

**Request for Proposal: Supply and Installation of CCTV Camera in
National Housing Bank - Mumbai Regional Office**

RFP Reference no:- MRO/RFP/CCTV/2022

**Request for Proposal (RFP) - Supply and Installation of CCTV Camera in
National Housing Bank - Mumbai Regional Office**

**Deputy General Manager
Mumbai Regional Office, National Housing Bank,
3rd Floor, Bombay Life Building, 45 Veer Nariman Road,
Fort, Mumbai - 400 001
Phone: 022 - 2285 1560-62
E-Mail: kiran.kumar@nhb.org.in**

**Request for Proposal: Supply and Installation of CCTV Camera in
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GLOSSARY

Abbreviation	Description
NHB/Bank/ Owner/ employer	National Housing Bank
Engineer in Charge/NHB Official	The Official of National Housing Bank who shall sign the contract on behalf of National Housing Bank.
contractor	Successful tenderer who is awarded the contract to perform the work covered by these tender documents and shall include the contractor's personal representatives, successors, executors, administrators and will be referred to as if of masculine gender and singular number through the tender documents.
TENDERER/Bidder	Means a party or parties submitting an offer for the work covered by the tender/RFP documents.
HO	Head Office, Delhi.
MRO	Mumbai Regional Office.
Site	Site shall mean the site where the works are to be executed.
PSU	Public Sector Undertaking.
PSB	Public Sector Bank.
PSE	Public Sector Enterprises
Notice in Writing	or written notice shall mean a notice in writing, type or printed characters sent (unless delivered personally or otherwise provided to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post it would have been delivered.
EMD	Earnest Money Deposit
RFP	Request For Proposal
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Cost
OEM	Original Equipment Manufacturer
MMR	Mumbai Metropolitan Region

Interpretation: *the terms RFP, Tender, Bid, have been used interchangeably and it shall be treated as one and the same for the purpose of this RFP document. All clarifications, amendments, modifications, supplemental RFP that may be issued in relation to this RFP shall be treated as part and parcel of the RFP and shall together constitute the RFP document.*

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1. IMPORTANT BID DETAILS

1.	Date of commencement of sale of Bidding/Tender/RFP Documents	28.04.2022
2.	Last date and time for receipt of Bidding Documents	03.05.2022 by 1800 hours
3.	Date and Time of Bid Opening	1500 hours on 04.05.2022
4.	Place of Opening of Bids	Mumbai Regional Office, National Housing Bank, 3rd Floor, Bombay Life Building, 45, Veer Nariman Road, Fort, Mumbai - 400 001

Note: -

- Bids will be opened in the presence of Bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be informed through publishing on NHB's website. Further, please note that Commercial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.
- All data/information, submitted vide documentary proofs/company records along this RFP, must be reported & will be treated as on date of publication of this RFP.

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2. National Housing Bank

National Housing Bank (NHB), a Statutory Body under the Government of India, established under National Housing Bank Act, 1987 ("the Act").

- a. NHB has been established to achieve, inter alia, the following objectives -
- To promote a sound, healthy, viable and cost effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
 - To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.
 - To augment resources for the sector and channelize them for housing.
 - To make housing credit more affordable.
 - To encourage augmentation of supply of buildable land for housing and to upgrade the housing stock in the country.
 - To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.
- b. The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has representative offices located at Hyderabad, Bengaluru, Kolkata, Chennai, Guwahati, Bhopal, Lucknow and Ahmedabad.

3. Scope of Work:

Bank is planning to procure and install CCTV Cameras and related equipment at the Bank's Mumbai Regional Office (3rd Floor, Bombay Life Building, 45, Veer Nariman Road, Fort, Mumbai - 400 001)

A. Scope of Work (subject to vary at the discretion of the Bank)

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1. **Supply and Installation** of CCTV camera system as per the specifications mentioned below:

	ITEM	SPECIFICATION	QUANTITY
1	Camera	<ul style="list-style-type: none"> • HD DOME INDOOR CAMERA 2MP IP Dome Camera • 1080P H.264 IP Weather-Proof IR Dome Camera • 25/30 fps @ 1080p (1920 x 1080) H.264 and MJPEG dual stream • True Day/Night capability with IR-cut filter • Weatherproof IP66-rated, vandal-resistant IK10-rated housing • 2.8 -12mm Vari-focal lens 	4 Nos.
2	Hard Disk	• 4 TB SAS Hard Disk Surveillance HDD	1 No
3	Network Video Recorder (NVR)	•NVR Device 8 input and 8 output channels	1 Nos.
4	LED Monitor	• LED monitor 24inch	1 No.
5	CAT 6 Cable	• CAT 6 Cable 305 meter with PVC conduit pipe	305 Mtr*
6	VGA / HDMI Cable	• VGA / HDMI Cable (20 Mtr)	1 No.
7	Wall Mounting Bracket	Wall Mounting Bracket	1 No.
8	RJ 45 Connector	RJ 45 Connector	50 Nos.
9	4X4 Box or above	4x4 Box or above	4 No.
10	8 Port POE Switch	8 Port POE Switch	1 No.
11	Installation & Commissioning		
12	Comprehensive AMC for a period of 2 years including warranty period		

* Bidders to quote for 305 Mtr. However, billing / payment will be made based on actual consumption

2. NHB reserves the right to increase and decrease the quantity of items mentioned above as per the joint inspection carried out by the representative of the agency and the officer in-charge / Bank's Engineer / IT team.

4. NA

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5. Instructions to Bidders

5.1 General :-

- All costs and expenses incurred by the Bidders in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHB, will be borne entirely and exclusively by the Bidder.
- No binding legal relationship will exist between any of the Bidders and NHB until acceptance of job order.
- Each Bidder acknowledges and accepts that NHB may in its absolute discretion vary selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible bidder.
- Every Bidder will, by submitting his Bid in response to this RFP, be deemed to have accepted the terms of this RFP and the Disclaimer.
- Bidders are required to direct all communications related to this RFP, through the nominated Point of Contact persons, mentioned below:

Name: R. Kiran Kumar Designation: Regional Manager Email ID: kiran.kumar@nhb.org.in Phone Number: 022 - 2285 1560-62	Name: Manohar Miryala Designation: Deputy General Manager Email id: manohar.miryala@nhb.org.in Phone Number: 022 - 2285 1560-62
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- NHB may, in its absolute discretion, seek additional information or material from any Bidder/s even after the tender/RFP closes and all such information and material provided must be taken to form part of that Bidder's response.
- Bidders should provide details of their contact person, telephone, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If NHB, in its absolute discretion, deems that the originator of any query will gain an advantage by any response to such query, then NHB reserves the right to communicate such response to all Bidders.
- Queries / Clarification if any, may be taken up with the contact person/s detailed above before the deadline for submission of Bids between 1030 Hrs to 1730 Hrs on Monday to Friday, excluding public holidays.

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- **Bidder should not have been banned or delisted by any Government, Quasi Government agencies, Statutory, Regulatory, PSUs or PSBs and its subsidiaries.**
- NHB will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. NHB is not obliged to provide any reasons for any such acceptance or rejection.

Before submitting the offer/bid, vendors may visit NHB's Mumbai Regional Office site on the any working day of NHB, any time between 1030 hours to 1730 hours before date of submission of bids, where this work is to be executed.

5.2 Soft Copy of Tender/RFP Document

The soft copy of the Tender/RFP document is available on NHB's website <http://www.nhb.org.in> .

5.3 Non-Transferability of Tender/RFP

This tender/RFP document is not transferable.

5.4 Erasures or Alterations

The offers containing erasures or alterations may not be considered. Any interlineations', erasures or overwriting in technical Bids may be considered at the discretion of NHB only if they are initialed by the person signing the Bids. However, any interlineations', erasures or overwriting in any form will not be accepted in the commercial Bid. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. However, NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, in its absolute discretion, waive any non-conformity or irregularity in the offer, which in the opinion of NHB is ancillary and not essential. This shall be binding on all Bidders and NHB reserves the right for such waivers.

5.5 Amendment to the Bidding/Tender/RFP document

- At any time prior to the deadline for submission of Bids, NHB, for any reason, may modify the Bidding/Tender/RFP document, by amendment or corrigendum.
- The amendment will be posted on NHB's website www.nhb.org.in
- All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the Bid. NHB will not have any responsibility in case of any omission by Bidder/s.
- NHB at its discretion may extend the deadline for the submission of Bids.
- NHB shall not be liable for any communication gap. Further NHB reserve the right to scrap the tender or drop the tendering process at any stage without assigning any reason.

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5.6 Language of Bid

The Bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NHB and supporting documents and printed literature shall be written in English.

5.7 Right to Alter Location / Quantities

NHB reserves the right to alter the quantities specified in the RFP. NHB also reserves the right to add/delete one or more location/s from the list specified in this RFP, from time to time.

5.8 Documents Comprising the Bid (Please follow the instructions, if any, separately prescribed in the Formats)

1. Bidder's information in the format as prescribed in **Annexure I**;
2. Compliance Statement Declaration in the format as prescribed in **Annexure II**;
3. List of Deviations, if any, in the format as prescribed in **Annexure III**;
4. Undertaking on Prequalification in **Annexure IV**;
5. The **Commercial Bid Covering letter** as per **Annexure V**;
6. **Commercial Bid Format** as per **Annexure VI**;
7. ECS Mandate in the format as prescribed in **Annexure VII**;
8. Resolution Matrix in the format in **Annexure VIII**;
9. **Undertaking** as per **Annexure X**;
10. **Declaration** as per **Annexure XI**.
11. **Letter of Competence** in the format as prescribed in **Annexure XII**;

5.9 Bid Currency

Bids to be quoted as per the format and INR shall be used in all paces.

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5.10 Earnest Money Deposit (EMD)/Bid Security Declaration

(a) All the Bids must be accompanied by a Bid Security Declaration as per format mentioned below:

Bid-Security Declaration

To
Deputy General Manager
National Housing Bank – Mumbai Regional Office,
3rd Floor, Bombay Life Building,
45, Veer Nariman Road, Fort, Mumbai 400 0101
Reference: RFP Reference Number

I/We , irrevocably declare as under:

I/We understand that, as per Clause of Tender/bid conditions, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of **Three years** from the date of disqualification as may be notified by you (without prejudice to NHB's rights to claim damages or any other legal recourse) if,

- 1) I am /We are in a breach of any of the obligations under the bid conditions,
- 2) I/We have withdrawn or unilaterally modified/amended/ revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
- 3) On acceptance of our bid by NHB, I/we failed to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Signature:

Name & designation of the authorized person signing the Bid-Securing Declaration Form:

Duly authorized to sign the bid for and on behalf of: _____ (complete name of Bidder)

Dated on _____ day of _____ month, _____ year.

(Note: In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid)

(b) in the absence of this declaration the Bid may not be considered for further evaluation. The Bidders are also required to submit ECS Mandate Form as enclosed in Annexure-VII.

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- (c) Any Bid received without this declaration in proper form and manner shall be considered unresponsive and rejected.
- (d) Any request for exemption from this requirement will not be entertained.

5.11 Implementation schedule

Supply and installation of CCTV cameras and related equipment at NHB's Mumbai Regional Office	3 days from the date of work order
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- Penalty of 0.2% of the quoted fee shall be deducted for the delay of each day.

5.12 Period of Validity of Bids

- Prices and other terms offered by Bidders must be valid for a period of 3 months from the date of opening of commercial Bid for acceptance by NHB.
- In exceptional circumstances NHB may solicit the Bidders' consent for extension of the period of validity. Any such request and response thereto shall be made in writing.

5.13 Format and Signing of Bids

Each Bid shall be submitted in two parts:

- **Part I:** consists of proof of Bid Security Declaration, all Annexures except Annexures V and VI. The above contents will be referred to as "**Technical Proposal**".
- **Part II :** Covering only the Commercial Bid herein referred to as "**Commercial Proposal**", which shall comprise Annexures V and VI only.
- The Original Bids shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the Bids shall put their initials on all pages of the Bids, except for un-amended printed literature.

5.14 Sealing and Marking of Bids

- Master envelope super scribed as "**Supply and Installation of CCTV Cameras in National Housing Bank - Mumba Regional Office**" shall be addressed to NHB at the address given below:

-

**Deputy General Manager,
Mumbai Regional Office, National Housing Bank
3rd Floor, Bombay Life Building, 45, Veer Nariman Road,
Fort, Mumbai - 110 003**

All envelopes should indicate on the cover the name and address of Bidder along with contact number.

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- **The Bidder shall seal the envelopes containing Technical and Commercial proposals separately and shall put both the proposals in single master envelope.**
- The envelope should be non-window and separately super scribed as "**Technical Proposal for Supply and Installation of CCTV Cameras in National Housing Bank - Mumbai Regional Office** and "**Commercial Proposal for Supply and Installation of CCTV Cameras in National Housing Bank - Mumbai Regional Office**", as applicable.
- If the envelop is not sealed and marked, NHB will assume no responsibility for the Bid's misplacement or its premature opening.
- Bids not sealed properly shall not be considered and will stand rejected without recourse.

5.15 Deadline for submission of Bids

- The Bids must be received by NHB at the addressed specified, not later than the last date of Bid submission as indicated above.
- In the event of the specified date for the submission of Bids, being declared a holiday for NHB, the Bids will be received up to the appointed time on the next working day.
- NHB may, at its discretion, extend the deadline for submission of Bids by amending the Bid documents with intimation on NHB's website, in which case, all rights and obligations of NHB and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

5.16 Late Bids

Any Bid received by NHB after the deadline for submission of Bids prescribed by NHB will be rejected and returned unopened to the Bidder.

5.17 Opening of Bids by NHB

- On the scheduled date and time, Bids will be opened by NHB Committee in presence of Bidder representatives who will attend the meeting on the specified date and time (if required online mode shall be enabled).

Place of Opening of Technical Bids:

**Mumbai Regional Office,
National Housing Bank,
3rd Floor, Bombay Life Building, 45, Veer Nariman Road,
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The Bidder name, or such other details as NHB, at its discretion may consider appropriate, will be announced at the time of Technical Bid opening

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5.18 Clarification of Bids

During evaluation of Bids, NHB, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

5.19 Preliminary Examinations

- NHB will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/documents attached and the Bids are generally in order etc.
- NHB may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of NHB is final towards evaluation of the Bid documents.

5.20 Proposal Ownership

The proposal and all supporting documentation submitted by the Bidder shall become the property of NHB unless NHB agrees to the Bidder's specific request/s, in writing that the proposal and documentation be returned or destroyed.

5.21 Instructions to the Bidders

The Bidder shall not outsource the work assigned by NHB, to any third party except with NHB's prior written consent and attend all complaints registered by NHB through its own service/support infrastructure only.

5.22 Price Composition & Variation

- The Bidder should clearly furnish prices as per the format, if any, provided in the **Annexure VI**. Any deviation may lead to Bid rejection. Also no options should be quoted other than as per the Commercial Bid. Wherever options are given, the Bid is liable to be rejected.
- The commercial offer shall be on a fixed price basis.
- GST will be paid extra as per statutory provision.
- Date of implementation of project shall be the date of acceptance of the letter of award (Starting Date) or such other date as may be fixed by NHB.
- Prices shall be valid for 3 months from the date of opening of Commercial bid and Bidder shall supply addition items, if any, at the same price.

5.23 Timely availability of Support Services

The service provider should have proper and adequate support mechanism in place at Mumbai to provide all necessary support under this RFP.

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5.24 Bid Evaluation

Bid offering lowest Project cost (Z : Annexure VI) shall be selected for the project.

5.25 Modification and Withdrawal

- Every Bidder shall submit only one proposal. If any Bidder submits more than one proposal, all such proposals shall be disqualified.
- The Bidders are advised to submit the Bids only after the Pre-Bid Meeting as the Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be allowed to be modified after the deadline for submission of Bids. No Bidder shall be allowed to withdraw the Bid, if Bidder happens to be successful Bidder.
- NHB has the right to reject any or all Bids received without assigning any reason whatsoever. NHB shall not be responsible for non-receipt / non- delivery of the Bid documents due to any reason whatsoever.

5.26 Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the Bid except in the Commercial Bid. Failure to do so will make the Bid liable to be rejected.

5.27 Terms and Conditions of the Bidding firms

The Bidding firms are not required to impose their own terms and conditions to the Bid and if submitted will not be considered as forming part of their Bids. The Bidders are advised to clearly specify the deviations as per **Annexure-III**, in case terms and conditions of the contract applicable to this RFP are not acceptable to them. The Bidders should also describe clearly in what respect and up to what extent the goods and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

5.28 Local conditions

Bidders must acquaint themselves with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

5.29 Contacting NHB or putting outside influence

Bidders are forbidden to contact NHB on any matter relating to this Bid from the time of submission of Commercial Bid to the time the contract is awarded. Any effort on the part of the Bidder to influence Bid evaluation process, or contract award decision may result in the rejection of the Bid.

5.30 Proposal Content

The Bidders' proposals are central to the evaluation and selection process. Therefore, it is important that the Bidders carefully prepare the proposal. The quality of the Bidder's proposal will be viewed as an indicator of the Bidder's capability to provide the solution and Bidder's interest in the project.

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5.31 Banned or Delisted Bidder

Bidders have to give a declaration that they have not been banned or delisted by any Government, Quasi Government agencies, Statutory, Regulatory Body, PSUs or PSBs and its subsidiaries. If a Bidder has been banned by any Government, Quasi Government agencies, Statutory Body, PSUs or PSBs and its subsidiaries, this fact must be clearly stated. If this declaration is not given, the Bid will be rejected as non-responsive. This declaration will be submitted along with the Technical Bid.

5.32 Compliance with Laws

- (a) The Bidder shall undertake to observe, adhere to, abide by, comply with and notify NHB about all laws in force or as are made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep NHB indemnified, hold harmless, defend and protect NHB and its employees/officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
- (b) The successful bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project/contract, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NHB and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and NHB shall give notice of any such claim or demand of liability within reasonable time to the successful bidder.
- (c) In case NHB undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the successful bidder under this contract.
- (d) If, for any reason, the employer is obliged, by virtue of the provisions of the Workmen's Compensation Act, 1923, or any statutory modification or re-enactment thereof to pay compensation to a workman employed by the contractor in execution of the works, the employer shall be entitled to recover from the contractor the amount of compensation so paid and without prejudice to the rights of the employer under the said Act. The employer shall be at liberty to recover such amount or any part thereof by deducting

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it from the security deposit or from any sum due by the employer to the contractor under this contract or otherwise.

5.33 False / Incomplete statement

Any statement/declaration made by the Bidder, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender/Bid process or in the event of his Bid/tender having been accepted, at any stage of the contract, shall render his/their Bid(s)/tender(s)/contract(s) liable to be cancelled/rescinded, in addition to the followings:

- a. If such statement is found at the tender stage, Bid will be summarily rejected, and Bank may take appropriate action as deemed fit.
- b. In case such a statement is found at the contract stage, NHB may take at its discretion appropriate action as provided in the RFP for termination of the contract including invocation of the PBG.

5.34 Definitive Agreement

The successful Bidder will sign Service Level Agreement (SLA) substantially in the format as provided in **Annexure IX** with NHB within 3 days of the letter of award (LoA) or within such extended period as may be decided by NHB. All expenses, stamp duty and other charges/expenses in connection with the execution of the Agreement/s as a result of this RFP process shall be borne by successful Bidder. Copy of Board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and non-disclosure agreement, should be submitted.

5.35 Restriction on procurement from a Bidder of a country which shares a land border with India:

Any Bidder from a country which shares a land border with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT).

However, such registration is not required for being eligible under this RFP in case the Bidders are from countries (even if sharing land border with India) to which Government of India has extended lines of credit or in which the Government of India is engaged in development projects, as per the updated list of such countries given on website of Ministry of External Affairs.

The Bidder shall also submit a certificate as per the format enclosed as **Annexure X**. If such certificate given by the successful Bidder is found to be false, this would be a ground for immediate termination of the contract and for further legal action in accordance with law.

- For the purpose of this clause:

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- a) "Bidder" (including the term 'tender', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- b) "Bidder from a country which shares a land border with India" for the purpose of this Order means:-
- (i) An entity incorporated, established or registered in such a country; or
 - (ii) A subsidiary or an entity incorporated, established or registered in such a country; or
 - (iii) An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - (iv) An entity whose beneficial owner is situated in such a country; or
 - (v) An Indian (or other) agent of such an entity; or
 - (vi) A natural person who is a citizen of such a country; or
 - (vii) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- c) The beneficial owner for the purpose of (b) above will be as under.
- i. In case of company or Limited Liability Partnership, the beneficial owner is the natural person (s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

"Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. Of shares or capital or profits of the company;

"Control" shall include the right to appoint majority of the directors or to control the management or policy decision including by virtue of their shareholding or management rights or shareholders agreement or voting agreement;

- i. In case of partnership firm, the beneficial owner is the natural person (s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- ii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person (s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

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- iii. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- iv. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control ownership.

- a) An Agent is a person employed to do any act for another, or to preset another in dealings with third person.

6. Minimum eligibility Criteria / Pre-Qualification Criteria

1. This is a limited tender process and the vendors to whom the RFP has been forwarded are eligible to participate in this tender and Bid received from any other bidder shall be rejected and shall not be considered for further evaluation.
2. The bidding firm should have an office in Mumbai Metropolitan Region (MMR) and should have carried out at least '3' CCTV Supply and installation work in last 5 years in Government institutions, RBI/ PSUs/ PSBs

Documentary proof in support of Pre-Qualification Criteria is to be mandatorily provided.

Bidder has to submit duly filled undertaking as mentioned in Annexure IV in support of their empanelment with the institution.

7. Commercial Terms and Conditions

Bidders are requested to note the following commercial terms and conditions for this project.

7.1 Price

- a) The Price quoted by the Bidder should include all type of costs.
- b) The price should be inclusive of all taxes (except GST), duties, levies charges, transportation, insurance, as per Commercial Bid.
- c) Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected
- d) Based on the contracted rates, NHB at its discretion may place repeat order.

7.2 Payment Terms

- Payment (except comprehensive AMC amount) will be released only after delivery and successful installation of items and sign off by the bank, signing of Service Level Agreement as per draft mentioned in Annexure IX. The comprehensive AMC amount will

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be released only after 1 year of satisfactory service of the vendor. For CAT 6 Cable, Bidders to quote for 305 Mtr. However billing / payment will be made based on actual consumption

All payments for the work will be made after statutory deductions.

7.3 Payment in case of termination of contract

Subject to the terms of the RFP, in case the contract is terminated, payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other applicable taxes.

8. General Terms and Conditions

- 8.1 The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.
- 8.2 All such amendments made by NHB to the RFP shall become part and parcel of the RFP and same will be notified on NHB's website. The Bidders are required to have a watch on NHB's website for any such amendment.
- 8.3 Bidders must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidders are requested to get any issue clarified by NHB before submitting the responses/Bids. The Bids submitted should be complete in all respect meeting all deliverables under the project. It will be the sole responsibility of the successful Bidder to deliver each and everything as per the scope of the work during the contracted period. NHB will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right perspective.
- 8.4 NHB reserves the right to change the requirement specifications and ask for the revised Bids or the tendering process without assigning any reasons.
- 8.5 NHB shall be under no obligation to accept the lowest or any other offer/Bid received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of contract. NHB will not be obliged to meet and have discussions with any Bidder, and or to consider any representations. NHB reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.
- 8.6 Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the Performance Bank Guarantee (if any) in addition to other remedies available

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to it under the contract or otherwise if the successful Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.

- 8.7 On faithful and satisfactory execution of assignments under the contract in all respects, the PBG (if any) of the successful Bidder will be released by NHB, if not forfeited due to any reason as provided herein.
- 8.8 NHB reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of NHB, the information furnished is incomplete or the Bidder does not qualify for the contract.
- 8.9 The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- 8.10 The Commercial and Technical Bids will have to be signed on all pages of the Bid by the authorized signatory. Unsigned Bids would be treated as incomplete and would be rejected.
- 8.11 By submitting proposal/bid, the Bidder agrees to promptly execute contract with NHB for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- 8.12 Time and quality of the service are the essence of this contract. Failure to adhere to the same will be considered as breach of the terms and conditions of the contract.

8.13 Penalty

If the contractor needs an extension of time for the completion of the work or if the completion of work gets delayed for any reasons beyond the due date of completion stipulated in the contract, the contractor shall apply to the Bank for extension of time in writing at least 3 working days before the expiry of the scheduled time and while applying for extension of time contractor shall furnish the reasons in detail and his justification, if any, for delays. It is Bank's discretion to accept/reject the request of extension.

8.14 Acceptance of Work Order/Letter of Award

NHB will notify the successful Bidder in writing by issuing a letter of award/work order in duplicate. The successful Bidder has to return the duplicate copy to NHB within 2 days from the date of the letter of award/work order duly accepted and signed by Authorized Signatory in token of acceptance. However, NHB has a right to cancel the letter of award/work order, if the same is not accepted within the stipulated period.

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8.15 Taxes

Only GST will be paid by NHB on actual basis to the vendor as per statutory rates prevalent during the period of service provided. All other taxes as applicable will be borne by the Bidder. NHB is authorized to make such tax deduction at source as may be necessary as per law/rules in force in respect of payments made to the successful bidder.

8.16 Use of Contract Documents and Information

The Bidder/ successful bidder shall not, without NHB's prior written consent, make use of any document or information provided by NHB in Bid document or otherwise except for purposes of performing the contract.

8.17 Assignment

The Bidder/ successful bidder shall not assign/sub-contract, in whole or in part, its obligations to perform under the contract, except with NHB's prior written consent.

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Annexures

**Request for Proposal: Supply and Installation of CCTV Camera in
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Annexure - I

(To be Submitted along with Technical Bid)

Bidder Information

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

Table 4

SNo	Information	Particulars / Response
1.	Company Name	
2.	Date of Incorporation	
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/proprietary]	
4.	Registration No. and date of registration. Registration Certificate to be enclosed	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	PAN No	
7.	GSTIN	
8.	Contact Details of Bidder authorized to make commitments to NHB	
9.	Name	
10	Designation	
11	FAX No	
12	Mail ID	
13	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
14	a) Whether having office in Mumbai Metropolitan Region (MMR)	Yes / No
	b) Address of office in MMR	
15	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)

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16	Please mention turnover and Net Profit/Loss for last three years.	Year	Turnover	Net Profit/Loss(-)
		2018-19		
		2019-20		
		2020-21		

Authorized Signatories

(Name & Designation, seal of the company)

Date:

**Request for Proposal: Supply and Installation of CCTV Camera in
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Annexure - II

(To be Submitted alongwith Technical Bid)

COMPLIANCE STATEMENT DECLARATION

We hereby undertake and agree to abide by all the terms and conditions stipulated by NHB in this RFP no..... dated including all addendum, corrigendum etc. Any deviation may result in disqualification of Bids.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

**Request for Proposal: Supply and Installation of CCTV Camera in
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Annexure - III

(To be Submitted along with Technical Bid)

LIST OF DEVIATIONS

We certify that the product offered by us for tender confirms to the requirement stipulated as per this RFP with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____

(If left blank it will be construed that there is no deviation from the specifications given in the RFP)

(The decision of NHB is final towards evaluation of the Bid documents)

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Note : Bidders are requested to provide details of all deviations, comments and observations or suggestions in the above mentioned format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose.

NHB may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by NHB will not entitle the Bidder to submit a revised Bid.

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Annexure - IV

(To be Submitted along with Technical Bid)
UNDERTAKING ON PRE QUALIFICATION
(To be submitted on the Letterhead of the Bidder)

<Date>

**The Deputy General Manager,
National Housing Bank
Mumbai Regional Office, 3rd Floor, Bombay Life Building,
45, Veer Nariman Road, Fort, Mumbai 400 001**

1. We confirm that we are (name of institution i.e. **RBI/Govt Institutions (including PSBs/PSUs/PSEs/Quasi Government)**) empanelled service provider / vendor firm. This empanelment is valid as on last date of RFP & we are fully competent to undertake and successfully deliver the scope of services as mentioned in the RFP.
2. **We confirm that we have carried out CCTV supply and installation work in last 5 years** (Order date and completion date, both should be with in the last five years from the last date for receipt of applications) **in following firms:**

SNO	Firm/ Organisation	Project Details	Order Date	Completion Date
1				
2				
3				

Self-attested copy of empanelment certificate or other document as acceptable to the Bank, in this regard is attached herewith.

Self-attested copy of Documentary proof (work order and / or completion certification) in support of Pre-Qualification Criteria as acceptable to the Bank in this regard is attached herewith and is valid as on the last date of the RFP.

We confirm that we are eligible to participate in the bid and fully competent to undertake and successfully deliver the scope of services as mentioned in the RFP.

We understand you are not bound to accept any proposal you receive.

Dated at _____/_____/_____ day of _____ 2022

Sincerely,

<Signature> <Company Seal>

Name:

Designation:

Name and Address of Company:

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Annexure -V

Commercial Bid Covering Letter

**The Deputy General Manager,
National Housing Bank
Mumbai Regional Office
3rd Floor, Bombay Life Building,
45, Veer Nariman Road,
Fort, Mumbai 400 001**

Dear Sir,

**Commercial Bid: Supply and Installation of CCTV Camera in
National Housing Bank - Mumbai Regional Office**

We, the undersigned, offer to execute the work as detailed in Scope of Work of this RFP in accordance with your Request for Proposal [_____Insert RFP Number] dated [_____], and our Proposals (Technical and Commercial Proposals). The Total fee is inclusive of all duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges.

Our Commercial Proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal i.e. 3 month from date of opening of Commercial Bid.

Yours faithfully,
For

Signature

**Name
Address**

(Authorised Signatory)

Date:

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Annexure -VI

Commercial Bid Format

The structure of the Bidder's commercial response to this RFP must be as per following order. The Commercial Bid Response must be submitted with Commercial Bid covering letter, format of which is given at the **end this section**.

SNo	Description	Specification	Brand / OEM	Qty (a)	Price per Unit (exclusive of GST) (b)	Amount in INR (exclusive of GST) "Z" (a x b)
1	Camera	<ul style="list-style-type: none"> • HD DOME INDOOR CAMERA 2MP IP Dome Camera • 1080P H.264 IP Weather-Proof IR Dome Camera • 25/30 fps @ 1080p (1920 x 1080) H.264 and MJPEG dual stream • True Day/Night capability with IR-cut filter • Weatherproof IP66-rated, vandal-resistant IK10-rated housing • 2.8 -12mm Vari-focal lens 		4 Nos.		
2	Hard disk	<ul style="list-style-type: none"> • 4 TB SAS Hard disk Surveillance HDD 		1 No		
3	Network Video Recorder (NVR)	<ul style="list-style-type: none"> •NVR Device 8 input and 8 output channel 		1 Nos.		
4	LED Monitor	<ul style="list-style-type: none"> • LED monitor 24inch 		1 No.		
5	CAT 6 Cable	<ul style="list-style-type: none"> • CAT 6 Cable 305 meter with PVC conduit pipe 		305 Mtr*		
6	VGA / HDMI Cable	<ul style="list-style-type: none"> • VGA / HDMI Cable (20 Mtr) 		1 No.		
7	Wall Mounting Bracket	Wall Mounting Bracket		1 No.		
8	RJ 45 Connector	RJ 45 Connector		50 Nos.		

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9	4x4 Box	4x4 Box		4 No.		
10	8 Port POE Switch	8 Port POE Switch		1 No.		
11	Comprehensive AMC	for 1 year (after 1year of free warranty period)		1 year		
TOTAL						

* Bidders to quote for 305 Mtr. However billing / payment will be made based on actual consumption.

Bidders are requested to note the following:

- **Eligible Bidder quoting lowest Project cost to Bank i.e., Z in Annexure VI shall be selected for the job.**
- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- All the quoted costs must include all applicable taxes (excluding GST), charges and other levies.
- All the rates must be quoted in INR.
- The prices in any form or by any reasons should not be disclosed in the technical or other parts of the Bid except in the commercial Bid. Failure to do so will make the Bid liable to be rejected.
- The commercials quoted in the commercial Bid are valid for 3 months from the date of opening of commercial Bids.
- For CAT 6 Cable, Bidders to quote for 305 Mtr. However, billing / payment will be made based on actual consumption

Authorized Signatories

(Name & Designation, seal of the company)

Date:

**Request for Proposal: Supply and Installation of CCTV Camera in
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Annexure - VII

[To be submitted along with Technical Bid]

ECS MANDATE

**FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT
FROM NATIONAL HOUSING BANK
(Please fill in the information in CAPITAL LETTERS)**

1. Name of the Bidder _____

2. Address of the Bidder _____

City: _____ Pin Code: _____

E-mail id: _____

Phone / Mobile No. _____

Permanent Account Number (PAN) _____

GST Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank: _____

B. Name of the Bank: _____

C. Name of the Branch: _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book): _____

F. Account Type (SB, Current, etc.): _____

G. MICR No. _____

H. IFSC Code of the Bank Branch: _____

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

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Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the bank

**Request for Proposal: Supply and Installation of CCTV Camera in
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Annexure VIII

Resolution Matrix
(To be Submitted along with Technical Bid)

We declare that we will adhere to following resolution matrix during our service contract period with NHB:

Level	Name	Designation	Contact details
First Level			
Second level			
Third Level			

Authorized Signatories

(Name & Designation, seal of the company)

Date:

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Annexure IX

(To be executed on a non- judicial stamp paper)

Service Level Agreement

THIS SERVICE LEVEL AGREEMENT (hereinafter referred to "the **Agreement**") is made on this _____ day of the month of _____, 201_, by and between,

National Housing Bank, a bank constituted under the National Housing Bank Act, 1987, having its Head Office at Core 5A, 3rd -5th floors, India Habitat Centre, Lodhi Road, New Delhi-110003 (hereinafter called "**NHB**"), which expression shall include wherever the context so permits, its successors and assigns ; AND

_____, a company registered under the Companies Act, 1956, having its registered office at _____ (hereinafter called the "**Vendor**"), which expression shall include wherever the context so permits, its successors and permitted assigns.

(Hereinafter NHB and the **Vendor** are collectively referred to as "the Parties" and individually as "the Party")

WHEREAS

- (A) NHB intends to hire the **Vendor** for _____, as detailed in the Request for Proposal no. _____ on _____ (date) (including Corrigendum/Clarification, if any, issued) (hereinafter collectively referred to the "**RFP** (attached hereto as **Appendix- I**)).
- (B) The **Vendor** has been selected through open tendering process by way of floating the RFP by NHB followed by evaluation of Technical & Commercial Bids of the Bidders and accordingly the letter of award no. _____ dated _____ ("**LoA**") (attached hereto as **Appendix- II**) has been issued by NHB to the Vendor;
- (C) The **Vendor** has accepted and agreed to provide the Services in accordance with terms and conditions of RFP and the LoA.
- (D) In terms of the RFP, NHB and the **Vendor** have agreed to enter into this definitive Service Level Agreement in the manner hereinafter appearing:

NOW THEREFORE the Parties hereby agree as follows:

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1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Agreement have the following meanings:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time;
- (b) "Contract" means and shall construe this Agreement;
- (c) "Deliverables" means and includes the major deliverables as specified in Clause 3A of the RFP.
- (d) "Effective Date" means the date on which this Agreement comes into force and effect pursuant to Clause 2.1 hereof;
- (e) "Personnel" means persons hired/to be hired by the vendor as employees and assigned to the performance of the Services or any part thereof.
- (f) "Project" means collectively the Services and the Deliverables to be provided as detailed in the RFP.
- (g) "Services" or "Scope of Work" means and includes the scope of work to be performed by the vendor as described/set out in Clause _____ of the RFP.
- (h) "Third Party" means any person or entity other than NHB and the Vendor.

1.2 Principles of Interpretation

In this Agreement , unless the context otherwise requires:

- a) All capitalized terms unless specifically defined in this Agreement shall have the meaning given to them in the RFP;
- b) Words and abbreviations, which have well known technical or trade/commercial meanings are used in this Agreement in accordance with such meanings;
- c) The RFP, the LoA and the NDA along with the Appendices/ Attachments hereto, shall form part and parcel of this Agreement and shall be read together for all purpose and effect.

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- d) In case of any inconsistency or repugnancy between the provisions contained RFP, LoA and this Agreement, unless the context otherwise requires, the opinion of NHB shall prevail to the extent of such inconsistency or repugnancy and the same shall be binding on the **Vendor**.

1.3 Purpose

- 1.3.1 It is hereby agreed that the vendor shall provide the Services to NHB as set out in the RFP till the completion of the Project. The objective of the Project is to make _____.

1.3.2 Performance of the Scope of Work

The Vendor shall perform all the services as set out in the Scope of Work and complete the Deliverables within the prescribed time lines in terms of the RFP and the entire assignment shall be completed within the Term of this Contract.

1.3.3 Term/Period of Contract

The entire assignment as detailed in the Scope of Work under this Contract shall be completed within a period of _____ (“**Term**”) starting from _____ by the vendor unless the period is extended in accordance with this Agreement.

1.3.4 Contract Price

The entire assignment to be performed under this Contract is fixed price contract and the vendor shall be paid the total price consideration of Rs. _____ (Rupees _____) (“**Contract Price**”) for the satisfactory performance/execution of the entire assignment under the Project. The Contract Price shall be paid by NHB as per the payment terms agreed at Clause 4.2 of this Agreement.

1.4 Relation between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between NHB and the vendor. The vendor, subject to this Agreement, has complete charge of personnel to be engaged by the vendor for performing the Services and shall be fully responsible for the works to be performed by them or on their behalf hereunder and also for the quality of the work done by their personnel.

1.5 Language

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.6 Headings

The headings shall not limit, alter or affect the meaning of this Contract.

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1.7 Notices

1.7.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram or facsimile to such Party at the following address:

For NHB:

Attention: _____

Fax: _____

For the vendor:

Attention: _____

Fax: _____

1.7.2 Notice will be deemed to be effective as follows

- (a) In the case of personal delivery or registered mail, on delivery;
- (b) In case of telegrams, ninety six (96) hours following confirmed transmission; and
- (c) In the case of facsimiles, seventy two (72) hours following confirmed transmission.

1.7.3 A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to this Clause.

1.8 Location

The Services shall be performed at Delhi or at such location required/ approved by NHB.

1.9 Authority of vendor

The vendor hereby authorize _____ to act on their behalf in exercising the entire vendor's rights and obligations towards NHB under this Contract, including without limitation for signing letters/communications, execution of agreements, for receiving instructions and payments from NHB.

1.10 Taxes and Duties

The vendor and their personnel shall pay the taxes (excluding GST), duties, fees, levies and other impositions levied under the existing, amended or enacted laws during the tenure of this Agreement and NHB shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed from the payments to be made to the vendor.

2.0 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

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2.1 Effectiveness of Contract

This Agreement deemed to have taken effect from the date of acceptance of the Letter of Award (LoA) by the **Vendor** i.e. w.e.f.

2.2 Commencement of Services

The vendor shall begin carrying out the Services immediately viz. from the date of acceptance of LoA, or on such date as the Parties may agree in writing.

2.3 Expiration of Contract

Unless terminated earlier pursuant to Clause-2.8 hereof, this Contract shall expire on the expiry of the Term as stated on Clause 1.3.3 herein unless the Term is extended in accordance with the Clause 2.6.4.

2.4 Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

2.5 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services/Scope of Work, may only be made by written agreement between the Parties and shall not be effective until the consent of the Parties has been obtained, however, each Party shall give due consideration to any proposals for modification made by the other Party.

2.6 Force Majeure

2.6.1 Definition

In the event of either Party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the Contract, the relative obligation of the Party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire, Flood and Acts and Regulations of respective government of the two Parties directly affecting the performance of the Contract.

Upon the occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other Party within 72 hours of the ending of the cause respectively. If the deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, NHB shall have the option of canceling this Contract in whole or part at its discretion without any liability on its part.

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Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

2.6.2 No Breach of Contract

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of or default under this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

2.6.3 Measures to be taken

- (a) A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.
- (b) A Party affected by an event of Force Majeure shall notify the other Party such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- (c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

2.6.4 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.6.5 Consultation

Not later than thirty (30) days after the Party, as the result of an event of Force Majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

2.7 Suspension

NHB may, by written notice of suspension to the **Vendor**, suspend all payments to the **Vendor** hereunder if NHB is not satisfied with the performance of the **Vendor** or if the **Vendor** fails to perform any of their obligations under this Contract, including the carrying out of services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the **Vendor** to provide remedy for such failure within a period not exceeding thirty (30) days after receipt by the **Vendor** of such notice of suspension and shall invoke contract performance guarantee.

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2.8 Termination

2.8.1 By NHB

NHB may by not less than fifteen (15) calendar days written notice of termination to the **Vendor**, (except in the event listed in paragraph (g) below, for which there shall be a written notice of not less than sixty (60) days) such notice to be given after the occurrence of any of the events specified in paragraphs (a) to (f) of this Clause-2.8.1, terminate this Contract:

- (a) If the **Vendor** fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause-2.7 here-in-above, within thirty (30) days of receipt of such notice of suspension or within such further period as NHB may have subsequently approved in writing;
- (b) If the **Vendor** becomes insolvent or bankrupt or enters into an agreement with its creditors for relief of debt or take advance of any law for the benefit of debtors or goes into liquidation receivership whether compulsory or voluntary;
- (c) If the **Vendor** fails to comply with any final decision reached/award passed as a result of arbitration proceedings pursuant to Clause-8 hereof;
- (d) If the **Vendor** submits to NHB a statement which has a material effect on the rights, obligations or interests of NHB and which the **Vendor** knows to be false;
- (e) If, as a result of Force Majeure, the **Vendor** is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (f) In the event it comes to the notice of NHB that any of the representations and/or warranties made by the **Vendor** either in the Bid Documents or in the subsequent correspondences are found to be false and/or the **Vendor** /its personnel are found to be involved in any fraudulent or criminal act;
- (g) If NHB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract..

2.8.2 Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clause- 2.8.1 hereof or upon expiration of this Contract pursuant to Clause-2.3 hereof, all rights and obligations of the Parties hereunder shall cease, except:

- (a) Such rights and obligations as may have accrued on the date of termination or expiration,

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- (b) The obligation of confidentiality set forth in Clause-3.7 hereof,
- (c) Any right which a Party may have under the Applicable Law.

2.8.3 Cessation of Services

Upon termination of this Contract by notice pursuant to clauses-2.8.1 hereof, the **Vendor** shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

2.8.4 Payment in case of termination of contract

Subject to the terms of the RFP, in case the contract is terminated, payment towards services will be made on pro rata basis, for the services already delivered, after deducting applicable penalty and TDS/other applicable taxes.

3.0 OBLIGATIONS OF THE VENDOR

3.1 Standard of Performance

The **Vendor** shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, technical and engineering practices, and employ appropriate advanced technology, safe and effective equipment, machinery, materials and methods. The **Vendor** shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to NHB, and shall at all times support and safeguard NHB's legitimate interests in any dealings with third parties.

3.2 Law Governing contract

The **Vendor** shall perform the assignment in accordance with the applicable Law and shall take all practicable steps to ensure that the Personnel of the **Vendor** comply with the Applicable Law.

3.3 Conflict of Interest

The **Vendor** shall hold NHB's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their corporate interests.

3.4 Vendor Not to Benefit from Commissions/Discounts etc.

The payment of the **Vendor** by NHB shall constitute the **Vendor's** only payment in connection with this Contract or the Services, and the **Vendor** shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the **Vendor** shall use their best efforts to ensure that its Personnel similarly shall not receive any such additional payment.

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- 3.5 Vendor and Affiliates not to be otherwise interested in/benefited from the Project**
The **Vendor** agrees that, during the term of this Contract and after its termination, the **Vendor** shall not create any work/ opportunity for itself and for any of its affiliates from this Project/ assignment and/or derive any financial benefits directly or otherwise, other than what is agreed to be paid as professional fee as mentioned at Clause 4.2 for this assignment.
- 3.6 Prohibition of Conflicting Activities**
The **Vendor** and its affiliates shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract. The **Vendor** and its affiliates hired to provide services for the proposed assignment will be disqualified from services related to the initial assignment for the same Project subsequently.
- 3.7 Confidentiality**
The **Vendor** and its Personnel shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Agreement or NHB's business or operations without the prior written consent of NHB.
- A separate non-disclosure cum confidentiality agreement ("NDA") will be signed between the **Vendor** and NHB, if required.
- 3.8 Insurance to be taken out by the Vendor**
The **Vendor** shall take out and maintain at their own cost, appropriate insurance against all the risks, and for all the coverage, like workers compensation, employment liability insurance for all the staff on the assignment, comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with, the services which result from the fault of the **Vendor** or their staff on the assignment
- 3.9 Liability of the Vendor**
The **Vendor** shall be liable to NHB for the performance of the Services in accordance with the provisions of this Contract and for any loss suffered by NHB as a result of a default of the **Vendor** in such performance, subject to the following limitations:
- (a) The **Vendor** shall not be liable for any damage or injury caused by or arising out of any act, neglect, default or omission of any persons other than the **Vendor** and its Personnel; and
 - (b) The **Vendor** shall not be liable for any loss or damage caused by or arising out of circumstances over which the **Vendor** had no control.

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3.10 Indemnification of NHB by the Vendor

The **Vendor** shall indemnify NHB and shall always keep NHB, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by NHB or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the **Vendor** or its personnel; and/or (ii) any negligence or gross misconduct attributable to the **Vendor** or its personnel; and/or (iii) any claim made by employees who are deployed by the **Vendor** against NHB; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statues/various labour laws by the **Vendor** to its employees; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or (vi) any breach of the confidentiality obligations mentioned under clause 3.7 and /or NDA.

3.11 Limitation of Liability

- (i) The **Vendor's** aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to _____ times of the total contract value.
- (ii) The **Vendor's** liability in case of claims against NHB resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the **Vendor** shall be actual and unlimited.
- (iii) Under no circumstances, NHB shall be liable to the **Vendor** for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages.

3.12 Vendor's Actions Requiring Owner's Prior Approval

The **Vendor** shall not enter into a sub contract for the performance of any part of the Services, without the prior approval of NHB in writing. However, the **Vendor** can hire the services of Personnel to carry out any part of the services. The **Vendor** shall remain fully liable for the performance of the services by its personnel pursuant to this Contract.

3.13 Reporting Obligations

The **Vendor** shall submit to NHB the reports and documents within the timelines set forth in the Offer Letter, including any supporting data required by NHB.

3.14 Documents prepared by the Vendor to be the Property of NHB:

All software, algorithms, reports and other documents prepared/developed by the **Vendor** in performing the Services shall become and remain the property of NHB, and the **Vendor** shall, not later than upon termination or expiration of this Contract, deliver

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all such documents to NHB, together with a detailed inventory thereof. The **Vendor** may retain a copy of such documents and shall not use them for purposes unrelated to this Contract without the prior written approval of NHB.

3.15 Vendor's Personnel

The **Vendor** shall ensure that personnel/employees engaged by him in the project/contract, have appropriate qualifications and competence as stipulated under the RFP and are in all respects acceptable to NHB. The **Vendor** will do its utmost to ensure that the personnel identified by the **Vendor** to work under this Agreement completes the Term. If any such personnel resigns from his job and leaves the **Vendor**, the **Vendor** will provide NHB with another personnel of equivalent knowledge, skill and experience acceptable to NHB as his substitute.

The **Vendor** shall strictly comply with all applicable labour laws and such other laws in relation to the services to be provided and the personnel engaged by the **Vendor** and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between NHB and said personnel so engaged by the **Vendor**.

The **Vendor** shall be responsible for making appropriate deductions in respect of income tax and any other statutory deductions under applicable laws in respect of its personnel/employees engaged by the **Vendor** under this Agreement. The **Vendor** agrees to indemnify NHB in respect of any claims that may be made by statutory authorities against NHB in respect of contributions relating to the personnel/employees engaged by the **Vendor** for performing the work under this Agreement. NHB is authorized to make such tax deduction at source as may be necessary as per law/rules in force in respect of payments made to the **Vendor**.

3.16 Non-Compete

The **Vendor** will neither approach nor make any proposal for work for any employee of NHB directly or indirectly during the validity of this Agreement and for one year from the date of termination of this Agreement.

3.17 Change in Ownership or Constitution:

The **Vendor** will inform NHB immediately about any change in its ownership or its constitution. The **Vendor** will ensure that the NHB's interest will be protected with utmost care. If NHB is not satisfied with the change of ownership or constitution of the **Vendor** and/or with the new owner, NHB shall have the right of termination and in that event, the payment, if any, upon termination may be made as provided in clause 2.8.4.

4.0 OBLIGATIONS OF NHB

4.1 Support:

NHB will provide the support as required necessary by it including giving access to the relevant and limited data maintained in its system to the **Vendor** for carrying out the

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assignment under the Contract.

4.2 Consideration & Payment Terms

In consideration of the Services performed by the **Vendor** under this Agreement, NHB shall make to the **Vendor** such payments and in such manner as specified in the RFP and/or the LoA.

The **Vendor** shall submit the bills to NHB of firms printed bill forms indicating the work done by him during the period for which payment is sought. NHB shall make payments to the **Vendor** as per the payment schedule given in the RFP. But if the progress is not satisfactory and according to agreed work program/schedule the payment may be withheld.

4.3 Non-Solicitation:

NHB agrees not to make an offer for employment to any personnel provided/deployed by the **Vendor** under this Agreement, and, not to accept any application for employment from him/her, while he is under the term of this Agreement, and, for up to twelve (12) months from the date of last assignment of the work under this Agreement with NHB.

5.0 FAIRNESS AND GOOD FAITH

5.1 Good Faith

The Parties undertake to act in all fairness and good faith in respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract

6.0 UNDERTAKINGS:

The **Vendor** hereby further undertakes:

- (i) That the **Vendor** has gone through all the required/relevant and extant instructions/circulars of Government of India, Reserve Bank of India and /or any other concerned authority, GFR issued by Ministry of Finance, guidelines of CVC and provisions of the manual/relevant instructions of NHB, as applicable to the scope/area of its work/operation under this Agreement and the advice/services to be rendered by it as the **Vendor** and it complies/will comply with all such requirements.
- (ii) That the **Vendor** has the necessary expertise to work and execute the Project as per the scope of work set out in detail in the RFP and it has the capability to deliver efficient and effective advice/services to NHB. It shall carry out the assignment under this Agreement with due diligence and with the highest standard of professionalism and business ethics.

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- (iii) That being the **Vendor** of NHB for a consideration, it shall be accountable for (a) any improper discharge of the assignment under this Agreement and/or (b) any deviant conduct keeping in view the norms of ethical business and professionalism.
- (iv) That NHB shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/or any advice/service rendered in the views of NHB is found to be grossly faulty/negligent/deficient and/or any deviant conduct by the **Vendor** and as a consequence of it, NHB can, irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/retain the dues payable to the **Vendor** by NHB under this Agreement and appropriate/adjust the same for the losses, if any, suffered by NHB without requiring NHB to prove the actual loss.
- (v) That the **Vendor** shall not do anything that will be of any conflict of interest to the **Vendor** while discharging the obligations under this Agreement and it shall bring to the notice/knowledge of NHB beforehand any possible instance of conflict of interest while rendering any advice or service. Further, the **Vendor** shall not receive any remuneration in connection with the assignment except as provided in this Agreement. The **Vendor** and/or any of its affiliates shall not engage in consulting or other activities that will be in conflict with the obligations under this Agreement.
- (vi) That the **Vendor** has not been hired for any assignment that would be in conflict with its prior or current obligations to NHB or that may place the **Vendor** in a position of being unable to carry out the assignment in the best interest of NHB.
- (vii) That the **Vendor** shall act at all times in the interest of NHB and render advice/service with highest professional integrity and shall cooperate fully with any legitimately provided/constituted investigative body, conducting inquiry into processing or execution of the consultancy contract/any other matter related with discharge of the contractual obligations by the **Vendor**.

7.0 SEVERABILITY:

Each clause of this Agreement is enforceable independently. Should any clause of this Agreement become not enforceable due to any reason, it will not affect the enforceability of the other clauses.

8.0 SETTLEMENT OF DISPUTES

In the event of any dispute or difference arising out of, in relation to, or in connection with this Agreement, or the breach thereof, shall be settled amicably through mutual discussions. If, however, the parties are not able to settle them amicably without undue delay, the same shall be settled by the process of arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996 (as amended from time to time). The venue of such arbitration shall be at New Delhi and the proceedings shall be

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conducted in English. The arbitration tribunal shall consist of Sole i.e. 1(one) Arbitrator to be appointed jointly by the Parties within thirty (30) days from the date of first recommendation for appointment of arbitrator in written form one Party to the other. If the Parties fail to agree on appointment of such Sole Arbitrator, arbitral tribunal consisting of Sole Arbitrator shall be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The award of arbitrator made in pursuance thereof shall be final and binding on the Parties. All costs and expenses of such arbitration shall be borne equally by the Parties at the first instance which however subject to the provisions of the said Act.

Notwithstanding, it is agreed that the **Vendor** shall continue the remaining work for the assignment under this Agreement during the pendency of arbitration proceedings unless otherwise directed in writing by NHB or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

9.0 JURISDICTION AND APPLICABLE LAW

This agreement including all matters connected with this Agreement, shall be governed by the laws of India (both substantive and procedural) for the time being in force and shall be subjected to exclusive jurisdiction of the Courts at New Delhi.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement signed in their respective names on the day and year first above written at Mumbai.

FOR AND ON BEHALF OF NATIONAL HOUSING BANK

By _____
Authorized Representative

FOR AND ON BEHALF OF [Vendor]

By _____
Authorized Representative

WITNESSES:

1.
(Name and address)
2.
(Name and address)

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Annexure X

(To be Submitted along with Technical Bid)

CERTIFICATE

I have read the Clause 5.35 of this RFP regarding restriction on procurement from a bidder of a country which shares a land border with India; I certify that << name of the Bidder >> is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfills all requirements in this regard and is eligible to be considered. [Evidence of valid registration by the Competent Authority shall be attached.]

Authorized Signatories

(Name & Designation, seal of the
company) Date:

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Annexure XI

(To be Submitted along with Technical Bid)

Declaration Regarding Clean Track Record

(To be submitted on Prime Bidder's company letter head)

Date:

Deputy General Manager
National Housing Bank,
Mumbai Regional Office,
3rd Floor, Bombay Life Building,
45 Veer Nariman Road,
Fort, Mumbai 400 001

Dear Sir,

Declaration Regarding Clean Track Record

RFP No : dated

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP No. dated . We hereby declare that our company has not been debarred/ black listed **by any Government, Quasi Government agencies, Statutory, Regulatory Body, PSUs or PSBs and its subsidiaries**. I further certify that I am competent officer in my company to make this declaration that our bid is binding on us.

Thanking you,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

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Annexure XII

[To be submitted along with Technical Bid]

Letter of Competence Format

[To be executed on a non- judicial stamp paper]

Letter of Competence for Quoting against NHB's RFP No. /

This is to certify that we _____ [Insert name of Bidder], Address _____ are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This proposal is being made after fully understanding the objectives of the project and requirements like experience, skills etc.

We certify that the quality and number of resources to be deployed by us for the purpose will be adequate to meet the requirement and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct.

Authorized Signatories

(Name & Designation, seal of the company) Date:

XXXXXX END XXXXXX