

## INVITATION OF TENDER

### **EMPANELMENT OF VENDORS FOR ANNUAL MAINTENANCE AND RATE CONTRACT FOR CCTV, FIRE ALARM & BURGLAR ALARM SYSTEM IN BRANCHES / ATMs & OFFICES OF INDIAN BANK UNDER ZONAL OFFICE DIBRUGARH**

Tender Documents Availability: **06 November 2023**

Last date of Submission of Tender: **20 November 2023 till 12:00 Noon.**

Date of Technical Bid Opening: **20 November 2023 at 04:00 PM.**

Date of Financial Bid Opening: Will be intimated to the eligible **Vendors** by email/Phone

Cost of Tender Documents: NIL

Earnest Money Deposit: NIL

### **Schedule of Events**

Date of commencement of Tender Process	Date - 06 Nov, 2023. Time - 10:00 AM
Date and time for Pre Bid Query	Date - From 06 Nov, 2023 to 13 Nov, 2023 Time - From 3:00 Pm to 4:00 Pm At Indian Bank, Zonal Office, Dibrugarh.
Last date and Time for submission of Tender including Technical and Financial Bids ("Tender Due Date").	Date - 20 Nov, 2023. Time - 12:00 Noon
Date and Time for opening of the Technical Bid.	Date - 20 Nov, 2023. Time - 04:00 PM Venue: Indian Bank, Zonal Office, Dibrugarh, Assam - 786001.
Date and Time for opening of Financial Bids.:	<b>Date and time</b> will be intimated to qualified vendor by e-mail/telephone after evaluation of Technical Bids. <b>Venue:</b> Indian Bank, Zonal Office, Chiring Chapari, T.R Phukan Road, Dibrugarh Assam 786001.
Address for Communication & Submission of Bids	Indian Bank, Zonal Office, Chiring Chapari, T.R Phukan Road, Dibrugarh. Assam 786001.
Contact Official	Zonal Security Officer, (+91) 8257904977
Cost of Document & Earnest Money Deposit	NIL

### **Important Terms**

Terms	Definitions
Bank	Indian Bank
ZO	Indian Bank, Zonal Office, Chiring Chapari, T.R Phukan Road, Assam
Branch	Indian Bank Branch (including ATM site, if available) under Zonal Office Dibrugarh
Vendor/Bidder	Participating Company/Firm/Manufacture/Authorized dealer
OEM	Original Equipment Manufacturer
NA	Not Applicable
Bidder	A firm



## **NOTICE INVITING TENDER**

### **EMPANELMENT OF VENDORS FOR ANNUAL MAINTENANCE AND RATE CONTRACT FOR CCTV, FIRE ALARM & BURGLAR ALARM SYSTEM IN BRANCHES / ATMs & OFFICES OF INDIAN BANK UNDER ZONAL OFFICE DIBRUGARH**

1. Indian Bank, Zonal Office Dibrugarh invites sealed tenders from reputed Companies / Firms for empanelment of vendors for annual maintenance and rate contract for CCTV, Fire Alarm & Burglar Alarm Systems in branches of Indian Bank under Zonal Office Dibrugarh, Assam.

2. Indian Bank Zonal Office Dibrugarh has a network of 67 Branches, 02 Currency Chests & 02 Office spread across 08 districts of Assam (Dibrugarh, Tinsukia, Sibsagar, Jorhat, Golaghat, Dhemaji, Lakhimpur, Biswanath Chariali), Arunachal Pradesh and Nagaland States. The branches / ATMs & Offices function directly under the Zonal Office Dibrugarh.

3. The tender forms can be downloaded from our website [www.indianbank.in](http://www.indianbank.in).

4. Tenders are to be submitted in Two Bid system consisting of Technical bid and Financial bid in two separate sealed covers marked "**Technical Bid**" and "**Financial Bid**" and these two sealed covers will be put in another sealed cover superscribing "**Offer for Annual Maintenance and Rate Contract for CCTV System, Fire Alarm & Burglar Alarm**) in Branches/ ATMs & Offices of Indian Bank under Zonal Office Dibrugarh".

Incomplete tenders / late tenders / tenders not in the form specified in **Annexure-I, Annexure-II & Annexure-III** are liable to be rejected.

Address for submission of tenders:

**Indian Bank  
Zonal Office - Dibrugarh  
T.R Phuka Road, Chiring Chapari,  
Dibrugarh, Assam -786 001.**

5. Indian Bank reserves the right to accept or reject in part or full of any or all the offers without assigning any reasons thereof. Tenders from agents / brokers will not be accepted.

  
Zonal Manager

  
  




## GENERAL INSTRUCTIONS FOR BIDDERS:

1. Indian Bank Zonal Office Dibrugarh, invites sealed quotations under two bid systems i.e. Technical Bid and Financial Bid, for empanelment of vendors for annual maintenance and rate contract for CCTV, Fire Alarm & Burglar Alarm Systems in Branches / ATMs & Offices of Indian Bank under Zonal Office Dibrugarh as per the format enclosed in Annexure I to V of this document.
2. These will be put in separate sealed covers super scribed respectively as "Technical Bid" and "Financial Bid". Both sealed envelopes should be put in another sealed cover superscribed as **"Offer for Annual Maintenance and rate contract for CCTV, Fire Alarm & Burglar Alarm Systems in Branches/ATMs & Offices of Indian Bank under Zonal Office Dibrugarh"**. Any Financial bid found open for any reason shall make the bidder ineligible for participation.
3. Indian Bank Zonal Office Dibrugarh has a network of 67 Branches, 02 Currency Chest & 02 Office spread across 08 districts of Assam (Dibrugarh, Tinsukia, Sibsagar, Jorhat, Golaghat, Dhemaji, Lakhimpur, Biswanath Chariali), Arunachal Pradesh and Nagaland States. The branches / ATMs & offices function directly under the Zonal Office Dibrugarh.

### Eligibility Criteria

4. A vendor has to fulfill following eligibility criteria:
  - a) The prospective Vendor should be a reputed manufacturer / dealer / sub-dealer of CCTV, Fire Alarm & Burglar Alarm System for the branch/make specified in our Annexure I to III.
  - b) The prospective Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
  - c) The prospective Vendor should have a registered office in Guwahati and/or Dibrugarh and sale service networks in the state of Assam, Arunachal Pradesh & Nagaland (priority will be given to vendors having service network in area of Indian Bank Zonal Office Dibrugarh (Dibrugarh, Tinsukia, Sibsagar, Dhemaji). Furnish certificate issued under shop & establishment registration. The Bank may inspect the facilities of the Manufacturer/Firm/Company/Dealer/ Vendor to verify the genuineness and to ensure the conformity with the details given. (Details to be provided in Format Annexure I)
  - d) The prospective vendor should have minimum 3 years of experience in dealing with CCTV System.
  - e) There is no minimum limit to annual turnover. However, the prospective applicant/vendor should be in profit for last three years. (Relevant copies of Balance Sheets and IT return to be submitted).
  - f) The prospective vendor should be registered under the appropriate authority for GST. Vendor should provide the GST PAN/ TAN Number etc allotted by competent authority.
  - g) The prospective vendor should have registrations with States Tax, GST, ESI
  - h) The prospective vendor should have requisite trade/manufacturing/Factory License from appropriate authority (BIS).
  - i) The manufactures /dealer distributor should have never been blacklisted by any other public sector bank.
  - j) The vendor should have ability to commence service within 15 days from date of placement of order.
  - k) Vendors may be asked to submit copy of certification of equipment i.e. UL/CE/FCC, copy of document of authorization from manufacturer to Indian dealers and from Indian dealer to supplier undertaking that the cards supplied are original.
  - l) Vendor should have adequate technician in the field and well equipped after sale service center at Dibrugarh / other cities of Assam/Arunachal Pradesh & Nagaland to provide seamless services





wherever required. The vendor should attend and repair the complaint /breakdown within 24 hours from reporting over email/telephone.

m) Vendor should support for retrieval of image for dispute resolution, necessary software for retrieval of data from the DVR/NVR Hard disc at no additional cost.

**4. Selection Process:** Offers will be evaluated in the following stages:

(a) **Stage I** Offers will be evaluated against the stipulated minimum eligibility criteria. *Offers not complying with the eligibility will be rejected summarily.*

(b) **Stage II** Short listing of Vendors/Firms/Suppliers will be based on the evaluation of the Technical requirement complied with Tender document and satisfactory feedback from the reference sites and other clients of the vendors.

(c) **Stage III** The price bids of only short listed vendors (who qualify in technical evaluation) will be opened. The Bank can split the order amongst the vendors who have been identified as L1, L2 and/or L3 Bidder. Bank at its sole discretion may also choose to allocate the order up to maximum of 3 bidders provided the qualified bidders are willing to match the L1 Price. For number of vendors to be empanelled, Bank's decision will be final. Empanelment can be for maximum of 3 years. Work order will be served for a period of one year and reviewed after every one year based on the feedback received from branches regarding services provided.

(d) **Technical Bid:**

(i) Technical bid shall be in a separate sealed envelope & it should be superscribed in bold "**Technical Bid**".

(ii) Technical Bid should contain Annexure I (Application), Annexure II (General Information), Annexure III (List of Enclosures), Annexure IV (Certificate of Undertaking) and Annexure V (Technical Specifications).

(iii) The selection/short listing of the applications so received will be done by carrying out evaluation and checking of various parameters/ criteria fixed by the Bank/Committee.

(iv) The Technical bids shall be opened at schedule as mentioned above or any suitable date as decided by the Banks committee for the purpose. If any change in the date will be intimated by email/Mobile of the bidders mentioned on the envelope.

(v) An undertaking to be submitted that firm is capable of undertaking installation, repair and maintenance of CCTV, Fire Alarm & Burglar Alarm System (including maintenance of existing Systems) in rural & far away areas where Bank Branches/ATMs are located. (Annexure IV)

(e) **Financial Bid** (Annexure VI)

(i) Financial bid shall be submitted in a separate sealed envelope. It should be superscribed in bold "**Financial Bid**".

(ii) Financial bids of only technically qualified shortlisted bidders will be opened.

(iii) The financial bids should contain all relevant rates and charges (service charge/installation charge), taxes and the rates should be quoted in Indian Rupees only.

(iv) The Bank may select multiple vendors for entering into rate contract and becoming L1 is not the only criteria.





- (v) Applicants to note that the rates quoted will be remain unchanged for three years.
- (vi) The empanelment is valid for one year with a clause to extent the contract for two times one year each based on annual review keeping all other terms and conditions fulfilled.

(f) Interested bidder may arrange to submit their application duly complete in all respects in a sealed cover superscripted "**Offer for Annual Maintenance and Rate Contract for CCTV System (NVR/DVR based), Fire Alarm & Burglar Alarm in Branches/ Offices of Indian Bank under Zonal Office Dibrugarh**" and this envelope should contain two separate envelopes superscripted as:-

Envelope 1: Technical Bid

Envelope 2: Financial Bid (CCTV, Fire Alarm & Burglar Alarm Systems)

The application must reach at Indian Bank Zonal Office Dibrugarh address on or before 20 November 2023 till 12:00 Noon.

## 5 **SCOPE OF WORK**

### **A. For Supply, Installation & Commissioning of Security Gadgets Viz., CCTV, Fire Alarm & Burglar Alarm System:**

- (i) Vendor being the supplier of own design/authorised dealer of OEM, shall supply suitably designed, manufactured and tested CCTV, Fire Alarm & Burglar Alarm systems. The design standards, materials or components used, manufacturing process shall all conform to the respective UL/BIS Code and any other standards mentioned elsewhere in this tender as applicable. The vendor shall be solely responsible for the entire design/ specification, safety aspects of the entire Security Gadgets system and related works as detailed in the tender notwithstanding the specifications furnished hereunder.
- (ii) Each Branch/ATMs/Office shall have 4/8/16 cameras (Different types Bullet/Dome/IP etc) as per requirement. The exact requirement shall be intimated to the qualified bidder after submitting drawing of camera positions for our approval. The Bank shall arrange for input power supply with necessary input supply.
- (iii) Integration of CCTV System with Bank's own Network System.

### **B. AMC for Maintenance of Supplied CCTV, Fire Alarm & Burglar Alarm System:**

- (i) Time is the Essence of Contract: The vender requested to note that the CCTV system is to be provided to the Branches/ATMs & Offices if for any reasons the work of supply & commissioning is delayed the Bank's reputation and commitments will be affected and penalty stipulated as per liquidated damages will be levied with-out any requirement on the part of the Bank to establish the actual loss in monetary terms. This aspect shall be the terms of this tender and will be binding on the tenderer.
- (ii) The vender shall maintain the **CCTV, Fire Alarm & Burglar Alarm System** and ensure that it works as per the tendered parameters.
- (iii) All the repairs and replacements of spares shall be carried out which are necessitated due to unserviceable condition of components of CCTV, Fire Alarm & Burglar Alarm System as per tender stipulations upon written communication from the Bank. All the newly replaced components shall be invariably covered for the warranty period of one year and any malfunctioning of the component shall be





replaced free of cost. However the repairs and replacements necessitated by loss or damage due to misuse or accident, fire or natural calamities shall not be covered under the scope of AMC.

- (iv) The vender 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.
- (v) The maximum breakdown time shall be 24 hours from the time of receiving the complaint over phone or by email. If the vender is not in a position to set right the defect or repair and put back the **CCTV, Fire Alarm & Burglar Alarm System** to working condition within 24 hours, a standby unit to suit the tender parameters should be provided immediately.
- (vi) During the Preventive Maintenance the vender shall inspect/ check the equipment and record the following in service report/log book, which shall be verified and confirmed by the bank's representative.
  - a. CCTV, Fire Alarm & Burglar Alarm System: Any malfunctioning of the components.
  - b. Any other remarks regarding the CCTV, Fire Alarm & Burglar Alarm System.
  - c. Any steps to be taken by bank for working of CCTV, Fire Alarm & Burglar Alarm System.
  - d. **CCTV, Fire Alarm & Burglar Alarm System** must be cleaned properly for removal of Dust.
  - e. Cleaning of CCTV, Fire Alarm & Burglar Alarm System & Focusing of Camera Lenses must be carried out during visit.

(vii) **CCTV Camera & Housing:**

- (a) Camera / lens focus and auto iris adjusted properly.
- (b) Camera field of view is adjusted to customer's requirements.
- (c) Camera / housing viewing window are clean, inside and outside; Camera is dust free.
- (e) Interior's camera enclosure is clean and dry.

(viii) **CCTV, Fire Alarm & Burglar Alarm Systems' Wires & Cables:**

- (a) Check wiring and cable harnesses for wear and tear.
- (b) Check to make sure cable is dressed properly.
- (c) Check connectors and cable entry points for loose wiring.
- (d) CCTVs Coaxial cable is transmitting an adequate video signal to control room. Signal should be free of distortion, tearing, hum-bars, Electro Magnetic Interference and rolling, etc.
- (e) Make sure all coaxial connectors are insulated from conduit and pull boxes.

(ix) **CCTVs Control Equipment:**

- (a) Monitors are free from picture burn-in and distortion.
- (b) Monitors have proper contrast and brightness.
- (c) DVR/NVR's are functioning properly and provided distortion free recording.
- (d) All control equipment is operational and kept in Rack under Lock & Key.
- (e) Clean monitor screens, control panels, and keyboards with a diluted cleaning solution.
- (f) Check all coaxial connectors on the back panels for loose connections.
- (g) Check all power connections to insure AC plugs are not loose or power cables frayed.

(x) **Performance and Product Certification:**





- (a) The products of the bidder must have certification of quality given by the Bureau of Indian Standard (BIS) and acceptable to the Bank. The product should be based on latest technology for the specific requirement.
- (b) OEM Certificate: The bidder should have OEM certificate along with confirmation that they would supply the spare parts for the quoted components for a period of 03 years from the date of installation.
- (c) Documents of Manufacturing License/Product certification copies/IS certificate of products to be submitted.
- (d) Preferred Brands/Makes given in **Annexure A (Sl no 1 to 4)**.
- (e) The Bidder should not have been blacklisted by any PSU/PSB/Government organization in past 03 years. Bidders Bank Account should not be classified as NPA by any Bank. A self declaration in this regards to be submitted by bidder along with Bid Documents.
7. **Payment Terms:** No advance Payments shall be made against purchase order. Payment shall be made after delivery & installation of CCTV systems as per site basis. The payment shall be made against delivery challans and invoices and commissioning reports duly signed by Branch Manager. The Annual Maintenance Charges will be paid quarterly subject to satisfactory maintenance for the last quarter. Vendors failing to render requisite maintenance service visits shall be paid only on the prorata basis for the number of mandatory service visits. **AMC charges shall be paid at zonal office only..**
8. **Terms are Conditions of contract:**  
Indian Bank's Right to accept/reject any or all application:
- (i) Indian Bank reserves the right to accept/reject any or all applications and to annul the rate repair contract process at any time prior /after the Tender Process without assigning any reason thereof. The decision of the Bank, in this regard shall be final and binding on all concerned.
- (ii) Indian Bank reserves the right to split and distribute the service area work among the participating bidders partly or fully amongst the bidders agreeing to work upon the lowest quoted rates. Indian Bank reserves the Rights to issue clarifications, Addendum and corrigendum etc.
- (iii) Discrepancies or omission, if found by any bidder, in the terms and conditions of the Tender document or if any clarification is sought by the bidder, a written request to the application inviting authority for correction/clarification or interpretation can be submitted up to 12:00 PM, 20 Nov' 2023 at [zodibrugarh@indianbank.co.in](mailto:zodibrugarh@indianbank.co.in). Indian Bank can issue clarifications, addendums or corrigendum etc. at any time. The same shall be published in the Bank's Website. The bidders are advised to regularly visit the Bank's website.
9. **Conditions for Application Rejection /Cancellation:**
- (i) Any effort by bidder/applicant to influence Indian Bank's decisions on evaluation and registration process may result in rejection of application or cancellation of registration.
- (ii) Conditional applications will not be considered and will be rejected summarily.
- (iii) Submission of false/fake documents or if the information provided by the bidder is found to be incorrect/ misleading at any stage/ time during the rate contract process or thereafter may lead to rejection of application.





- (iv) Applications received by Indian Bank after the last date and time prescribed in the Tender Notice/ Application without signature of authorized person/Incomplete applications shall be rejected.
- (v) Malpractice/attempt to influence /Manipulation of rates by itself or by cartelization shall be viewed seriously and the bidder(s) will be summarily rejected.
- (vi) If the bidders are found not complying with any of the eligibility criteria/ if the performance / services of the bidder found to be sub-standard/ if the Bills raised by bidders are found false/ amplified/ manipulated results into cancellation of work.
- (vii) Any other grounds as decided by Indian Bank Management.

**10. Monitoring of Performance and other conditions:**

The bidder's performance on the job will be constantly monitored for quality, adherence to the safety norms, labour /statutory regulations, conduct /discipline etc. while executing jobs. After deviations from stated conditions can led to appropriate deterrent action as deemed fit by Indian Bank.

- (i) Indian Bank reserves the exclusive rights and absolute discretion to call for tenders for any job or

Otherwise as deemed fit from open market, even during the validity of the rate contract period.

- (ii) Successful rate contract by Indian Bank is no guarantee of any future award of contract or inclusion of a particular tender list.

**11.Earnest Money Deposit:** As a goodwill gesture towards prospective applicants, the Indian Bank, Zonal Office Dibrugarh has waived off the Earnest Money Deposit for this rate contract tendering process.

**12. Governing Law and Disputes:**

The provisions of this tender shall always be subject to Government Notifications, any rules/ guidelines that may be in force from time to time. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably, If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of "Arbitration and Conciliation Act-1996" or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. However there is a provision of appeal if either party is not satisfied with the arbitration award. During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Any appeal will be subject to exclusive jurisdiction of courts at Dibrugarh.

**13.Liquidate Damages:** Any delay in completion of work over the stipulated period will attract penalty of 0.5% of the contract value (site basis) per week subject to maximum of 10% of the contract value, The Bank reserve its rights to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the Vendor.

**14. Validity period:** The successful bidder/firms/Vendors will remain in the list of the Bank for three(03) years from the date of contract or till the completion of next contract period at the Bank's own discretion (whichever is earlier).

- (i) The rate contract will be valid for three (03) years. On successful completion of one year, renewal for second year subject to the satisfactory performance and review by security department.





Revision of rates during the contract period will not be entertained by Bank apart from revision of government taxes and minimum wages act (central) subject to submission of proof.

(ii) Contract will be valid only, if all the eligibility criteria mentioned the Tender Notice are fulfilled during the entire contract period.

(iii) If the service provided by the bidder is found to be poor and unsatisfactory or if at any point of time during the tender process it is found that the information provided by the bidder is false, the bank reserves the right to cancel the contract. Bank decision in this regard will be final.

#### **15. Availability of Spares:**

Vendor should ensure that the spares for the product offered are available for at least 3 years from the day of installation of equipment. No obsolete equipment should be supplied to the bank.

#### **16. Patent Rights:**

The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the GaAs, or any part thereof in India. The supplier shall, at their own expense, defend and indemnify the bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim. The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the supplier, including all inventions, designs and marks embodied therein in perpetuity.

#### **17. Termination for Insolvency**

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent.

#### **18. Liability**

Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard equipments used by Vendor. The Vendor shall be liable for any indirect,





consequential, or special damages due to malfunction of the security equipments under the agreement/purchase order.

#### **19. Warranty**

The offer must include on-site warranty from the date of installation and commissioning of the equipments however there should not be any additional cost for the warranty period. "No AMC" charge will be admissible in warranty period however quarterly service visit is mandatory during warranty period.

#### **20. Force Majeure**

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the "Force Majeure" event.

#### **21. Nuisance**

The Vendor shall not at any time do cause or permit anyone to or cause any nuisance on the site or do anything which shall cause unnecessary disturbance of inconvenience to the Bank, Owners, Tenants or occupier of other properties near the site and to the customers/public generally.

#### **22. No commitment to accept lowest or any tender:**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology optimum for the Bank's usage.

#### **23. Deliverables and Timelines:**

The Vendor should ensure that the defects reported in the Security Gadgets/System or its components, software etc supplied to the Bank on any working day are set right within one day. The defect will be reported by the office /branch directly to the vendor, may be in the form of oral, telephone, notice, email etc or any other means of communication. The vendor shall generate a complain no. for tracking the complaint status. In case the system or any equipment cannot be repaired within the stipulated period, the vendor should provide a replacement till the system/equipment is returned duly repaired.

#### **24. Technical Specification:** As per Annexure V.





**Annexure I**

**Application for participation in Tender for Annual Maintenance and Rate Contract for CCTV System, Fire Alarm System & Burglar Alarm System in Branches /ATMs/ Offices of Indian Bank under Zonal Office Dibrugarh**

To,

The Assistant General Manager  
Indian Bank Zonal Office Dibrugarh  
T.R Phukan Road, Chiring Chapori  
Dibrugarh, Assam - 786001

Dear Sir,

**Subject:** Application for participation in Tender for Annual Maintenance and Rate Contract for CCTV, Fire Alarm & Burglar Alarm System in Branches / ATM / Offices of Indian Bank under Zonal Office Dibrugarh.

1. This has reference to the captioned subject, I/We have carefully read and understood the criteria mentioned in the Tender Notice released on the website of the Bank.
2. Accordingly, I/we now submit the application form duly completed in all respect & signed, together with certified copies of the requisite documents for participation in Tender for Annual Maintenance and Rate Contract for CCTV, Fire Alarm & Burglar Alarm Systems in Branches/ATM/ Offices of Indian Bank under Zonal Office Dibrugarh.
3. I/We confirm that all information given herein is true to best of my/our knowledge. I/We also understand and confirm that if any of the information given is found to be incorrect either fully or partially or any false/fake documents is submitted at any stage, you may reject the application summarily and also take any legal action as per law.
4. I/We agree that I/We have no objection if enquiries are made about the work listed by me /us herein above and or in the accompanying sheets.
5. It is also confirm that. I/We hereby agree with all the Terms and Conditions laid down in the application/Tender documents.

Yours faithfully

Place:

Date:

Encl Documents:-

Signature of Authorized Signatory  
Name & Designation of Authorized  
(Signatory with Seal of the Company)





**Annexure II****GENERAL INFORMATION  
TECHNICAL BID (Company Profile)**

Sl. No	PARTICULARS OF THE COMPANY	DETAILS
1	Name of the Company	
2	Full Address	
3	Telephone & Mobile No.	
4	Fax No.	
5	E-Mail Address	
6	Constitution of the firm (whether Proprietary / Partnership / Pvt Ltd. / Public Ltd.	
7	Name of the Proprietor / Partner / Managing Director	
8	Year of Establishment	
9	Registration with the Registrar of Co.	
10	Name(s) of Contact Person (s) with address	
11	Registration with Tax Authority. a. PAN No. b. GST No. Attach latest IT Return filed copy & GST Return filed copy.(Last one Year)	
12	Balance sheet copies for last three years	
13	Address of the Office/Service Center in Assam/Dibrugarh (Mention date of opening of office)	
14	Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the Conduct of the Firm services).	
15	Whether an empanelled vendor for RBI / SBI/ Nationalized Banks	
16	Do you have any presently running contract with Indian Bank/PSB, If yes enclose performance report/work order of running contract.	
<b>DETAILS OF REGISTRATION WITH OTHER BANKS</b>		
1	Name of the Bank	
2	Total Number of Systems supplied	
3	Since when empanelled	

Place:

Date:

Signature of Authorized Signatory  
(Name & Designation with Seal of the Company)

**Annexure III**

**List of Enclosures**  
(To be attached with Technical Bids)

SL. NO	DESCRIPTION	ENCLOSED (Yes / No)
1	Certificate of registration of Company/Dealership	
2	Certificate of registration with Income Tax & GST etc	
3	Details of Company registered office at Assam/Dibrugarh with names of employees address contact details email etc.	
4	IT Return & GST return	
5	Empanelled with Govt. organization/PSU/Banks etc.	
6	Presently running contract work order with Govt. organization/PSU/ Bank	
7	Experience of having Security Equipment maintenance contract with Indian Bank branches during Last three years	
8	STQC/ERTLETDC/ISC/BIS/DEALER certificate	
9	Customer reference (other than Indian Bank) if any	
10	Documentation product brochure, leaflets manuals warranty conditions etc	
11	Documents in support of any other information	

Place:

Date:

Signature of Authorized Signatory  
(Name & Designation with Seal of the Company)





**Annexure IV**

**CERTIFICATE OF UNDERTAKING TO DO WORK IN RURAL/FAR AWAY BRANCHES, ATMs & OFFICES**

We certify that we are ready to provide Annual Maintenance, Repair, Supply & installation services for CCTV, Fire Alarm & Burglar Alarm systems installed (existing as well as new installation) in the urban as well as rural and far away branches offices of Indian Bank under Zonal Office Dibrugarh as per terms and conditions mentioned in the Tender documents.

Indian Bank Zonal Office Dibrugarh is free to take actions against the firm in case of any deficiency in our services. The actions will be binding upon us.

Place:

Signature of Authorised Signatory

Date:

(Name & designation with seal of the company)



**Annexure-V:****TECHNICAL SPECIFICATIONS FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CCTV, FIRE ALARM & BURGLAR ALARM SYSTEMS****SPECIFICATIONS AND BRAND OF CCTV SYSTEM:****(1) NVR System with Accessories:**

SL. NO	PARTICULARS	Make	Compliance ( Yes / No)
1	16 Ch NVR with two SATA support	DAHUA	
2	8 Ch NVR with two SATA support	DAHUA	
3	Monitor 19" / 32" HD LED	(a)ACER (b) COMPAQ(c) HP	
4	2 MP IP IR BULLET CAMERA	DAHUA	
5	2 MP IP IR DOME CAMERA	DAHUA	
6	StandAlone IP IR Dome Camera2MP with SD Card Spt.	DAHUA	
7	2 MP IP IR DOME vandal proof camera	DAHUA	
8	2 MP IP IR BULLET vandal proof camera	DAHUA	
9	08 PORT POE SWITCH	DAHUA	
10	16 PORT POE SWITCH	DAHUA	
11	4 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
12	6 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/ Seagate	
13	8 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
14	10 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
15	128 GB Micro SD Card, Class 10	Hp/SanDisk Ultra/Samsung	
16	256 GB Micro SD Card, Class 10	Hp /SanDisk Ultra/Samsung	
17	CAT6 Cable	D-Link	
18	PVC Pipe	ISI Approved	
19	Wireless Mouse		
20	4 u Rack		
21	Power Strip Extension Board 1.5 M		
22	U-clip (100 Pcs)		
23	Monitor Wall Mount for 19"		
24	Monitor Wall Mount for 32"		
25	PVC BOARD 4 x 4		

**(2) DVR System with Accessories:**

SL. NO	PARTICULARS	Make	Compliance ( Yes / No)
1	4 Channel DVR (1080P) 1 SATA	DAHUA	
2	8 Channel DVR (1080P) 2 SATA	DAHUA	
3	16 Channel DVR (1080P) 2 SATA	DAHUA	
4	2 MP (1080p) IR DOOM Camera	DAHUA	
5	2 MP (1080p) IR Bullet Camera	DAHUA	
6	2 TB Surveillance HARD DISK (2 Yrs Warranty)	WD/ Seagate	
7	4 TB Surveillance HARD DISK (2 Yrs Warranty)	WD/ Seagate	
8	6 TB Surveillance HARD DISK (2 Yrs Warranty)	WD/ Seagate	
9	8 TB Surveillance HARD DISK (2 Yrs Warranty)	WD/ Seagate	
10	SMPS Power Supply(4 Ch)	D-Link	
11	SMPS Power Supply(8 Ch)	D-Link	
12	SMPS Power Supply(16 Ch)	D-Link	
13	DVR ADAPTER	adnet	
14	CMOS Lithium-ion Cell Battery	Maxell	
15	BNC CONNECTOR	Honeywell	
16	DC CONNECTOR	Honeywell	
17	3+1 Cable	D-Link	





**(3) SPECIFICATIONS AND BRAND OF BURGLAR ALARM SYSTEM:**

SL. NO	PARTICULARS	Make	Compliance ( Yes / No)
1	4 Zone Alarm Panel	SECURICO	
2	GSM Auto -Dialer (Minimum 5 Numbers Connectivity)	Active GD	
3	PIR MOTION SENSOR	SECURICO	
4	Magnet Contact	SECURICO	
5	Panic Switch	SECURICO	
6	12v sounder	SECURICO	
7	12 v 7ah battery	EXIDE/AMARON	
8	2 CORE COPPER WIRE per Mtrs	ISI Approved	
9	PVC Pipe per Mtrs	ISI Approved	

**(4) SPECIFICATIONS AND BRAND OF FIRE ALARM SYSTEM:**

SL. NO	PARTICULARS	Make	Compliance ( Yes / No)
1	4 Zone Fire Panel	AGNI	
2	Smoke Detector	AGNI	
3	Heat Detector	AGNI	
4	Fire Sounder	AGNI	
5	Manual Call point	AGNI	
6	Response Indicator	AGNI	
7	12 v 7ah battery	EXIDE/AMARON	
8	2 Core Copper Wire (per Metres)	ISI Approved	
9	PVC Pipe (per Metres)	ISI Approved	

**(5) COMBINE ALARM PANEL BAS, FAS AND GSM DIALER WITH APP**

SL. NO	PARTICULARS	Make	Compliance ( Yes / No)
1	Galaxy 12 Zone 4016 GSM Control Panel	SECURICO	
2	Seismic Detector	SECURICO	
3	Metal Shutter Contact	SECURICO	
4	Acoustic Glass Break Detector	SECURICO	
5	PIR Motion Sensor	SECURICO	
6	Magnet Contact	SECURICO	
7	Panic Switch	SECURICO	
8	12 v Sounder	SECURICO	
9	12 v 7ah battery	EXIDE/AMARON	
10	Smoke Detector	AGNI	
11	Heat Detector	AGNI	
12	Fire Sounder	AGNI	
13	Manual Call point	AGNI	
14	Response Indicator	AGNI	
15	12 v 7ah battery	EXIDE/AMARON	
16	2 CORE COPPER WIRE per Mtrs	ISI Approved	
17	PVC Pipe per Mtrs	ISI Approved	

Place:

Date:

Signature of Authorised Signatory  
(Name & designation with seal of the company)



**Annexure-VI****PRICE BID FOR MAINTENANCE, SUPPLY & INSTALLATION OF CCTV, FIRE ALARM & BURGLAR ALARM SYSTEMS & ITS COMPONENTS****(1) NVR System with Accessories:**

SL. NO	PARTICULARS	Make	Quoted Price (Without GST)
1	16 Ch NVR with two SATA support	DAHUA	
2	8 Ch NVR with two SATA support	DAHUA	
3	Monitor 19" HD LED	(a)ACER (b) COMPAQ(c) HP	
4	Monitor 32" HD LED	(a)ACER (b) COMPAQ(c) HP	
5	2 MP IP IR BULLET CAMERA	DAHUA	
6	2 MP IP IR DOME CAMERA	DAHUA	
7	StandAlone IP IR Dome Camera 2MP with SD Card Spt.	DAHUA	
8	2 MP IP IR DOME vandal proof camera	DAHUA	
9	2 MP IP IR BULLET vandal proof camera	DAHUA	
10	08 PORT POE SWITCH	DAHUA	
11	16 PORT POE SWITCH	DAHUA	
12	4 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital / Seagate	
13	6 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital / Seagate	
14	8 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital / Seagate	
15	10 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital / Seagate	
16	128 GB Micro SD Card, Class 10	Hp/SanDisk Ultra /Samsung	
17	256 GB Micro SD Card, Class 10	Hp/SanDisk Ultra /Samsung	
18	CAT6 Cable	D-Link	
19	PVC Pipe	ISI Approved	
20	Wireless Mouse		
21	4 u Rack		
22	Power Strip Extension Board 1.5 M		
23	U-Clip (100 Pcs)		
24	Monitor Wall Mount for 19"		
25	Monitor Wall Mount for 32"		
26	PVC Board 4x4		
27	Cable Laying Charges		
28	Installation Charges / Shifting Charges		
29	AMC Offer (4 Visit per year)		
30	Emergency Call Charges / Additional Visit Charges		
31	Warranty Offer		

**Note: Sl. No. 29, & 30 Rates/Charges may differ for branches under the States of Assam, Arunachal Pradesh & Nagaland.**

**(2) DVR System with Accessories:**

SL. NO	PARTICULARS	Make	Quoted Price (Without GST)
1	4 Channel DVR (1080P) 1 SATA	DAHUA	
2	8 Channel DVR (1080P) 2 SATA	DAHUA	
3	16 Channel DVR (1080P) 2 SATA	DAHUA	
4	2 MP (1080p) IR DOOM Camera	DAHUA	
5	2 MP (1080p) IR Bullet Camera	DAHUA	
6	2 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
7	4 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
8	6 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
9	8 TB Surveillance HARD DISK (2 Yrs Warranty)	WesternDigital/Seagate	
10	SMPS Power Supply (4 Ch)	D-Link	
11	SMPS Power Supply (8 Ch)	D-Link	
12	SMPS Power Supply (16 Ch)	D-Link	





13	DVR ADAPTER	adnet	
14	CMOS Lithium-ion Cell Battery	Maxell	
15	BNC CONNECTOR	Honeywell	
16	DC CONNECTOR	Honeywell	
17	3+1 Cable	D-Link	

**(3) SPECIFICATIONS AND BRAND OF BURGLAR ALARM SYSTEM:**

SL. NO	PARTICULARS	Make	Quoted Price(Without GST)
1	4 Zone Alarm Panel	SECURICO	
2	GSM Auto Dialer (Minimum 5 Nos Connectivity)	Active GD	
3	PIR MOTION SENSOR	SECURICO	
4	Magnet Contact	SECURICO	
5	Panic Switch	SECURICO	
6	12v sounder	SECURICO	
7	12 v 7ah battery	EXIDE/AMARON	
8	2 CORE COPPER WIRE per Mtrs	ISI Approved	
9	PVC Pipe per Mtrs	ISI Approved	
10	Warranty		
11	Cable Laying Charges		
12	Installation Charges / Shifting Charges		
14	AMC Offer (4 Visit per year)		
15	Emergency / Addl. Charges per one visit		

**NB: Sl. No. 14, & 15 Rates/Charges may differ for branches under the States of Assam, Arunachal Pradesh & Nagaland.**

**(4) SPECIFICATIONS AND BRAND OF FIRE ALARM SYSTEM:**

SL. No	PARTICULARS	Make	Quoted Price (Without GST)
1	4 Zone Fire Panel	AGNI	
2	Smoke Detector	AGNI	
3	Heat Detector	AGNI	
4	Fire Sounder	AGNI	
5	Manual Call point	AGNI	
6	Response Indicator	AGNI	
7	12 v 7ah battery	EXIDE/AMARON	
8	2 CORE COPPER WIRE (per Metres)	ISI Approved	
9	PVC Pipe (per Metres)	ISI Approved	
10	Warranty		
11	Cable Laying Charges		
12	Installation /Shifting Charges		
13	AMC Offer (4 visit per year)		
14	Extra/Additional Visit Charges		

**Note: Sl. No. 13, & 14 Rates/Charges may differ for branches under the States of Assam, Arunachal Pradesh & Nagaland.**

**(5) COMBINE ALARM PANEL BAS, FAS AND GSM DIALER WITH APP**

SL. NO	PARTICULARS	Make	Quoted Price (Without GST)
1	Galaxy 12 Zone 4016 GSM Control Panel	SECURICO	
2	Seismic Detector	SECURICO	
3	Metal Shutter Contact	SECURICO	
4	Acoustic Glass Break Detector	SECURICO	
5	PIR Motion Sensor	SECURICO	
6	Magnet Contact	SECURICO	



7	Panic Switch		
8	12 v Sounder	SECURICO	
9	12 v 7ah battery	SECURICO	
10	Smoke Detector	EXIDE/AMARON	
11	Heat Detector	AGNI	
12	Fire Sounder	AGNI	
13	Manual Call point	AGNI	
14	Response Indicator	AGNI	
15	12 v 7ah battery	AGNI	
16	2 CORE COPPER WIRE per Mtrs	EXIDE/AMARON	
17	PVC Pipe per Mtrs	ISI Approved	
		ISI Approved	

Place:

Date:

Signature of Authorised Signatory  
(Name & designation with seal of the company)

