



BRIEF PROJECT REQUIREMENT

Bank of Baroda (Uganda) Limited invites Technical & Commercial quotes for following:

Comprehensive AMC of CCTV (Approximately 25 DVRs, 1 NVR and 260 Cameras) systems in all our 20 branches/offices/ATMs for period **of one years** (1 March 2024 to 28 Feb 2025).

TENDER DELIVERY DETAILS

The vendors are requested to address and submit their sealed proposal to:

Executive Director,
Head Office, Bank of Baroda (U) Ltd.,
18 Baroda House,
Kampala Road, Kampala

Important Dates:

#	Particulars	Timeline
1	RFP Issuance Date	21 st February 2024
2	RFP Coordinator Name, Contact details (Bank)	1. Mr. Santosh Kumar Patel 2. Email: IT.UGANDA@bankofbaroda.com 3. Contact No. +256 741036099
3	Last Date of Submission of RFP Response (Closing Date)	5PM of 27 th February 2024

Terms and Conditions:

Comprehensive AMC shall cover:

- Repair / replacement of DVR, Hard Disks, Power Supply & Cameras
- Ensure proper functioning of recording all camera and DVR System and connecting to CBS network for remote access of footage.
- Dust Cleaning and Servicing of DVRs and Camera
- Lens Adjustment of Cameras
- Checking and ensuring of all cameras for motion enabled and ensure minimum of 90 days backup availability.
- Training to staff on navigation, retrieval of data, taking backup and other functionality of CCTV System
- Training to staff on taking upto date backup on external media
- Four Mandatory visits for preventive maintenance during the year (one quarterly visit) to every branch
- Vendor shall attend unlimited number of support Calls



- No transport charges for extra visit to upcountry branches
- The payment shall be made quarterly branch-wise on completion of maintenance services and on submission tax invoice with the report duly counter signed by the concerned branch.
- Vendor should have experience of at least 3 years in CCTV maintenance.

EVALUATION METHODOLOGY

The vendor quoting the lowest commercial shall qualify as the L1/successful vendor/bidder. The vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Payment:

Payment will be done on quarterly basis. Payment will be released at end of quarter after receipt of following:

1. Invoice.
2. Service reports duly counter signed by Branch Officials for the respective quarter.
3. Outage Calls details with duration and reason of outage for uptime calculation.

UPTIME GUARANTEE

Vendor will have to guarantee a minimum uptime of 95% (Device/Incident wise), calculated on a monthly basis. However 90 days backup is must for each site.

Uptime percentage - 100% less Downtime Percentage.

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Unavailable Time - Time involved while any part of the core configuration or system hardware/software component is inoperative or operates inconsistently or erratically.

If Vendor fails to meet the uptime guarantee in any quarter then the Vendor will have to pay 1% of cost of the Monthly AMC charges as damages for every 1% downtime than the agreed 90% to a maximum of 10% damages during the AMC period.

Exclusion: Parts covered under AMC may be billed due to improper operations or reason beyond control of AMC vendor i.e. vandalism other environmental factors.

Bank reserves the right to cancel Annual Maintenance Contract at any time during the contract by giving a proper notice if services are not found satisfactory.

AMC does not cover:

- Any upgrade e.g. addition of Cameras and Hard Disks.
- Relocation and Shifting of DVR, Cameras i.e. there shall be charges payable for relocation / shifting of DVR & Cameras.



Product Description Quantity

Branch/Location wise comprehensive AMC rates:

(Amount in UGX)

Branch/Location	Make	AMC Start Date	Comprehensive AMC per year	VAT 18%	Total
Kampala	Hikvision				
RSB	Hikvision				
Jinja	Hikvision				
Jinja Offsite ATM	Hikvision				
Mbale	Hikvision				
Mbarara	Hikvision				
Iganga	Hikvision				
Kansanga	Hikvision				
Kawempe	Hikvision				
Lira	Hikvision				
Mukono	Hikvision				
Mukono Offsite ATM	Hikvision				
Ovino	Hikvision				
Kabale	Hikvision				
Entebbe	Hikvision				
Industrial Area	Hikvision				
Kololo	Hikvision				
Lugazi	Hikvision				
Arua	Hikvision				
Head Office	Hikvision				
Grand Total in UGX for 1 year (1st March 2024 to 28th Feb 2025) including VAT	Approx 25 DVRs, 1 NVR and 260 Cameras				