

THE MUNICIPAL CO-OPERATIVE BANK LTD., MUMBAI

Municipal Bank Bhavan, 245, P D'mello Road Fort, MUMBAI 400 001

TENDER NOTICE

Tender is invited in a sealed envelope super scribing **“Comprehensive Annual Maintenance Contract for existing CCTV Surveillance System installed at Banks Head Office, Branches & ATM’s**

Tender no. & date	05/2025-26
Earnest Money	Rs.10,000/- (Rs. Ten Thousand only)) in the form of DD/pay order favoring “The Municipal Co- operative bank Ltd., Mumbai“ (along with Technical Bid)
Cost of Tender Document	Rs.590/- (Rs. Five hundred Ninety Only) in the form of DD/Pay Order favoring “The Municipal Co- operative bank Ltd., Mumbai “ (along with Technical Bid)
Last Date and Time of submission of Tender	06/11/2025 up to 5.00 pm
Validity Of Offer	120 days from the date of opening tender
Contract Period	01/01/2026 to 31/12/2026
Security Deposit (Only for successful tenderer)	Rs.50000/-
Submission of Tender	The Bid Documents shall be submitted in two separate envelopes-, Envelope No (1) - Technical Bid and Envelope No - (2) Price Bid. Both envelopes should be submitted on the same date and time. The Technical Bid and Price Bid are to be placed in two separate individual envelopes, sealed and super scribed as ‘Technical Bid’ and ‘Price Bid’ respectively. These two envelopes are then to be placed together in envelope No.3, sealed and super scribed on the outside with the narration “PROPOSAL FOR AMC OF CCTV SURVEILLANCE SYSTEMS INSTALLED AT HEAD OFFICE AND IN OTHER BRANCHES

Tender should be downloaded from Bank’s website i.e. www.municipalbankmumbai.com

ELIGIBILITY CRITERIA

SR. NO	PARTICULARS	ANNEXURES
1	The firm should be registered as a company under companies act	Copies to be attached
2	Turnover for the last 3 financial years should be more than Rs. 50 lacs	A copy of balance sheet along with profit & loss account statements for consecutive latest last 3 financial years should be attached along with the technical bid
3	The company should be registered for GST	The copy of GSTN number should be attached with the tender
4	The company should have registered office/branch located in Mumbai jurisdiction	Address proof for the office/branch to be attached
5	Company shall have experience in the same field & they should have handled at least 3 AMC/implementation in the past, in government department or with private sector, Banks etc.	Copies to be attached

The vendor shall have sufficient infrastructure to cater the service. They shall have sufficient financial and manpower strength in specific terms as follows:

- The vendor shall provide complaint booking over phone during 10.45 a.m. to 5.45 p.m. on all working days. All the complaints lodged before 2 p.m. has to be attended on the same day. On lodgment of complaint by office, Docket No. of complaint should be given and the vendor should provide escalation matrix for resolving the issue.
- Vendor shall have sufficient communication facilities such as land line phone, mobile phone, email, fax and on-line complaint registration facility. Which should be provided to the bank at the time of entering AMC contract.
- The company should have their own service center to undertake repairs & servicing and should have sufficient infrastructure & expertise to maintain the systems.

The scope of AMC is as follows

- Quarterly inspection and cleaning, along with services for break down maintenance as and when occurs.
- Vendors shall do all call logging and provide quarterly reports.
- The payment will be made after successful completion of work, each quarter on raising the bills by vendor along with preventive maintenance/complaint attended service report of the branch/offices. The final payment will be made after the successful completion of the contract. Each payment will be made subject to deduction of Tax at source (TDS) & other taxes if any.
- The Bank will not pay A.M.C. charges if the service has not been availed due to the merger/ shifting of the Branch or it's office.**

- When repair/replacement takes place, the vendor shall not replace any of the components of the equipment's with lower configuration. The vendor shall ensure that the replacement to be made with OEM COMPONENTS ONLY. Where any items/parts/components (such as cameras, D.V.R. power supply) need replacement, the same shall be replaced with same make specification. In case the brand /model has become obsolete, the same shall be replaced with superior quality of items/ Parts/components and must having at least one year warranty.
- Bank will not take any responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.

TERMS & CONDITIONS

The Company should provide standby equipment's in case of failure and repair/replacement taking beyond 24 hours.

- Vendor should provide following Add on services.

24 X 7 Toll-free Support	Free Software Upgrades
Daily Video Health Check	Hard Disk Full Notification
Hard Disk Failure Alert	Alert on illegal tampering of Video
Video Masking of Camera	Camera wise video signal connection details
DVR Hardware/Recording status	Last date of recording (Date & Time)
No. of days recording present	

- Vendor should provide camera recorded data (recording) free of cost as & when require on urgent basis.
- The Company will be liable for the penalty in case it does not resolve the Problem as per below

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

The Company should resolve the issue of camera/s within 2 hours of intimation by phone, fax, and email call log, In case of delay in resolving the issue, time duration after 2 hours will be considered as downtime and appropriate downtime charges will be applied.

- The recording failure issue should resolve on top priority.
- A vendor will have to enclose the demand draft of Rs.10000/- as an Earnest Money Deposit along with tender. The DD should be in favour of "The Municipal Co-Operative Bank Ltd, Mumbai"
- A successful contractor will have to keep Rs.50000/- as security deposit with the bank till successful completion of contract which will not bear any interest.
- Bank reserve its right to discontinue the contract, if it is not found satisfactory, in that case the security deposit will be forfeited
- A contractor shall not sublet or transfer contract to any other organization
- Rates quoted for comprehensive Annual maintenance contract should be inclusive of all taxes to be stated against the each branch/ATM as per list enclosed.
- Contractor will have to sign the contract agreement on stamp paper of Rs.500/- for execution of the job. The cost of the same will be borne by contractor.
- The rates to be quoted branch wise.
- Vendor should visit each office/ branch/ATM of the bank before giving his quotation for AMC and check the condition of units (camera/s DVR) and satisfy himself about proper condition and then only considering the machine for the comprehensive maintenance contract. There after any kind of fault of whatever nature of all/any units/machine will not be entertain by the Bank and if such machine is not repaired within stipulated period penalty will be levied.
(Details of number of units and Branches address is shown in a separate list enclosed)
- The Bank reserves the right to accept or reject, wholly or partly, any or all the applications without assigning any reason whatsoever. Bank's decision in this regard will be final and binding on all applicants
- The annual maintenance contract will be for a period of one year.

The wax sealed quotation addressed to "The General Manager" The Municipal Co Operative Bank Ltd, Mumbai , should be **submitted on or before 06/11/2025 up to 5.00 p.m.** at Municipal Co-Op. Bank Ltd, Mumbai, Municipal Bank Bhavan, 245 P D" Mello Road, Fort, Mumbai- 400001

Sd/-
General Manager

Details of CCTV

Sr.No	Branch	Address	Telephone No.	No. of cameras	AMC AMOUNT (INCLUSIVE OF TAXES)
1.	Head office (1 st Floor)	Municipal Bank Bhavan, 245, P.D'Mello Road, Fort, Mumbai – 400 001.	22717878/878	16	
	Head office (Ground Floor)	Municipal Bank Bhavan, 245, P.D'Mello Road, Fort, Mumbai – 400 001.	22717802	16	
2.	C.S.T.& attached ATM Center	The Municipal Head Office Building, Mahapalika Marg, C.S.T., Mumbai – 400001.	22717803/804	10	
3.	Andheri (West)	Andheri K/West Municipal Office Bldg., Paliram Marg, Andheri (West), Mumbai – 400 058.	22717809/810	7	
4.	Andheri (East)	Municipal K/East Ward Office Bldg., Azad Road, Gundawali Village, Andheri (East), Mumbai-400 059.	22717825/826	9	
5.	Bandra & attached ATM Center	Bandra Municipal Building, Water Field Road, Bandra, Mumbai-400050.	22717813/814	8	
6.	Bhandup	Municipal S/Ward Office Bldg., Near Mangatram Petrol Pump, Lal Bahadur Shastri Marg, Bhandup (W), Mumbai-400 078.	22717898/899	10	
7.	Borivali & attached ATM Center	Prabodhankar Thackare Natya Griha, Sodawala Lane, Borivali (W), Mumbai-400092	22717827/828	14	
8.	Byculla & attached ATM Center	E/Ward Municipal Building, Sankhali Street, Byculla, Mumbai-400 008.	22717817/818	14	
9.	Deonar Branch and Deonar Record Room. & Deonar ATM	M/East Ward Municipal Office, Plot No.CCS 38/39, Village Deonar Junction, M.T.Kadam Marg, Peripheri Road, Deonar, Mumbai – 400 043.	22717849/850	18	
10.	Ghatkopar	Ghatkopar N/Ward Municipal Bldg., Jawahar Road, Ghatkopar, Mumbai 400077.	22717871/872	8	
11.	Marine Lines Shifted HO. Girgaon record room.	B.M.C. Build. Near Darshan Height Tower,2nd Floor, Zawaba wadi Mandir Road,Zawaba Wadi,Girgaon, Mumbai 4000008	22717895/896	8	
12.	G/South & Worli Hub ATM Center	G/South Municipal Office Building, N.M.Joshi Marg, Parel, Mumbai-400 013.	22717819/820	8	
13.	G/North	G/North Municipal Office Bldg.,Harischandra Yelwe Marg,Behind Plaza Cinema, Dadar, Mumbai-400 028.	22717821/822	10	
14.	Kandivali	R/South Ward Office, Ground Floor, Near Kandivali Swimming Pool, Kandivali	22717805/806	9	

		(West), Mumbai-400 067.			
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15.	Mulund & attached ATM Center	T/Ward Municipal Building, Devidayal Road, Mulund (West), Mumbai-400 080.	22717823/824	14	
16	Nana chowk	D/Ward Municipal Building, Nana chowk Mumbai-400 007.	22717815/816	8	
17.	Nair Hospital & attached ATM Center	B.Y.L.Nair Hospital Compound, Mumbai Central, Mumbai – 400 008.	22717885/892	9	
18	Parel & attached ATM Center	F/South Ward Municipal Office Building, Parel T.T., Mumbai – 400 012.	22717811/812	18	
19.	Sion Hospital & attached ATM Center	Lokmanya Tilak Municipal General Hospital Building, Sion, Mumbai-400 022.	22717883/884	12	
20.	Chembur & attached ATM Center	M/West Ward Office Building, Ground floor, Near Natraj Cinema, Sharad Acharya Marg, Chembur, Mumbai.	22717829/830	12	
21.	Goregaon (W)	Municipal P/South Ward Office Bldg. CTS No. 746, S.V. Road, Goregaon (W) Mumbai 400 104	22717807/808	11	
22	Kapurbavdi ATM	Office of the Ex. Engineer (Ops) kapurbavdi Water Works Yard, P.O. Sandoz Baug, Kapurbavdi, Thane (W), 400607	22717823/824	2	
23	Worli	Worli Engineering Hub, Dr. E. Moses Road, Worli naka, Mumbai 400 018	22717819/820	2	
24	'B' ward	B ward municipal office, 121, Ramchandra bhat Marg, babula Tank Cross Lane, Near J J Hospital, Sandhurst Road , Mumbai 400 009	22717817/818	3	
		TOTAL AMOUNT		256	

Total Amount Rs.....Only

Seal & Signature