

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

मण्डलीय कार्यालय
ZONAL OFFICE
सिविल लाइंस CIVIL LINES
जबलपुर JABALPUR
482001

INDIAN BANK

Zonal Office Jabalpur

P.B. No-9, Residency Road, South Civil Lines
Jabalpur (M.P.) – 482001.

REQUEST FOR PROPOSAL

For non comprehensive Annual Maintenance Contract of Burglar/Fire/
Integrated alarm systems and rate contract installed in Branches under
our Zone for a period of One Year.

RFP Ref No: ZO/SEC/ALARM/22-23/05

Dated:-20.01.2023

Phone No: 0761-4002289/4009745

AMC Tender 2022-23

Email-ID: zjabalpur@indianbank.co.ir



The Indian Bank, Zonal Office Jabalpur invites bid for providing non comprehensive maintenance services of branches for Burglar/Fire/ Integrated alarm systems and rate contract installed in Branches under our Zone for a period of One Year.

The Schedule of Bid is as under:

| | |
|---------------------------------------|---|
| Last Date & Time of Submission of Bid | 05.02.2023, 12:00 Hours IST |
| Date and Time of opening of Bid | 05.02.2023, 15:00 Hours IST |
| Place of opening of Bids | Indian Bank Zonal Office Jabalpur P.B. No-9, Residency Road South Civil Lines, Jabalpur, Madhya Pradesh PIN- 482001. |
| Address for Communication | Mr. Jeeva Lal Pandey- 8087697030 E-mail : zojabalpur@indianbank.co.in |

This RFP is being issued with no financial commitment and Bank reserves the right to change or vary any part thereof at any stage, to withdraw the RFP, at any stage, or to accept or reject any or all the quotations without assigning any reason whatsoever.

1. SCOPE OF WORK:

The AMC project will cover Indian Bank Branches/offices at various locations in Jabalpur City, Narsinghpur, Chhindwara, Damoh, Sagar, Balaghat, Seoni, Mandala, Anuppur, Dindori, Hoshangabad district as per the below distribution.

| District | No. Of Branches And Offices |
|-------------|-----------------------------|
| Jabalpur | 25 |
| Narsinghpur | 7 |
| Chhindwara | 9 |



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| | |
|-------------|---|
| Damoh | 3 |
| Sagar | 7 |
| Balaghat | 4 |
| Seoni | 2 |
| Mandala | 4 |
| Anuppur | 2 |
| Dindori | 1 |
| Hoshangabad | 4 |

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AMC Tender 2022-23

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- 2. Term and Condition:-** *The Firm shall maintain the Burglar/Fire/ Integrated alarm systems and ensure that it works as per the parameters of tender.
1. *All small and minor parts to be repaired / replaced without claiming extra charges (Major parts such as Control Panel, Sensors, Hooters, Battery are excluded).
 2. *The Firm shall inspect the equipment at least once in a quarter as a part of preventive maintenance. This is apart from any breakdown visits that may be required which may emanate in between the two preventive maintenance inspections.
 3. *Above AMC will be for a period of one year w.e.f to Based on market rate of product the rate will be reviewed by the bank and if both parties agree on same then the contract can be extended for further period on another year or more.
 4. *All break downs / faults in systems will be attended immediately within 48 hours and No Extra payment will be made for such break down calls.
 5. *AMC of Burglar/Fire/ Integrated alarm systems which are under warranty period are not covered above AMC but system will be serviced / visited as per scheduled.
 6. *In case of system is required to be taken to the workshop for major repair, a spare serviceable unit will be provided and installed and should be functional until the original unit is replaced.
 7. *The firm should have adequate technician and well equipped service cities of Jabalpur and /or other cities of Madhya Pradesh to attend breakdown call in shortest possible time, the address of the service centre provided by the firm will be verified by the Bank.
 8. *If the services provided by the firm are found to be unsatisfactory or if at any point of time during the contract it is found that the information provided by firm is false, the Bank reserves the right to terminate the contract.
 9. *The parts of Burglar/Fire/ Integrated alarm systems supplied will carry a free replacement warranty of one year.
 10. *Only authorized technician / service engineer/s with valid ID cards issued by the firm will visit the branch/es.
 11. *Any dispute other than laid down terms & conditions will be resolved with mutual consent but the decision of Indian Bank will be last and final.
 12. *A penalty of Rs. 200/- per branch will be levied in case of mandatory quarterly visit not done.
 13. *The Annual Maintenance Charges shall be paid once in every half year subject to satisfactory maintenance for the period of previous two quarters and on production of service reports duly sealed & signed by branch official of each quarter by 15th of the succeeding month. Wherever, the half year visit has not been made, the Branch will deduct half amount of the AMC rate.

3. BIDDING PROCESS:

The bidders are required to submit the Bids in **two separate sealed envelopes**. The First envelope superscribed as **"Technical Bid"**, will contain the documents in support of eligibility criteria and other required documents except Price Schedule. Second envelope superscribed as **"Commercial Bid"**, will only contain the Quoted Prices, strictly as per the format of Price schedule (Annexure-I). Technical Bid containing any quoted price information will be outright rejected.

4. PERFORMANCE SECURITY:

The Bidder shall have to furnish a security in the form of a Bank Guarantee,



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issued by a Scheduled Commercial bank located in India, valid for a period of 1 year +30 days from the Date of Notification of Award of the value equivalent to 10% of the AMC Value.

The security is required to protect the Purchaser against risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to non-compliance of the purchase order or any term of this RFP.

5. PERIOD OF VALIDITY OF BIDS:

The Bids Offer should remain valid for a period of 5 days from the date of commencement of RFP.

6. PAYMENT TERMS:

Payment will be released on half yearly *basis* (deferred mode) by branches on submission of Invoice, Call reports, PM reports and Satisfaction Letter.

7. PRICES:

9.1 The prices once offered must remain firm and must not be subject to escalation during entire contract period due to fluctuation in foreign currency or change in the duty/tax structure or for any other reason. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Purchaser specifically asking for it.

8. TAXES AND DUTIES:

- 1) The Vendor will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, road permits etc. in connection with delivery of goods at site including incidental services and commissioning.
- 2) Sales Tax/VAT and other taxes which will be applicable on the **finished goods**, should be **clearly mentioned separately** which will be paid by the Bank on actual basis on production of proof.

9. AGREEMENT CANCELLATIONS:

The Purchaser reserves the right to cancel the agreement in the event of one or more of the following circumstances -



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- ❖ Abnormal Delay in services.
- ❖ Breach by the Vendor of any of the terms & conditions of the tender.
- ❖ If the vendor goes into liquidation voluntarily or otherwise.
- ❖ Any change in corporate policy regarding AMC of hardware, we may cancel the contract with proper notice.

IMPORTANT NOTE:

All Declarations and Annexure I, II, III, and V are to be submitted on the Letter Head of the Bidder, duly stamped and signed by the Authorized Signatory of the Firm/Company. Non-Compliance of any of the terms of this RFP shall result in rejection of the Bid.



(Annexure-I)

To, Price Schedule for AMC of Burglar/Fire/
Integrated alarm systems and rate contract
Indian Bank
Zonal Office Jabalpur
P.B. No-9, Residency Road
South Civil Lines,
Jabalpur M.P. – 482001.

We hereby quote the AMC Prices of the hardware items as below

| Sl. No. | Item Description | Quantity (Approx) | Item Wise Amc Price(Rs.) (Inclusive of taxes) | Total Cost (Rs.) (Inclusive of taxes) |
|---|------------------|-------------------|---|---------------------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| TOTAL BID PRICE (Inclusive of taxes) | | | | |

Total Bid Price (in words): Rupees: **(Inclusive of Taxes)**

Note:

- ✓ The item price is inclusive of all misc. charges like transportation, labor, or any other expenses. We have gone through all the terms and conditions in the tender document and agree with the same. We understand that in event of non-compliance of the terms and conditions of the tender, our tender can be cancelled at any time of the tender process.
- ✓ The bidder has to quote for each line item.
- ✓ Each quoted Price and Total Bid Price is excluding all taxes. Taxes as applicable will be paid extra.
- ✓ The RFP and Total Cost should be given in full INR (i.e. without decimal places).
- ✓ In case of discrepancy between RFP price and Total price, the RFP price shall prevail.
- ✓ We understand that the Bank is not bound to accept the tender either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Place: _____ Seal & Signature of Authorized signatory of the Bidder: _____



Date: _____

Annexure-II

Details of Service / Support center

Detail of service/support centre directly owned by the company/firm in and around Jabalpur City.

| Sr No. | AREA | Complete Postal Address of Service/Support center | Name and Contact details of Centre Head |
|--------|------|---|---|
| | | | |
| | | | |
| | | | |

Note: In case any discrepancy found in the above mentioned information is liable to rejection of offer.

Date: -

Name:-

Seal of the Company: -

Signature:-



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Annexure-III**Detail of technical staff/Engineers to be deputed for this Project**

| Sr No. | Engineer's Name/ Team or Project Lead | Deputed as Team or Project Lead /Field Engineers. | Qualification & Technical Skills | No. of Year of Experience with Firm | Mobile No. | District Allotted |
|--------|---------------------------------------|---|----------------------------------|-------------------------------------|------------|-------------------|
| 1 | | Team or Project Lead | | | | Jabalpur |
| 2 | | Field Engineer | | | | Jabalpur |
| 3 | | Field Engineer | | | | Chhindwara |
| 4 | | Field Engineer | | | | Balaghat |
| 5 | | Field Engineer | | | | Sagar |
| 6 | | Field Engineer | | | | Narsinghpur |

Note: In case any discrepancy found in the above mentioned information is liable to rejection of offer.

Date: -**Name:-****Seal of the Company: -****Signature:-****Phone No:** 0761-4002289/4009745**AMC Tender 2022-23****Email-ID:** zojabalpur@indianbank.co.ir

Annexure-IV

To be submitted on the letter Head of Other Commercial Bank/Financial Institution

To whomsoever it may concern

This is to certify that M/s Bidder's Name has been awarded AMC contract from our Institution for the period_____for maintenance of Burglar/Fire/ Integrated alarm systems items at a total Cost of Rs._____/-.

The Service support of M/s Bidder's Name has been satisfactory.

Date:-

Name:-

Seal

Signature:-



Annexure-V

Declaration against Blacklisting

This is to certify that we, M/s Bidder's Name, have not been debarred/contract terminated/Blacklisted from by any Public Sector Bank/PSU/Government Dept in the past 3 Years.

Date:-

Name:-

Seal of the Company:-

Signature:-



The following format is to be submitted duly filled by your firm while tendering quotation. You need to submit your professional experience certificate and firm profile details of the firm.

Burglar Alarm spares price list

| Sl. No | Item Description | Name of the Vendor and address | Rate Quoted |
|--------|---|--------------------------------|-------------|
| 1. | Annual Maintenance Contract charges Fire Alarm System Burglar Alarm System Integrated Alarm System | | |
| 2. | Control Panel Alarm system with auto dialer | | |
| 3. | Speaker | | |
| 4. | PIR Sensor | | |
| 5. | Panic switch/ Hand switch | | |
| 6. | Chargeable battery 12 V 7 AH | | |
| 7. | PVC Pipe | | |
| 8. | Two core wire | | |
| 9. | GSM Auto dialer | | |
| 10. | Package cost of installation 01 Control panel with auto dialer + 02 speaker+02 PIR Sensor+06 Hand switch+01 battery+ 01 Magnetic sensor+ Installation of 100 mtr wire | | |

Integrated Alarms spares price list

| Sl. No | Item Description | Name of the Vendor and address | Rate Quoted |
|--------|---|--------------------------------|-------------|
| 01. | Integrated Alarm system control with Auto dialer, 02 speaker, 01 PIR sensor, 03 hand switch, 01 battery, 01 Magnetic sensor, 02 smoke sensor, 01 Heat sensor, 1mcp including wire with PVC pipe 100 mtr with installation | | |
| | Integrated Alarm System Control panel with GSM Auto dialer | | |



Fire Alarm Spare Parts list

| Sl. No | Item Description | Name of the Vendor and address | Rate Quoted |
|--------|---|--------------------------------|-------------|
| 1. | Control Panel Fire Alarms system with PSTN auto dialer | | |
| 2. | Hooter | | |
| 3. | RMF Battery | | |
| 4. | Smoke Sensor | | |
| 5. | Heat Sensor | | |
| 6. | Manual Call Point | | |
| 7. | Two core 1.5 mm copper armoured wire | | |
| 8. | GSM auto dialer | | |
| 9. | Installation Charges | | |
| 10. | Package cost of installation 01 control panel with PSTN auto dialer, 02 hooter, 02 manual call point, 04 smoke sensor, 02 RMF battery, 01 heat sensor, installation of 50 mtr armoured wire | | |

