

**INDIAN BANK ZONAL OFFICE
TIRUPPUR**

Dear Sir(s) / Madam,

Ref: Sealed Quotes for Non Comprehensive Annual Maintenance Contract of CCTV, Fire Alarm system, Burglar Alarm system installed in the branches and offices of Tiruppur zone and Rate Contract for supply of CCTV, Burglar Alarm and Fire Alarm Panels, parts and peripherals

1. We forward herewith one copy of quotation document for the following work. Please note that the quotation document duly filled in shall be submitted to the (Indian Bank, Zonal Office, KRBS Towers, Second floor, PN ROAD, Mettupalayam Bus Stop, Tiruppur) as per terms and conditions stated herein below.
 - a) Name of work : Non comprehensive AMC of CCTV / Burglar Alarm / Fire Alarm systems installed in the branches / offices of Coimbatore zone and Rate Contract for supply of CCTV, Burglar Alarm and Fire Alarm Panels, parts and peripherals.
 - b) Location of Site : Indian Bank Office / branches in Tiruppur, Namakkal and Karur District.

Last date for submission: **On 23/09/2024 or before 1100 hrs**
of Sealed Quotes

2. **Sealed Quotes shall be submitted by the Vendor / Contractor in sealed envelope on or before 23/09/2024 within 11.00 hrs. The Sealed Quotes will be opened on 23/09/2024 after 1500 hrs.**
3. **Earnest money of Rs 5000/- should be deposited along with the Sealed Quotes in the form of a demand draft / pay order from a scheduled bank in favor of Indian Bank, Zonal Office Tiruppur.** Sealed Quotes not accompanied by the earnest money deposit shall be summarily rejected.
4. It should be ensured that the Sealed Quotes is received before the date and time specified and no consideration whatsoever shall be given for postal or any kind of delay. Sealed Quotes received late are liable to be rejected and is at the sole discretion of **Indian Bank.**

The sealed envelopes should be addressed to the **Indian Bank,**



Zonal Office, KRBS Towers, Second floor, PN ROAD, Mettupalayam Bus Stop, Tiruppur and should be super scribed as "**SEALED QUOTE FOR NON COMPREHENSIVE AMC AND RATE CONTRACT FOR CCTV/ BURGLAR ALARM / FIRE ALARM**".

5. **Indian Bank** reserves the right to accept any Quotes or to reject any or all Quotes without assigning any reason thereof or to award the work in full or in parts or with reduced quantity and also reserve the right to place the order or any technically suitable Sealed Quotes who may not be the lowest.
6. The Quotes submitted must be UNCONDITIONAL & CONDITIONAL Quotes will be liable for rejection.
7. In case of report of defective service by the L1 vendor, the service contract with the L1 vendor shall be terminated with immediate effect without notice and work shall be allotted to the L2 vendor at L1 rates.



BRIEF SCOPE OF WORK

1. AMC will be for a period from 01/10/2024 to 30/09/2026. Maintenance should be carried out once in a quarter for all the security items (CCTV, Burglar alarm, Fire alarm) and payment will be made only after submission of service reports duly acknowledged by the respective Branch Managers.
3. Cost of replacement of spares / accessories will be as per the agreed rates between the vendor and the bank based on the market rates and lowest rates given amongst the Sealed Quotes.
4. The AMC covers maintenance / testing / cleaning of sensors, hooters, control unit and all other accessories including battery.
5. The service technicians should carry proper laminated identity cards. The visit details should be intimated to branches in advance.
6. AMC does not cover replacement of parts and components Replacement of spares will be on need basis on confirmation from the Security Officer / Zonal Office.
7. Minor parts like wiring up to 5 meters, screws, nuts and bolts shall be carried out free of cost.
8. CCTV systems should have a minimum backup of 90 days and the locker branches not less than 180 days. In case of failure of DVR, a standby DVR should be installed for a period of 15 days till sanction for replacement of DVR is given by ZO.
9. The Burglar alarm and Fire alarm should be functional and serviceable at all times. In case of major fault in the control panel, a spare panel should be installed for a period of 15 days till sanction for replacement with a new panel.
10. Any replacement except surveillance Hard disk carried out in the system shall have a warranty of 1 year from the date of installation of the item. Surveillance Hard disk shall have a warranty of 2 years from the date of installation. **A prominent sticker has to be placed on the item specifying the date of replacement and the same shall be endorsed in the service report.**
11. Parts replaced during the warranty period shall be taken by the Vendor except the surveillance Hard disk which shall be taken by the vendor after a period of three months from the date of replacement on confirmation by the Security Officer / Zonal Office.
12. Vendors should maintain appropriate service sheets specific to CCTV / Burglar alarm / Fire Alarm. The items including its location in the branch



should be specified in the service sheet. Eg: Type and location of cameras, type and location of sensors etc. Consolidated report should be submitted to zonal office with endorsement from branches after every quarterly service.

13. Service agencies should carry out 4 quarterly services with a minimum gap of 60 days and maximum 90 days and in addition attend to all other repair / maintenance calls.

14. No smoking stickers should be displayed in branches wherever required.

15. Telephone numbers in the auto-dialers should be changed as per requirements.

16. Contact number of the vendors / service technicians should be displayed on the system and any change will be intimated to branches as well as Security Cell, Zonal office.

17. Repairs / Break down / False alarm if any should be attended within 24 hours. Repair calls will be free of charges.

18. Service technicians should carry out demonstration during each visit to the branch for the benefit of the staff members.

19. Bank will review the service and maintenance of the Security Systems by the vendor and take appropriate decision to permit continuation of AMC or otherwise depending on the quality of service.

20. Minimum 04 service personnel should be dedicated for the Zone. Their names and contact numbers should be shared with the Zonal Office and the branches.

TERMS AND CONDITIONS

1. TDS as applicable shall be deducted at source as per the I.T. Act / rules.
2. The number of branches / offices are subjected to change. The payment of the bill will be made as per the actual number of branches / offices visited.
3. In case of failure to take up the work even after accepting the work order or leaving the work incomplete, or for defective work unless rectified, or for violation of the terms and condition, the earnest money deposit will be forfeited.
4. Any clarifications may be obtained from the Security Officer on Mob 8980220593
5. For any item of work not covered above or any unforeseen items of work, payment will be made according to the rates as approved for similar nature of work prevalent in the market / other zones of Indian Bank.



6. The Vendor shall sign each and every page of the document.
7. The amount to be quoted in figures as well as in words. In case the rates quoted in words and figure are at variance, the amount written in words will be taken as final.
8. The Vendor shall make own arrangement at his own cost for transport, conveyance and accommodation of the service technicians wherever required.
9. The Bank reserves the right to accept or reject any Quote without assigning any reasons whatsoever and the said decision shall be final, conclusive and binding upon the Vendors.
10. The Vendor shall display sample of the items given in the spares list at Zonal office at the specified time given by the Security officer.
11. Bank shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workman or other persons in the employment of the Vendor.
12. The Quotes shall remain valid for a period of 3 months from the date of opening of the Sealed Quotes.
13. All alteration made while filing the Sealed Quotes must be attested with the initials of the Vendor, over writing of figures is not permitted.
14. The Contractor shall submit one bill towards AMC service charges and one bill towards replacement of items after completion of the quarterly service.
15. In case of any dispute, the matter will be referred to the **Deputy Zonal Manager, Indian Bank, (Zonal Office) Tiruppur.**
16. For litigations, if any arising thereof, the competent court at **Tiruppur.** alone will have jurisdiction.
17. Rate quoted is exclusive of taxes. GST No should be submitted for proper accounting at our end.
18. Sealed Quotes submitted without Initial Security Deposit/ EMD and that received after the last date and time of submission at our Zonal Office, Tiruppur will be summarily rejected.
19. Bank reserve the right to award the work in full or in parts or delete fully or partially any item of the Sealed Quotes.

SIGNATURE OF THE VENDOR



SPECIAL TERMS AND CONDITIONS

- Classification of Quarters : **Oct to Dec, Jan to March, April to June, July to Sep**
- Date of Commencement : From 01/10/2024
- Earnest Money Deposit (E.M.D) : Rs 5,000/- Refundable
- Period : Twenty Four Months from 0/10/2024
- Limitation : AMC covers service charges, cabling upto 5 m, screws, nuts and bolts.
- Parts replacement : As per approved rates for parts and peripherals during the period of AMC. Vendor shall provide the proper cost break and proceed only after the consent / approval from Zonal Office / Security Officer.
- Validity of Sealed Quotes : Three Months
- Rules / regulations : The Contractor shall have the responsibility of complying with the local shops Establishments Acts, and shall keep all such records / account on payment of wages / attendance as deemed to be necessary.
- Arbitration : As per the standard arbitration clause under the Jurisdiction of Tiruppur.
- Service Technician : You shall employ competent / qualified Technicians and inform the details to Zonal Office for further information to branches.
- Damage to property : Any damage to Banks property during the working will be recovered from the AMC vendor concerned.
- Deduction : Income tax at source will be deducted as per norms.
- Terms of payment : Quarterly payment on submission of bills Supported by service reports duly signed by BM / ABM

SIGNATURE OF THE VENDOR

