The bidder/ vendor acknowledge that all material and information which has or will come into its possession or knowledge in connection with this tender/ work order/ Agreement or in performance thereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the Bank. The bidder/ vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this tender/ work order/ Agreement, to release or disclose it only to bidder's/ vendor's employees requiring such information, and not to release or disclose it to any third party. The bidder/ vendor agrees to take appropriate steps/ action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this tender/ work order/ Agreement are fully satisfied and if any loss caused to the Bank by such acts of the employees, agents, representatives or Sub-Contractors, etc of the bidder/ vendor, the bidder/ vendor shall indemnify the Bank.
- e) The bidder/ vendor further undertakes to promptly notify the Bank in writing any breach of obligation of the tender/ work order/ Agreement by its employees, agents, representatives or Sub-Contractors, etc including confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.
- f) The bidder/ vendor shall be directly and vicariously liable to indemnify the Bank in case of any misuse of data/ information of the Bank by the bidder/ vendor or any of its officials or representatives deliberate or otherwise and this includes intangible / reputation losses of the Bank.

- g) The bidder/ vendor shall indemnify and keep fully and effectively indemnified the Bank from time to time for all costs, fine, penalties, expenses or damages, etc. that the Bank incurred as a result of any violation of any provisions/ clauses of the tender/ work order/ Agreement or negligence by the bidder/ vendor or against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the bidder/ vendor.
- h) The bidder/ vendor hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to the bidder/ vendor without undue delay. The bidder/ vendor also undertake to co-operate with other service providers thereby ensuring expected performance covered under scope of work.
- i) Nothing contained in this tender/ work order/ Agreement shall impair the Bank's right to claim damages without any limitation for an amount equal to the loss suffered for non-performance of software.
- j) The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the tender process and contract period. Notwithstanding anything to the contrary contained in this tender/ work order/ agreement, the Bank shall reject a Proposal without being liable in any manner whatsoever to the bidder/ vendor, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "Prohibited Practices"). In such an event, the Bank shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security (EMD) or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Bank for, inter alia, time, cost, and effort of the Bank, in regard to the tender process, including consideration and evaluation of such Bidder's Proposal.
- k) The work order/ Agreement shall be effective from the date thereof and shall continue till expiration or termination of the work order/ agreement due to cessation of the business relationship between the parties. However, the obligation of the bidder/ vendor and any of its officials or representatives to keep the Confidential Information in confidence shall continue to be binding and applicable without limit in time except and until such information enters the public domain.

4. ANNUAL MAINTENANCE CONTRACT:

- a) AMC charges inclusive of preventive maintenance visits at quarterly intervals, maintenance and support, repairs and replacements of defective parts/ kits/ items/ for tender period, (i.e., three (03) years) should be quoted inclusive of taxes in the financial bid.
- b) During the AMC period, the Bidder shall ensure availability and retention of CCTV footage backup for a minimum period of 90 days or more at all branch locations. For branches having Safe Deposit Locker operations (presently 173 branches), It may be increased locker facility extended to other branches, the Bidder shall ensure CCTV footage retention for not less than 180 days in compliance with RBI guidelines. The Bidder shall maintain the required backup retention period at all times throughout the AMC period and ensure compliance with any future regulatory requirements issued by RBI or other competent authorities.
- c) Bank may assign to install or additional/ up-gradation of CCTV IP cameras, Hard Disk, NVR and PoE Switch as per the security requirement of RBOs/ branches during AMC tender validity period i.e. three (03) years from the date of allotment of tenders/ contract.
- d) During AMC period, the Bidder should ensure that the cameras installed should cover maximum area and all corners of the bank and also to check 128 GB/64 GB memory card installed at branches for functioning and recording.
- e) The Make and model of Parts/ Spare parts requiring replacement for DIGITAL IP BASED CCTV CAMERA SYSTEMS AND SECURITY (BURGLAR) ALARM SYSTEMS quoted **(Annexure-I)** should be of good quality and standard type.
- f) The bidder/ vendor will have to mandatorily provide quarterly branch/ administrative office visits and have to arrange any number of on-call/ emergency visits without any charge on registering the complaint by the bank, even if preventive visit was done during the quarterly period.
- g) If the Bank desires to shift the equipment to a new site and install it there at urgently, the bidder/ vendor shall be informed of the same. The bidder/ vendor shall arrange to do so. The terms and conditions of this tender/ work order/ Agreement, after such shifting and re-installation, would continue to be binding on the bidder/ vendor. The shifting charges of the CCTV system and Security (Burglar) Alarm Systems shall be as per approved rates.
- h) Technical specification sheet of each item for DIGITAL IP BASED-NVR/ Digital CCTV SYSTEMS AND SECURITY (BURGLAR) ALARM SYSTEMS as per

Annexure-I should be attached and duly signed by the bidder along with Technical Bid.

- i) Subcontracting: The bidder/ vendor will not subcontract or permit anyone other than bidder's/ vendor's qualified personnel to perform any of the work, services or other performance required of bidder/ vendor under this tender/ work order/ agreement without the prior written consent of the Bank.
- j) The bidder should have service centers in Bank's operational area. The proof of the same is to be enclosed to the "Technical Bid".
- k) The bidder has to setup a "HELP DESK" for call registration and to provide users with call related information. One senior engineer among onsite staff shall be identified to work as call coordinator and manage Helpdesk operations.
- l) Undertaking by Bidder: We understand and undertake that mere submission of application does not guarantee us tender and Bank's decision in this regard will be final and binding on us.

5. LIABILITY CLAUSE:

- a) The bidder/ vendor hereby agrees and declares that it shall be the sole responsibility of bidder/ vendor to comply with the provisions of all the applicable laws, concerning or in relation to rendering of services by bidder/ vendor as envisaged under this tender/ work order/ Agreement.
- b) The bidder/ vendor shall be responsible for compliance of all related laws, rules/ regulations and Government instruction from time to time that are applicable for the service to be provided by it during the currency of this tender/ work order/ Agreement.
- c) The bidder/ vendor shall procure and maintain all necessary licenses permissions, approvals from the relevant authorities under the applicable laws throughout the currency of this tender/ work order/ Agreement.
- d) The bidder/ vendor shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents, representatives, Sub-Contractors, etc and in particular laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard.
- e) The persons engaged by the bidder/ vendor shall not be the employees of the Bank and the Bank shall not be responsible in any manner for payment of wage

remuneration nor payment for PF, EPF due to such employees. It shall be the sole responsibility of the bidder/ vendor to handle all issues relating to the personnel engaged by bidder/ vendor.

- f) The bidder/ vendor will take all safety measures/ precautions during the work. Any accident due to negligence or any other reasons shall be the responsibility of the bidder/ vendor and the Bank shall have no liability in this regard.
- g) The bidder/ vendor hereby represents and warrants that it has full authority to enter into this tender/ Agreement and render the services as envisaged under this tender/ work order/ Agreement and all Corporate or other necessary approvals have been obtained for entering into this tender/ Agreement with Bank. Further, the persons executing this tender/ Agreement on behalf of the bidder/ vendor have full authority and power to execute this tender/ Agreement and bind the bidder/ vendor.

6. PAYMENT TERMS:

- a) The AMC charges will be paid quarterly by RBO/ Head Office upon satisfactory completion of quarterly Preventive Maintenance visits and visit as and when required subject to submission of visit reports duly authenticated by the branches/ administrative offices confirming satisfactory functioning of the systems. Consolidated AMC visit report of branches to be submitted to Head Office and respective Regional Business Offices.
- b) No advance amount will be paid along with the Work Order/ Letter of Intent.
- c) Applicable Tax Deducted at Source (TDS) will be deducted from the bills as per prevailing Government norms.
- d) PAYMENT: 90% of the invoice amount shall be paid on successful/ functional installation of the new units. 10% shall be held back as retention money (does not carry any interest) for performance guarantee for 3 years from the date of installation of the new units/spares.

7. Penalty:

- a) Any complaint regarding repair and maintenance of CCTV cameras and Security (Burglar) Alarm Systems should be attended by the vendor within 4 hours and it should be resolved within 24 hours. Vendor will be required to pay penalty as per clauses mentioned in tender document, if repair/ replacement works of defective equipment does not take place within the stipulated period as per tender document.

- b) In case the bidder is unable to repair the equipment and suitable standby is not provided, BANK reserves the option of getting the systems repaired and cost of repair incurred will be imposed as penalty.
- c) If service of bidder/ vendor is found unsatisfactory, bank will have right to terminate this agreement and forfeit the Earnest Money Deposit/Performance Guarantee submitted by the bidder.

8. Applicable Law:

- a) The tender shall be interpreted in accordance with applicable laws and shall be subject to the exclusive jurisdiction of courts at Hyderabad.
- b) Authorized signatory of the Bidder should duly sign and stamp each page of the Tender there by acknowledging acceptance of the terms & conditions.
- c) The Successful bidder shall sign an agreement within seven (7) days from the date of acceptance of the tender with the bank in the prescribed form.
- d) Dispute resolution: Any and all disputes, difference, controversies and conflicts ("Disputes") whatsoever arising between the parties out of or in connection with the tender/ work order/ Agreement or the performance or non-performance of the rights and obligations set forth herein, or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 (Arbitration Act) or any amendments thereof. Prior to submitting the disputes to arbitration the parties shall make all endeavors to settle the dispute/s through mutual negotiation and discussions. In the event that the said dispute/s are not settled within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the other regarding the disputes, the same shall finally be settled and determined by arbitration as above.
- e) The place of arbitration shall be at Hyderabad and the language used in the arbitral proceedings shall be English. Arbitration shall be conducted by a mutually appointed sole arbitrator. If the Parties are unable to agree upon a sole Arbitrator, each Party shall appoint one arbitrator and the two arbitrators so appointed by the Parties shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal.
- f) The arbitral award shall be in writing and subject to the provisions of the Arbitration and Conciliation Act, 1996. The award of the arbitrator shall be final and conclusive and binding upon the Parties.

- g) Pending the submission to arbitration and thereafter, till the Arbitrator or the Arbitral Tribunal renders the award or decision, the parties shall, except in the event of termination of this Agreement or in the event of any interim order/ award is granted under the afore stated Act, continue to perform their obligations under this Agreement.

9. Termination:

- a) The tender/ work order/ Agreement shall be terminated by efflux of time or earlier by the Bank by serving 30 days notice in writing in case the services of the bidder/ vendor is found unsatisfactory or not in accordance with the tender/ work order/ Agreement or there is any breach of the terms and conditions of the tender/ work order/ Agreement on the part of the bidder/ vendor or for convenience.
- b) The bidder/ vendor goes bankrupt and becomes insolvent.
- c) If during the currency of the tender/ work order/ Agreement, any statute, rules/ Govt. notification prohibits the services envisaged under this tender/ work order/ Agreement or otherwise the contract shall come to an end forthwith and no compensation shall be payable to the bidder/ vendor.

10. COPYRIGHT / LICENSE VIOLATIONS & PROVISION OF LEGAL COPIES:

- a) Bidders shall explicitly absolve the Bank of any responsibility and indemnify the Bank. Bidders should unconditionally absolve the bank of any responsibility and indemnify bank against any liability for the use of system OS (Operating System) and software with regard to copyright/license if any. Whenever the hardware is supplied with preloaded OS appropriate LTU (License to Use)/paper license with necessary media for each of the system shall be provided.
- b) Bidder has to submit a certificate from the manufacturers along with technical specifications that they are the authorized agents for the sale and service of their product and manufacturer undertakes to support the bidder in supply of required spares.
- c) Bidder will have to submit a certificate from the manufacturer that the spare parts for the supplied product will be available for after sales service.

11. OTHER TERMS AND CONDITIONS:

- a) The acceptance of the tender shall rest with the Purchase Committee, which does not bind itself to accept the lowest or any particular tender. The Committee reserves the right to reject any or all tenders received without assigning any reason whatsoever. Any tender that fails to comply with the prescribed conditions or is incomplete in any respect is liable to be rejected.
- b) In case the successful bidder fails to undertake the work, the earnest money/ performance guarantee deposited by them will be forfeited and acceptance of their tender will be withdrawn.
- c) Any item of the work in part or full may be deleted from the tender during execution as per bank's requirements and the decision of the Bank will be final.
- d) Rates quoted should be valid for a period of three years from date of work order/ contract.
- e) The Bidder should quote their (own) rates for undertaking the work. No escalation in rates will be allowed under any circumstances during the contract period.
- f) All taxes including GST in respect of this contract, as applicable, shall be payable by successful bidder including transportation, installation and TA/ DA of the workers at site and the Bank will not entertain any claim whatsoever in this respect.
- g) The successful bidder should undertake job training to branch functionaries in handling and operating of CCTV Camera System and Security (Burglar) Alarm Systems.
- h) In case the bidder/ vendor or any of his employees fail to fulfill or perform their obligations to the satisfaction of the Bank for any reason whatsoever he shall be liable for imposition of financial penalty without prejudice to its other rights and shall be entitled to deduct such damages from the money if any payable to him.
- i) The bidder/ vendor shall repair / replace the defective equipment with standby equipment within the timelines given in tender document, and restore operation. The bidder/ vendor will be required to pay penalty as per clauses/terms and conditions mentioned in tender document, if repair works/ replacement of defective equipment does not take place within the stipulated period as per tender document.

- j) In the event of deficiency in service or penalty ceiling is breached, the bidder/ vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/ performance guarantee as deemed fit and reasonable by the Bank.
- k) The Bank may withhold payment of bills, for deficiency in service or otherwise, and may set-off penalty amount and any other amount which the bidder/ vendor owes to the Bank against charges payable to bidder/ vendor under this tender/ work order/ Agreement.
- l) Besides quarterly Preventive Maintenance Visits, the bidder shall also attend the Bank any number of calls as and when required on emergencies without any charge within 24 hours.
- m) Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the vendors who resort to canvassing will be liable to rejection.
- n) The bidder/ vendor and officials of bidder/ vendor or its representative agrees that the Confidential Information of the Bank shall be use solely for the purposes consented by the Bank as evidenced in writing. The bidder/ vendor and any of its officials or representatives shall not without the prior written consent of the Bank or as expressly permitted herein, disclose, publish or reveal or cause it to be disclosed, published or revealed or make available to any other person, or use or allow others to disclose or use, the confidential information in any manner whatsoever.
- o) The Successful Bidder should support the Bank in taking the back up of the CCTV Camera footage and co-ordinate with the police officials in case of any theft/ requirement of the bank.
- p) All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.
- q) The bidder has to setup "HELP DESK" for call registration and to provide call related information to users. One Senior Engineer among onsite staff shall be identified to work as call coordinator and manage Helpdesk.
- r) Any worn-out or defective parts withdrawn from the equipment and replaced by the bidder shall be handed over at the branch.

- s) On account of any negligence, commission or omission by the engineers of the bidder and if any loss or damage caused to the equipment, the bidder shall indemnify/pay/reimburse the loss suffered by the Bank.
- t) The bidder/vendor will not without the prior written consent of the Bank subcontract or permit anyone other than the bidder personnel to perform any of the work, services or other performance required.
- u) The bidder/ vendor acknowledge that all material and information which has or will come into its possession or knowledge in connection with this tender or in performance thereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to Bank. The bidder/ vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this tender, to release or disclose it only to bidder's/ vendor's employees requiring such information and not to release or discloses it to any third party. The bidder/ vendor agrees to take appropriate steps/action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this tender are fully satisfied and if any loss caused to the Bank by such acts of the employees, agents, representatives, etc. of the bidder/ vendor, the bidder/ vendor shall indemnify the Bank.
- v) The bidder/vendor shall strictly adhere to all prevailing labour laws and other safety regulations. The bidder shall comply with the provision of all labour legislation including the latest requirements of all the Acts, laws, any other regulations that are applicable to the execution of the work order.
- w) Permits and licenses required for the execution of the work shall be obtained by the bidder at his own expenses. If the bidder performs any act which is against the law, rules and regulations he shall meet all the costs arising there from and shall indemnify the Bank any legal actions arising there from.
- x) The Bank shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workmen or other person in the employment of the bidder or any sub-bidder, save and except an accident or injury resulting from any act or default of the Bank or their agents, or employees. The bidder/ vendor shall indemnify and keep indemnified Bank against all such damages and compensation, save and except as aforesaid and against all claims, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.
- y) Bank has the right to engage 3rd party service for verification of work/service

done by the existing vendor to ensure the genuineness of services/ spares provided.

- z) The bidder/vendor shall continuously maintain adequate protection, of all his work from damage and shall protect the Bank's properties from injury or loss arising in connection with contract. The bidder/vendor shall take all precautions for safety and protection of his employees on the works and shall comply with all applicable provisions of Government and local bodies' safety laws and relevant building codes to prevent accidents, or injuries to persons or property of about or adjacent to his place of work.
- aa) Even though bidders may satisfy the above requirements, they may be disqualified, if they have made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. If they have record of poor performance such as abandoning work, not properly completing the contract, financial failures/ weaknesses, etc. In such cases, the Bank has the right to cancel or modify the tender.
- bb) The AMC charges and shifting charges for CCTV Systems and Security (Burglar) Alarm Systems have been finalized by the Bank in line with prevailing market rates. Bidders/vendors are advised to thoroughly examine and accept these rates prior to participating in the tender process, as no revision will be entertained at a later stage.
- cc) The Bank, at its sole discretion, may invite the L-2 bidder/ vendor to match the L-1 rates discovered during the tender process. In the event that the L-2 bidder agrees to match the L-1 rates, the Bank reserves the right to distribute the total order quantity between the L-1 and L-2 vendors in a 60:40 ratio, with 60% allocated to L-1 and 40% to L-2. However, this allocation is entirely at the discretion of the Bank, and the Bank reserves the right to alter the ratio, cancel the split arrangement, or place the entire order with the L-1 bidder if deemed appropriate, without assigning any reason.
- dd) In the event of unsatisfactory performance by any of the finalized vendor(s)/bidder(s), the Bank reserves the right to terminate the contract at its sole discretion. The Bank may also assign the entire work order to another eligible bidder/vendor, if deemed necessary.
- ee) At present, the Bank has eight (08) Regional Business Offices (RBOs) located in the aforementioned erstwhile districts. The successful bidder/vendor shall be required to deploy at least one dedicated engineer/technician for each RBO to

attend to AMC-related service calls from branches and administrative offices, and to address all maintenance requirements in a timely and efficient manner.

12. SUBMISSION OF BIDS:

- I. The response to the present tender has to be submitted by way of two stage bidding process.

A) The Bidders will have to submit the Technical Bid with the relevant information /documents/brochures/acceptance **of all terms and conditions strictly as described in this tender document. The following documents must be submitted by prospective bidders for Technical bid:**

(i) EMD of Rs.2,00,000.00 (Rupees Two Lakh only) in the form of Demand Draft (Refundable) from any Scheduled Commercial Bank or Telangana Grameena Bank favoring Telangana Grameena Bank, Head Office, Hyderabad (The EMD DD should be submitted well before the scheduled time of the Technical Bid i.e., 02:00 P.M. on 19.09.2026 (Saturday). The Bidders will also have to upload the duly signed and scanned tender document containing pages No.01 to 48 along with xerox copy of EMD DD as part of Technical Bid online through M/s e-Procurement Technologies Ltd., AHMEDABAD, the outsourcing agency approved by the Bank for e-tendering on the web site <http://etender.sbi/SBI>.

OR

The offer without Earnest Money Deposit would be considered as non-responsive, incomplete and shall be out rightly rejected. Further, The Micro and Small Enterprises are exempted from payment of Earnest Money subject to furnishing of relevant valid Certificate for claiming exemption.

In addition to the above, the Micro and Small Enterprises (MSEs) are exempted from submission of EMD. Bidders claiming exemption of EMD under this are however required to submit a signed bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of THREE years from being eligible to submit Bids for tenders with Bank or blacklisted for lifetime as the case may be decided by the Bank.

(ii) The successful bidder/ vendor shall be required to deposit performance security in the form of bank guarantee valid for two years, for an amount of Rs.5,00,000/- from a Scheduled Commercial Bank/ TGB in a format provided/ approved by the Bank within 15 days from the date of the award of the work.

(iii) Work order: The Bidder will have to submit copies of documentary evidences confirming that they have minimum experience of three years having successfully completed the similar work costing not less than the amount equal to Rs.15,00,000.00 (Rupees Fifteen Lakhs only) each i.e. of SUPPLY, INSTALLATION AND AMC OF STANDALONE DIGITAL IP BASED CCTV SYSTEMS WITH NVR AND SECURITY (BURGLAR) ALARM SYSTEMS for Govt./ PSU/ Banking & Other Institutions (Attach supporting documents)". The Bidder should provide proper documentary proof in support of satisfactory completion of similar works during the last two years. Work order/ completion certificate copies, experience certificate issued by the clients are only acceptable as proof.

(iv) Turnover: The Bidder should be a profitable Registered Company/ firm involved in SUPPLY, INSTALLATION AND AMC OF STANDALONE DIGITAL IP BASED CCTV SYSTEMS WITH NVR AND SECURITY (BURGLAR) ALARM SYSTEMS for at least three (03) years. The firm should have minimum annual turnover of Rs.25,00,000.00 (Rupees Twenty Five Lakhs only) each for the years ending 31st March 2024, 31st March 2025 & 31st March 2026. The bidder/ vendor have to submit copy of audited or CA Certified Balance sheet, Profit & Loss statement and trading account details for these financial years.

(v) Annexure-I: Technical bid: Bidder should furnish Make/ Model for Digital IP/ Digital based CCTV Camera systems and Security (Burglar) Alarm Systems for Parts/ Spare parts requiring replacement and should be of standard quality.

Annexure-II: Particulars of bidder

Annexure-III: Declaration by bidder

Annexure-IV: Indicative Price Bid for the Annual Maintenance Contract (AMC) of Digital IP based CCTV systems and Security (Burglar) Alarm Systems functioning in existing 443 branches and administrative offices of Telangana Grameena Bank, including replacement of parts/ spare parts (where irreparable situation arises) for three (03) years at five erstwhile districts of Telangana.

Annexure-V: Rates for providing personnel to CMS.

B. The bidders shall also submit Financial (Indicative) Bid as per Annexure-IV well in time i.e., by 2:00 P.M. on 19.09.2026 (Saturday) and at the place specified.

C. The bids will be short listed after evaluation of Technical Bids and further financial (Indicative) bids of successful bidders in technical bids.

D. Reverse Auction: The short-listed Bidders will have to participate in Reverse Auction to be conducted by M/s e-Procurement Technologies Ltd. (the company selected by the Bank for conducting e-procurement Reverse Auction process). Short-listed Bidders will be trained by e-Procurement Technologies Ltd. for this purpose and they will have to abide by the e-business rules framed by the Bank in consultation with e-Procurement Technologies Ltd.

E. The short listed bidders have to upload the following documents with signature and seal to M/s e-Procurement Technologies Ltd for Reverse Auction.

- i) EMD DD/MSE certificate.
- ii) Signed and stamped copy of Tender document from page Nos.1 to 48.
- iii) IT returns (Last three financial years).

13. DIGITAL SIGNATURE:

The Bidders are advised to note that it is mandatory to have a valid digital certificate issued by any of the valid certifying authority approved by Govt. of India to participate in online bidding and ensure that they have the same well in advance or if any assistance is required for this purpose, bidders can contact our service provider (M/s e-Procurement Technologies Ltd.) as under.

Contact Person:

<https://etender.sbi/SBI/>

M/s e-Procurement Technologies Ltd.

B-705, Wall Street - II, Opp. Orient Club, Nr. Gujarat College, Ellis Bridge,
Ahmadabad - 380 006, Gujarat State, India.

Phone: +91-7859800621 / 9265562819

- 14.** The Bidders/vendors are advised to note that they cannot make their submission of bids physical as well as online after the time stipulated above and no extension of time will be permitted for submission of bid.

15. OPENING AND EVALUATION OF BIDS:

OPENING OF BIDS:

1. The Technical Bid/ Tender will be opened on 19.09.2026 (Saturday) at 4:00 P.M. Any change in opening date and time will be notified by the Bank in advance.

After opening of the Technical Bid/ Tender, during technical evaluation, if any further clarifications are warranted, the same should be submitted physically to the Telangana Grameena Bank, Head Office, Hyderabad by the bidders/ vendors within 48 hrs otherwise their tender documents will be summarily rejected. After technical evaluation of the bids the financial bids (Indicative) of successful short listed bidders in technical bid will be evaluated. Incomplete, unsigned pages, non-submission of required documents or evidence as specified by the Bank will be treated as non-compliance and these bids will be liable for rejection.

2. The Bidder should mention the make and model of the system. Bidder should offer only a specific make and model meeting the tender specifications. Bids with multiple models and options will be rejected. Such bids will be rejected during technical evaluation and also such vendors will not be considered for participating in Financial Bid and Reverse Auction. Bids with enclosures containing terms, which are not in conformity with any of the terms and conditions/ specifications of the tender will be disqualified.
3. If any Bidder offers any of the components/ parts/ equipments of higher capacity than that specified, it will be considered as equivalent and no weightage will be given.
4. Reverse Auction will be conducted by M/s e-Procurement Technologies Ltd., AHMEDABAD and the date and time as mentioned.
5. Necessary training, procedure and business rules applicable for Online Technical Bidding and Reverse Auction procedure will be provided by M/s e-Procurement Technologies Ltd to the bidders/vendor.
6. For the bidder/ vendor who qualified in the Technical Bid, necessary training on the bidding process will be provided by M/s e-Procurement Technologies Ltd.,
7. The bidders are required to execute all the required documents for the e-procurement auction process, if any, as per the stipulation as and when necessary.
8. Bank will prescribe a Start Bid price and bid decrement amount for the Reverse Auction. Bidders have to adhere to the terms and conditions and business rules prescribed for participation in the Reverse Auction proceedings. Participation in the Reverse Auction will be deemed to be acceptance of terms and conditions of the Auction. The terms and conditions and business rules will be specified and advised to participating bidders in advance through M/s e-Procurement Technologies Ltd.,

9. After successful completion of reverse auction, the results of reverse auction will be evaluated.

16. AWARD CRITERIA:

Earnest Money Deposit (EMD), Performance Guarantee and Penalties:

- a. The tender without EMD shall be summarily rejected. No exemption for EMD will be entertained.
- b. The EMD of unsuccessful bidders shall be returned without interest within 30 days after award of work to the successful bidder. The EMD of successful bidder will be retained as a part of security deposit. No interest will be paid on the EMD by the Bank.
- c. The EMD stands forfeited in case the bidder withdraws or amends their bid after submission of tender document and tender closing date/time.
- d. In addition to the above, the Micro and Small Enterprises (MSEs) are exempted from submission of EMD (Bid security). Bidders claiming exemption of EMD under this are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 03 years from being eligible to submit Bids for tenders with Bank or blacklisted for lifetime as the case may be decided by the Bank.
- e. The successful bidder/ vendor shall be required to deposit performance security in the form of bank guarantee valid for two years, for an amount of Rs.5,00,000/- (Rupees Five Lakhs Only) from a Scheduled Commercial Bank/ TGB in a format provided/ approved by the Bank within 15 days from the date of the award of the work.
- f. The Bank will require the successful bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for Rs.5,00,000/-. The Performance Guarantee should be valid for a period of 36 months. The Performance Guarantee shall be kept valid till completion of the work. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The successful bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account

of non- completion of the work. In case the successful bidder fails to submit performance guarantee within the time stipulated, the Bank at its discretion may cancel the work order placed on the successful bidder without giving any notice. The Bank shall invoke the performance guarantee in case the successful Vendor fails to discharge their contractual obligations during the period or the Bank incurs any loss due to Vendor's negligence in carrying out the work implementation as per the agreed terms & conditions. In case the contract is extended on year-on-year basis then performance guarantee has to be extended for the corresponding period by the successful bidder/ vendor.

- g. The performance guarantee is required to protect the interest of the Bank against delay in repair/ maintenance and or poor quality of the material or poor performance of services provided, which may warrant invoking of performance guarantee. In case any act of the bidder/ vendor results in imposition of liquidated damages then also the Bank reserves the right to invoke the performance guarantee.
- h. In case the bidder/ vendor or any of his employees fail to fulfill or perform their obligations to the satisfaction of the Bank for any reason whatsoever he shall be liable for imposition of financial penalty without prejudice to its other rights and shall be entitled to deduct such damages from the money if any payable to him.
- i. The bidder/ vendor shall repair/ replace the defective equipment with standby equipment within the timelines given in tender document, and restore operation. The bidder/ vendor will be required to pay penalty as per penalty clauses mentioned in tender document, if repair works/ replacement of defective equipment does not take place within the stipulated period as per tender document.
- j. In the event of deficiency in service or penalty ceiling is breached, the bidder/ vendor shall become liable for further penal actions to the extent of termination of the contract with forfeiture of EMD/ performance guarantee as deemed fit and reasonable by the Bank.
- k. The Bank may withhold payment of bills, for deficiency in service or otherwise, and may set-off penalty amount and any other amount which the bidder/ vendor owes to the Bank against charges payable to bidder/ vendor under this tender/ work order/ Agreement.
- l. The Bank will award the contract to the successful bidder who has been determined to qualify to perform the contract satisfactorily and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

- m. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, what so ever.
- n. The Bank reserves the right at the time of award of contract to increase or decrease the quantity of goods and/ or services or change in location where equipments are to be supplied from what was originally specified while floating the e- tender without any change in unit price or any other terms and conditions.
- o. The Bank operates across the entire state of Telangana. Branches located in the remaining districts, which are not currently covered under this tender, will be brought under the scope of this tender, If requires ,**for CCTV System and Security (Burglar) Alarm Systems**. The Annual Maintenance Contract (AMC), including the replacement of parts/ spare parts for these additional branches, will be awarded to the L-1 bidder and the L-2 bidder who agrees to match the L-1 rates, subject to their satisfactory performance during the initial contract period. This arrangement will be at the sole discretion of the Bank. Accordingly, the successful bidder(s) shall be required to submit their written consent to undertake this additional scope of work under the same terms and conditions.

17. Other clauses:

- i) The bank has liberty to notify addendum to the tender document specifying modifications/ additions.
- ii) Each party warrants and guarantees that it has full power and authority to enter into and perform this tender process/ Agreement and the person signing this tender/ Agreement on behalf of each has been properly authorized and empowered to enter into this tender/ Agreement. Each party further acknowledges that they have read all clauses of tender/ Agreement and understands it, and agrees to be bound by it.
- iii) Notices: Any notice, invoice, approval, advice, report or any other communication required to be given under the tender/ work order/ Agreement shall be in writing and may be delivering the same by hand or sending the same by prepaid registered courier or email to the relevant address or such other address as each party may notify in writing to the other Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand/e-mail) or upon actual receipt (if sent by post/e-mail). The addresses referred hereinabove are given in detailed in 1-3 page hereof.

- iv) Jurisdiction: All disputes arising out of or connected with this tender/ work order/ Agreement/ Contract shall be subject to the jurisdiction of appropriate Court of Hyderabad only and shall be govern by law of India.
- v) Saving Clause: No suits, prosecution or any legal proceedings shall lie against the Bank or any employee of the Bank for anything that is done in good faith or intended to be done in pursuance of this tender/ work order/ Agreement.

18. COMMENCEMENT OF WORK:

- a) The successful Bidder/ vendor shall commence his work within a maximum period of 7 days from the date of receipt of Work Order issued by the Bank.
- b) The successful Bidder/ vendor shall make available technical persons at all the regions for successful conducting of quarterly Preventive Maintenance Visits as per schedule and attend to the Bank branches calls immediately as per the banks requirement.
- c) Instruction Manuals & Accessories: Each Security & Safety Devices including CCTV Camera and Security (Burglar) Alarm Systems should have instruction manual; tool Kit including standard accessories which may be handed over to the Branch Head/ Authorized Officer at the time of installation/ replacement of the System. The functioning of the System shall be demonstrated to Branch Staff after the installation/ replacement. The installation/ replacement will be considered as complete only when the System is shown as fully functional and certified so by the Branch Head.
- d) Disclaimer: This Tender is not an offer by the Bank, but an invitation to receive offers from bidders/ vendors. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorized officer of the Bank.
- e) Upon satisfactory performance and delivery of services during the initial contract period, the Bank reserves the right, at its sole discretion, to extend the contract for an additional period of one (1) year on the same terms and conditions. The decision to extend the services shall be based on the vendor's adherence to service-level agreements, quality of support provided, and overall performance as evaluated by the Bank. However, such an extension shall not be treated as a right by the vendor and shall be solely at the discretion of the Bank.

GENERAL MANAGER (OPS)

TECHNICAL BID

- Authorized signatory of the Bidder should duly sign and stamp each page of the Tender (Page Nos. 1 to 46) there by acknowledging acceptance of the terms & conditions.
- The bidder has to submit Income Tax Returns (ITRs) for the financial years 2023–24, 2024–25, and 2025–26.
- The bidder/ vendor have to submit copy of audited or CA Certified Balance sheet and Profit & Loss statement for the financial years 2023–24, 2024–25, and 2025–26 (Minimum Annual Turnover of Rs.25 Lakhs for those years).
- The Bidder has to submit documentary evidences confirming a minimum experience of 3 years having successfully completed the similar work costing not less than the amount equal to Rs.15 Lakhs.
- EMD/MSE: The bidder has to deposit EMD in the form of DD/Pay Order for Rs.2,00,000.00 (Rupees Two Lakh only) from any Scheduled Commercial Bank or Telangana Grameena Bank favoring “Telangana Grameena Bank, Head Office, Hyderabad. The Micro and Small Enterprises (MSEs) are exempted from submission of EMD (Bid securing declaration should be submitted as per the tender document).
- The bidder has to submit relevant ISO certificates pertaining to the offered products.
- **Manufacturer’s Authorization Form:** Vendors, other than the manufacturers must submit a letter of authority [Original letter on letterhead of the OEM duly signed and stamped by its authorized signatories] from their manufacturers that they have been authorized to quote on behalf of the manufacturer.
- The bidder must submit a self-declaration stating that they have not been blacklisted by any Bank or Financial Institution.
- The bidder should have service centers in Bank’s operational area. The proof of the same is to be enclosed.
- The bidder shall submit feedback/satisfactory performance reports from at least two banks, duly signed and stamped on the respective bank's letterhead.
- The bidder must have prior experience in providing Annual Maintenance Contract (AMC) services for both CCTV and Burglar Alarm Systems in a minimum of two scheduled commercial banks. Relevant work orders and completion certificates may be submitted as proof of experience.
- The bidder shall submit a detailed escalation matrix with contact details.

Mandatory Details to furnish

CCTV UNIT

S No	Schedule / Description	Make	Model	Part Number [Where ever available within the component]	URL for verification of OEM site.
1	8-CHANNEL NVR INTRANET/INTERNET READY				
2	16-CHANNEL NVR – INTRANET READY/INTERNET READY				
3	21.5" or above LED Monitor				
4	2MP (IP) IR & Night color vision Dome with Motion Sensor				
5	2MP(IP) IR & Night color vision Bullet with Motion Sensor				
6	2MP (IP), IR & Night color vision Wireless – with Motion Sensor (For Self Recording facility & Storage in SD Card)				
7	2MP (IP) IR Dome with Motion Sensor				
8	2MP(IP) IR Bullet with Motion Sensor				
9	2MP (IP), IR Wireless – with Motion Sensor (For Self Recording facility & Storage in SD Card)				
10	64Gb Micro SD Card				
11	PoE Switch 8-Port Full, Gigabyte (10/100/1000)				
12	PoE Switch 8-Port Full, Megabyte (10/100)				
13	6 TB, Surveillance Hard Disk				
14	4 TB, Surveillance Hard Disk				
15	650VA UPS (140-300Vac) 12V 8AH				
16	Cable (Cat 6 Type) laying with RJ 45 connectors (Rate per Meter)				
17	Wiring to be concealed with Plastic Pipe (Rate per Meter)				
18	Power supply 8 Ch NVR				
19	Power supply 16 Ch NVR				
20	6U Network Rack				
21	4U Network Rack				
22	Installation & Commissioning charges				
23	Remote Lights ON/OFF Control Unit, if any				
	TOTAL				

Dated this _____ day of _____ Month, 2026.

Signature: _____

In the Capacity of:

Duly Authorized to Sign the Offer and Terms and Conditions on behalf of (Company)

16/ 8-CHANNEL NVR				
Make:		Model:		
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Compression	H.264+ or Higher version		
2	INPUT - IP	RCA INTERFACE(1.0Vp-p, 75 Ω), RJ45		
3	Support	HD Camera /Network Camera, 32 Wireless Zone, 8 Wired Zone, Smart Office Connectivity and Linking, Built-in GSM/GPRS Module, CMS and Mobile App for accessing remote locations		
4	Supported camera types	IP, 720P, 960H, 960P, 1080p, CVBS		
5	IP video input	2.0MPresolution (8 & 16 Channel)		
6	Audio compression	G.711u		
7	Audio input/two-way audio in	2.0Vp-p, 1 K Ω		
8	HDMI Output	1920x1080/60Hz		
9	Encoding resolution	Main Stream: 1080p/720p/VGA/ WD1		
		Sub stream: CIF/QCIF		
10	Frame rate	Main stream: 20-30fps~Real time frame rate		
		Sub stream: 10/20fps~Real time frame rate		
11	Video bitrate	32 Kbps-6 Mbps		
12	Audio output	1-ch, RCA(Linear, 1K Ω)		
13	Audio bitrate	64Kbps		
14	Dual stream	Support		
15	Stream type	Video, Video & Audio		
16	Synchronous playback resolution	1080p/960p/720p/VGA/WD1/4CIF/CIF/QVGA/QCIF		
17	Network protocols	TCP/IP, PPPoE, DHCP, EZVIZ cloud P2P, DNS, DDNS, NTP, SADP, SMTP, SNMP, NFS, iSCSI, UPnP, HTTPS		
18	SATA	2 SATA interface (Each SATA to support up to 4TB)		
19	Storage Capacity	8 TB HDD		

20	E SATA	1 PORT		
21	Network interface	1:10M/100/1000 M self-adaptive Ethernet interface		
22	Serial interface	1; standard RS-232 serial interface, half duplex		
23	USB port	2 x USB 2.0		
24	Alarm in/out	4 INPUT/1 OUTPUT		
25	Power Supply	12V DC		
26	Consumption (without hard disk)	≤20 W		
27	Working temp.	-10C - +55 C		
28	Working Humidity	All indoor weather condition		
29	Recording resolution	960p/720p/VGA/WD1/4 CIF/CIF/QVGA/QCIF		
30	Record rate-Main stream	1080p/960P/720p/VGA/WD1/4 CIF/CIF/QVGA/QCIF (1/16 fps to real time frame rate)		
31	Record rate-Sub stream	960P/WD1/4 CIF/CIF/QVGA/QCIF (1/16 fps to real time frame rate)		
32	Record mode	Motion Detection		
33	Privacy masking	Supported		
34	OSD	Camera Title, Time, Video Loss, Recording, Motion Detection		
35	Remote	Yes		
36	External Battery	Lead-Acid 12V-7Ah		
37	Certifications	UL/CE/FCC		

FIXED 2 MP – IP – IR - WIRELESS CAMERA (Including Night vision color)				
Make:			Model:	
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Standards	H.264/MPEG4/MJPEG or Higher version		
2	Sensor	1 / 2.8" Progressive Scan CMOS,		
3	Scanning	Progressive scan system		
4	System compatibility	ONVIF		
5	Resolution	2.MP 1920x1080		
6	Signal stream	Dual stream		
7	Lens	2.8MM / 3.6MM @F2.0		
8	Min. Illumination	0.01LUX@(F1.2,AGC ON), 0 LUX with IR, 0.028Lux @(F2.0, AGC ON), 0 Lux with IR,		
9	IR cut filter	Yes (ICR)		
10	Wide Dynamic Range	Digital WDR		
11	Digital noise reduction	3D DNR,		
11A	Day & Night	IR cut filter Night vision color with auto switch		

12	Day & Night	IR cut filter with auto switch		
14	BLC/HLC	Yes		
15	IR range	Min. 100 ft		
16	Audio Compression	G.711/G.722.1/G.726/MP2L2		
17	Audio Bit rate	64Kbps(G.711)/16Kbps(G.722.1)/16Kbps(G.726) /32-128Kbps(MP2L2)		
18	Wireless Range:	50M,		
19	Frequency Range:	2.4Ghz- 2.4835Ghz		
20	Wireless Standards:	IEEE802.11b, 802.11g, 802.11n		
21	Frame Rate:	50Hz: 25fps (1920 × 1080), 25fps (1280 × 960), 25fps (1280 × 720), 60Hz: 30fps (1920 × 1080), 30fps (1280 × 960), 30fps (1280 × 720)		
22	Image Settings:	Rotate mode, Saturation, Brightness, Contrast, Sharpness adjustable, client software or web browser.		
23	Zone	Configurable.		
24	ROI	support		
25	Network Storage:	NAS (Support NFS, SMB/CIFS), ANR		
27	Protocols	TCP/IP, UDP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UpnP, SMTP, SNMP, IGMP, 802.1X, QoS, IPv6.		
28	Ethernet	One RJ45 10M/100M Ethernet port		
29	Input voltage	12 V DC±10%		
30	Power Consumption	Less than 5 Watt		
31	Working temp./humidity	All indoor weather condition		
32	Local storage	Micro SD/SDXC card slot, supports up to 128GB (High speed HD card)		
33	Video bt rate	32kbps~8Mbps		
34	Alarm trigger	Line Crossing, Motion Detection, tampering alarm, network disconnect, IP address conflict, storage exception		
35	Security	Watermark, User authentication, IP address filtering, anonymous access.		
36	Enclosure	IEC 60068 to IK 10 Impact protection		
37	Certification	UL/CE/FCC		

FIXED 2 MP - IP – IR - BULLET CAMERA				
Make:		Model:		
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Standards	H.264/MPEG4/MJPEG or Higher version		
2	Sensor	1/ 2.8" HD resolution CMOS/CCD		
3	Scanning	Progressive scan system		
4	System compatibility	ON/VIF (Profile S, Profile G), PSIA, CGI, ISAPI		
5	Resolution	1920x1080		
6	Signal stream	Dual stream		

7	Lens	3.6 mm @F2.0		
	Frame Rate	50Hz: 25fps (1920 × 1080), 25fps (1280 × 960), 25fps (1280 × 720)60Hz: 30fps (1920 × 1080), 30fps (1280 × 960), 30fps (1280 × 720)		
8	Min. Illumination	0.01LUX@(F1.2,AGC ON), 0 LUX with IR, 0.028Lux @(F2.0		
9	IR cut filter	Yes		
10	Wide Dynamic Range	Digital WDR		
11	Digital noise reduction	3D DNR		
	Day & Night	IR cut filter night vision color with auto switch		
12	Day & Night	IR cut filter with auto switch		
13	AGC	ON		
14	BLC/HLC	Yes		
15	IR range	Min. 20mtrs.		
16	Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1 X, Qos,IPv6		
17	Ethernet	One RJ45, 10M/100M Ethernet port		
18	Input voltage	12 V DC ± 10%		
19	Working temp./humidity	-30°C ~ 60°C (-22°F~ 140°F), Humidity 95% or less (non-condensing)		
20	Network storage	NAS (Support NFS, SMB/CIFS), ANR		
21	Alarm trigger	Line Crossing, Motion Detection, tampering alarm, network disconnect, IP address conflict, storage exception		
22	Security	Watermark, User authentication, IP address filtering, anonymous access.		
23	Enclosure	IEC 60068 to IK 10 Impact protection		
24	Certification	UL/CE/FCC		

FIXED - 2 MP - IP - IR - DOME CAMERA				
Make:		Model:		
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Video Standards	H.264/MPEG4/MJPEG or Higher version		
2	Sensor	1/ 2.8" HD resolution CMOS/CCD		
3	Scanning	Progressive scan system		
4	System compatibility	ON/VIF (Profile S, Profile G), PSIA, CGI, ISAPI		
5	Max Resolution	1920x1080		
6	Signal stream	Dual stream		
7	Lens	3.6mm @ F2.0		
8	Lens Mount	M12		
9	Angle view	115°(2.8mm), 90°(4mm), 53.9°(6mm),		

10	Adjustment Range:	Pan:0° ~ 360°, Tilt: 0° ~ 75°,		
11	Shutter time	1/3 s to 1/100,000 s,		
12	Video Bit rate	32kbps~16mbps		
13	Frame Rate	50Hz: 25fps (1920 × 1080), 25fps (1280 × 960), 25fps (1280 × 720) 60Hz: 30fps (1920 × 1080), 30fps (1280 × 960), 30fps (1280 × 720)		
14	Image Settings:	Rotate mode, Saturation, Brightened, Contrast, Sharpness adjustable client software or web browser		
	Min. Illumination	0.01LUX@(F1.2,AGC ON), 0 LUX with IR, 0.028Lux @(F2.0		
9	IR cut filter	Yes		
10	Wide Dynamic Range	120dB		
11	Digital noise reduction	3D DNR		
	Day & Night	IR cut filter night vision color with auto switch		
12	Day & Night	IR cut filter with auto switch		
13	AGC	ON		
14	BLC/HLC	Yes		
15	IR range	Min. 20mtrs.		
16	Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP, SMTP, SNMP, IGMP, 802.1X, Qos,IPv6		
17	Ethernet	One RJ45, 10M/100M Ethernet port		
18	Input voltage	12 V DC ± 10%		
19	Working temp./humidity	-30°C ~ 60°C (-22°F~ 140°F), Humidity 95% or less (non-condensing)		
20	Network storage	NAS (Support NFS, SMB/CIFS), ANR		
21	Alarm trigger	Line Crossing, Motion Detection, tampering alarm, network disconnect, IP address conflict, storage exception		
22	Security	Watermark, User authentication, IP address filtering, anonymous access.		
23	Enclosure	IEC 60068 to IK 10 Impact protection		
24	Certification	UL/CE/FCC		

LED MONITOR				
Make:		Model:		
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Diagonal viewing Size	21.5 inches		
2	Aspect Ratio	16:9		
3	Panel Type, Surface	Antiglare		
4	Optimal Resolution	1920 x 1080 or better		
5	Display Type	Widescreen Flat Panel Display		

6	Connectivity	HDMI		
7	Working temp./humidity	All indoor weather condition		
8	Certification	UL/CE/FCC		

Mandatory Details to furnish

BURGLAR ALARM UNIT

S. No	Schedule / Description	Make	Model	Part Number [Where ever available within the component]	URL for verification of OEM site.
1	Intrusion Alarm Control Panel with GSM Communication, LCD Keypad and Auto Dialer Facility				
2	Intrusion Alarm - Control Panel – without GSM facility LCD Keypad and Auto Dialer Facility				
3	Intrusion Alarm Panel Battery				
4	Wireless Door Sensor				
5	Wired Door Sensor				
6	Wireless Shutter Sensor				
7	Wired Shutter Sensor				
8	Wireless Vibrator Sensor				
9	Wired Vibrator Sensor				
10	Wireless Outdoor Siren(110db or above)				
11	Wired Outdoor Siren (110db or above)				
12	Wireless PIR Sensor				
13	Wired PIR Sensor				
14	Wireless Indoor Siren (110db or above)				
15	Wired Indoor Siren (110db or above)				
16	Wireless Smoke Detector				
17	Wired Smoke Detector				
18	Panic Switch Wireless				
19	Panic Switch wired				
20	SILENT Panic Switch – If Any, (For sending SMS or Call without hooting siren)				

21	Wiring if any required to be concealed with Plastic Pipe (Rate per Meter)				
22	Installation & Commissioning charges				
	TOTAL				

Technical Details & Specifications Form for BURGLAR ALARM SYSTEMS

CONTROL PANEL – BURGLAR ALARM

The Control Panel for the Burglar / Intruder shall be:

1. Fully CMS ready
2. Should have LCD / LED display
3. CMS should be communicable through INTRANET / INTERNET
4. All sensors should be able to communicate with CMS at remote location
5. All sensors should be able to show status of functioning – Working or error
6. Reports of fault/error functioning all sensors should be generated daily
7. Errors should be flashed on the screen at CMS for immediate rectifications

ACCESSORIES REQUIRED FOR BURGLAR ALARM SYSTEMS:

Burglar & Smoke Alarms

1. Wireless Door Sensor & 1(a) Wired Door Sensor
2. Wireless Shutter Sensor & 2(a) Wireless Shutter Sensor
3. Wireless Outdoor siren & 3(a) Wired Outdoor siren
4. Wireless Panic Switch & 4(a) Wired Panic Switch
5. Wireless Smoke Sensor & 5(a) Wired Smoke Sensor
6. Wireless Vibration Sensor & 6(a) Wired Vibration Sensor
7. Wireless PIR Sensor & 7(a) Wired PIR Sensor

1. WIRELESS - DOOR SENSOR				
Make:				
Model:				
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Operating Temperature (Maximum)	120°F		
2	Operating Temperature (Minimum)	10°F		
3	Operating Voltage (Minimum) 3VDC	3VDC		
4	Enclosure Material	ABS PA-717C UL		
5	FCC Standard	Part 15		
6	Maximum Humidity	90% non-condensing		
7	Battery	3V DL123A Lithium		
8	Transmitter Frequency	319.508 MHz		
9	Transmitter Frequency Tolerance	+/- 8 kHz		
10	Bandwidth	24 kHz		
11	Modulation Type	Amplitude shift key (ASK)		
12	Unique ID Codes	16 million		
13	Peak Field Strength	Typical 40,000 uV/m at 3 meters		

1(a) WIRED - DOOR SENSOR			
Make:			
Model:			
S. No	Specifications	Compliance (Yes/No)	Deviation (if any)
1	4 - Wire contact		
2	Tamper Loop		
3	Operating Gap: 15MM min		
4	Available In Black & White ABS Bodies		
5	Contact Rating: 10W, 12/24VDC, 0.5A		
6	Contact O/P : Normally Closed		
7	Operating Temperature -25°C (-13°F) to +55°C (+131°F)		

2. WIRELESS - SHUTTER SENSOR				
Make:				
Model:				
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Working Temp. Range	5C to 55 C		
2	Power usage	10 watt		
3	Contact Resistance	=<200m		
4	Action distance	45-60mm		

2(a) WIRED - SHUTTER SENSOR			
Make:			
Model:			
S. No	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Heavy duty contact to be mounted on metallic shutters		
2	4 -wired contact - Compatible for Ferrous surfaces.		
3	Stainless Steel Cable protection		
4	Tamper protection to prevent any kind of tampering of the sensor.		
5	Operate at a minimum gap of 55mm close.		
6	Alarm Contact: Normally Closed		
7	Tamper Contact: Normally Closed		
8	Protection: IP67		
9	Certification Required: EN/UL/CE/FCC		

3. WIRELESS - OUTDOOR SIREN				
Make:				
Model:				
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Sound decibels	110 db to 120 db		
2	Power backup	Inbuilt battery, 12 V, 1Amp		
3	Sensor handing capacity	8 sensors		
4	Wireless Range	30 mtrs		
5	Flash	LED Flash		
6	Battery Monitoring	Led indicator		
7	RF Type	868MHz, 433.5MHz		
8	Certifications	EN/UL/CE/FCC		

3(a) WIRED - OUTDOOR SIREN				
Make:				
Model:				
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Sound decibels	110 db to 120 db		
2	Power backup	Inbuilt battery, 12 V, 1Amp or less		
3	Sensor handing capacity	8 sensors		
4	Flash	LED Flash		
5	RF Type	868MHz, 433.5MHz		
6	Tamper proof	Wall, Lid & Screw tamper proof		
7	Battery Monitoring	Led indicator		
7	Operating Temperature	5° C to +55° C		
8	Certifications	EN/UL/CE/FCC		

4. WIRELESS - PANIC SWITCH**Make:**
Model:

S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Communication band	868.1 MHz		
2	protocol Communication range	300m (open area)		
3	Operating temperature range	-10 to + 55 ° C		
4	Classification according to EN	50131-1, EN 50131-5-3, EN 50134-2 Grade.		
5	Power	LS14250 lithium battery (3.6V ½ AA / 1.2 Ah)		
6	Certifications	EN/UL/CE/FCC		

4(a) WIRED - PANIC SWITCH**Make:**
Model:

Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Contact O/P: NORMALLY CLOSED	NORMALLY CLOSED		
2	Tamper Switch	INSTALLED		
	Operation	Push Button		
3	Operating temperature range	-10 to +55 ° C		
4	Classification according to EN	50131-1, EN 50131-5-3, EN 50134-2 Grade		
5	Certifications	EN/UL/CE/FCC		

5. WIRELESS – SMOKE DETECTOR				
Make: Model:				
S. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Detection	Coverage 100m ²		
2	Sensing technology	Photoelectric optical Supervision		
3	Warning alerts	Low battery detection "Dirty sensor" signal LED indications Green & Red LED		
4	Power Battery	1 x 3V Lithium CR123A		
5	Radio Protocols	Alpha or V2GY (configuration by jumper),		
6	RF Type & Frequency	Narrow band, 868MHz Radio Range 1000m/433.5MHz		
7	Sound Output	85dB @ 3m		
8	Tamper Proof	Anti-tamper against opening Test/Hush button		
9	Operating temperature	-10 C to 55 C		
10	Relative humidity	0% to 95%		
11	Certifications	EN/UL/CE/FCC		

5(a) WIRED – SMOKE DETECTOR				
Make: Model:				
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Detection	Coverage 100m ²		
2	Sensing technology	Photoelectric optical Supervision		
3	Warning alerts	Low battery detection "Dirty sensor" signal LED indications Green & Red LED		
4	Power	2- wire/ 4-Wire detector		
5	Operating Voltage	8 – 30 VDC		
6	Sound Output	85dB @ 3m		
7	Tamper Proof	Anti-tamper against opening		
8	Operating temperature	-10 C to 55 C		
9	Relative humidity	0% to 95%		
10	Operating temperature	-10 C to 55 C		
11	Relative humidity	0% to 95%		
12	Certifications	EN/UL/CE/FCC		

6. WIRELESS – VIBRATION SENSOR**Make: Model:**

Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Signal Range	30 mtrs		
2	Alarm	Vibration		
3	Operating temperature range	- 5 to + 55 ° C		
4	Working current	10 uA		
5	Power	Working voltage – 3V		
6	Tamper proof	Tamper switch in built		
7	Certifications	EN/UL/CE/FCC		

6(a) WIRED – VIBRATION SENSOR**Make: Model:**

Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Signal Range	30 mtrs		
2	Power	2- wire/ 4-Wire detector		
3	Alarm	Vibration		
4	Operating temperature range	- 5 to + 55 ° C		
5	Working current	10 uA		
6	Power	Working voltage – 3V		
7	Tamper proof	Tamper switch in built		
8	Certifications	EN/UL/CE/FCC		

7. **WIRELESS – PIR SENSOR**

Make: Model:

Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Detection method	PIR		
2	Coverage / Detection angle	8*8m / 90 degrees		
3	Signal Range	6m radius		
4	Startup time	20 sec. – Led Indication		
5	Operating temperature range	-10 to + 55 ° C		
6	Working current	10 uA		
7	Power	Working voltage – 3V		
8	Battery Life	Appr. One year		
9	Frequency	433MHz		
10	Self-Test & Remote Test	Should be able for self-check to test from Control panel for faults and should be able to report to CMS		
11	Built-in Tamper proof	Should have micro switch for any alerting any type of tampering		
11	Certifications	EN/UL/CE/FCC		

7(a) **WIRED – PIR SENSOR**

Make: Model:

Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Detection method	PIR		
2	Coverage / Detection angle	8*8m / 90 degrees		
3	Signal Range	6m radius		
4	Startup time	20 sec. – Led Indication		
5	Operating temperature range	-10 to + 55 ° C		
6	Working current	10 uA		
7	Power	2- wire/ 4-Wire detector Working voltage – 3V		
8	Self-Test & Remote Test	Should be able for self-check to test from Control panel for faults and should be able to report to CMS		
9	Built-in Tamper proof	Should have micro switch for any alerting any type of tampering		
10	Certifications	EN/UL/CE/FCC		

CAT 6 - CABLE				
Make: Model:				
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Conductor	Standard bare Copper (7x32 AWG),		
2	Insulation	HDPE (CMI-75E) Nominal Wall thickness: 0.178mm		
3	Jacket(Grey)	75°C LSZH		
4	Electrical requirements	(cable length:100m)		
5	Characteristic impedance (Zo)	85~115 Ω (1~250Mhz)DC		
6	Resistance capacitance Unbalance	%		
7	Pair to ground capacitance unbalance	330pF/100Max		
8	Conductor Resistance:	14.00 Ω/100m 20°Max.		
9	Mutual Capacitance:	5.6nF/m Max		
10	Spark Test	2.5Kv		
11	Nominal Velocity of Propagation (NVP):	69%		
12	Certifications:	EN/UL/CE/FCC		

POE SWITCH				
Make: Model:				
Sl. No.	Parameters	Specifications	Compliance (Yes/No)	Deviation (if any)
1	Ports 8+1	10/100/1000 Mbps Gigabit Ports 10M full/half duplex and 100M full/half duplex		
2	Ports 8+1	10/100 Mbps Megabit Ports 10M full/half duplex and 100M full/half duplex		
3	Auto	MDI/MDIX, Auto-negotiation,		
4	Secure	Store-and-forward Switching Scheme		
5	Installation	Plug-and-play		
6	Power supply	15.4W per port		
7	PoE port	IEEE 802.3af standard		
8	LEDs	Power, Link/Act, PoE		
9	Power	100V to 240V AC		
10	Power Consumption	120W		
11	Certifications:	EN/UL/CE/FCC		

PARTICULARS OF THE BIDDER

1. Name, complete address of the Firm/Agency and Telephone No.,
Fax No., Email with Agency profile if any

2. Name, Designation, Address and Telephone Number of Authorized person of Firm /
Agency to deal with Fax number and Email address:

3. Name of the Bank(s) where the agency has account(s):
Address & Telephone number of the Bank (statement of a/c copy enclosed):

4. Please specify as to whether Bidder is a Sole Proprietor /partnership firm/company.
Name, address and Telephone No. of Director/ partners should be specified (copies of
relevant documents enclosed): _____

5. Goods & Services Tax Registration No. (Copy enclosed): _____

6. PAN/GIR No (Copy enclosed): _____

7. Annual Turnover for the past three financial years ending 31st March 2023, 31st March
2024 & 31st March 2025 (copy of authenticated balance sheets enclosed):

8. Experience (Enclosed relevant documents for authentication as undertaken similar
projects in past for Govt./ PSU/ Banking & Other Institutions):

9. Details of Earnest Money Deposited:

a) Amount, Rs. _____/- (Rupees _____ only).

b) Bank Draft/ Pay order

1. Number: _____

2. Date : _____

3. Name of the Bank/ Branch _____

Place: _____

Signature of Bidder (with seal): _____

Date: _____

Name: _____

DECLARATION

1. I, _____ Son /Daughter of
Shri. _____ Aged _____
R/o _____.

Proprietor/ Partner/ Director/ Authorized Signatory of _____competent
to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and
hereby convey my acceptance of the same.

3. The information/ documents furnished along with above declaration are true and authentic
to the best of my knowledge and belief. I/we am/ are well aware of the fact that furnishing of
any vague/ false information/ fabricated document would lead to rejection of my tender at any
stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Full Name: _____

Company's Seal: _____

Date:_____

Place:_____

SHIFTING or RE-LOCATION CHARGES FOR CCTV AND SECURITY (BURGLAR) ALARM SYTEMS

(in Rs.)

4/8-Channel NVR /DVR System or Individual Cameras or Sensors etc			
S. No.	Schedule		Unit Price Rs.
1	Charges for relocating/ repositioning & commissioning	For one camera including cabling & fixing	1,500
2	Charges for relocating & commissioning Total CCTV equipment or Security (Burglar) Alarm System	Within same premises	2,500
3	Charges for shifting CCTV equipment or Security (Burglar) Alarm System (Shifting includes de-installation at existing site and re-installation at the alternate site including transportation)	From existing premises to NEW premises	3,000

- All the above rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs. GST will be paid extra as applicable.
- Single Unit for a branch shall consist of NVR & 6 Cameras (Minimum).

Date: ____/____/2026

Place: _____

Signature _____

In the Capacity of: _____

Duly Authorized to Sign the Offer and Terms and Conditions on behalf of (Company)

FINANCIAL BID FOR CCTV & SECURITY (BURGLAR) ALARM SYSTEMS

To,
The General Manager (Ops),
Telangana Grameena Bank,
Hyderabad.

Sir,

I/We have read the tender document, fully understood the Specifications, Terms & Conditions and quote the rates for the following Security Equipment, as required in the Tender No: **TGB/E/2026-27/10 dated 27.08.2026.**

i) The Annual Maintenance Contract Charges (AMC) are **Rs.1,250/- (Rupees One Thousand Two Hundred and Fifty Only) per quarter for both CCTV System & Security (Burglar) Alarm System.** This rate includes conducting quarterly preventive maintenance visits for a three years period at 443 branches and administrative offices.

ii) Indicative Price BID for supply and installation/ replacement of Parts/ Spare parts of Digital based CCTV systems existing in 443 branches/ administrative offices.

S. N o	Schedule / Description	Rate per unit Rs.
1	8-CHANNEL NVR INTRANET/INTERNET READY	
2	16-CHANNEL NVR – INTRANET READY/INTERNET READY	
3	21.5" or above LED Monitor	
4	2MP (IP) IR Dome with Motion Sensor	
5	2MP(IP) IR Bullet with Motion Sensor	
6	2MP (IP), IR Wireless – with Motion Sensor (For Self Recording facility & Storage in SD Card)	
7	2MP (IP) IR & Night color vision Dome with Motion Sensor	
8	2MP(IP) IR & Night color vision Bullet with Motion Sensor	
9	64Gb Micro SD Card	
10	PoE Switch 8-Port Full, Gigabyte (10/100/1000)	
11	PoE Switch 8-Port Full, Megabyte (10/100)	
12	6 TB, Surveillance Hard Disk	
13	4 TB, Surveillance Hard Disk	
14	650VA UPS (140-300Vac) 12V 8AH	
15	Cable (Cat 6 Type) laying with RJ 45 connectors (Rate per Meter)	
16	Wiring to be concealed with Plastic Pipe (Rate per Meter)	
17	Power supply 8 Ch NVR	
18	Power supply 16 Ch NVR	

19	6U Network Rack	
20	4U Network Rack	
21	Installation & Commissioning charges	
22	Remote Lights ON/OFF Control Unit, if any	
	TOTAL- I	

- All the above rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs. GST will be paid extra as applicable from time to time.

iii) Indicative Price BID for supply and installation of Security (Burglar) Alarm Systems, replacement of Parts/ Spare parts of BAS.

S. No	Schedule / Description	Rate per unit Rs.
1	Intrusion Alarm - Control Panel- with GSM facility	
2	Intrusion Alarm - Control Panel - without GSM facility	
3	Wireless Door Sensor	
4	Wired Door Sensor	
5	Wireless Shutter Sensor	
6	Wired Shutter Sensor	
7	Wireless Vibrator Sensor	
8	Wired Vibrator Sensor	
9	Wireless Outdoor Siren(110db or above)	
10	Wired Outdoor Siren (110db or above)	
11	Wireless PIR Sensor	
12	Wired PIR Sensor	
13	Wireless Indoor Siren (110db or above)	
14	Wired Indoor Siren (110db or above)	
15	Wireless Smoke Detector	
16	Wired Smoke Detector	
17	Panic Switch Wireless	
18	Panic Switch wired	
19	SILENT Panic Switch – If Any, (For sending SMS or Call without hooting siren)	
20	Wiring if any required to be concealed with Plastic Pipe (Rate per Meter)	
21	Installation & Commissioning charges	
	TOTAL-II	
	GRAND TOTAL (TOTAL- I + TOTAL- II)	

- All the above rates are exclusive of GST but inclusive of transportation, labour charges, and all other associated costs. GST will be paid extra as applicable.

Note: The L-1 rate has been calculated based on the total quoted amount (Grand Total). The Grand Total comprises the quoted amounts for CCTV Systems (Total-I) and Security (Burglar) Alarm Systems (Total-II), as derived from the respective financial bid evaluations.