

**INDIAN BANK**  
**Zonal Office Raipur**

**GENERAL INSTRUCTIONS FOR BIDDERS**

1. **SCOPE OF THE WORK: Vendor(s) will be empanelled for the under mentioned works:-**

(a) Rate contract for Supply/ Installation of Integrated Alarm System & its components/ spares/ accessories as well as existing Security Alarm System and Fire Alarm System at Branches and offices of Indian Bank, in **Raipur Zone (branches spread across Chhattisgarh State)**, as and when required basis for a period of **one year from date of contract**, with an option to continue for further 1+1 years on mutual consent of the Bank and the vendor.

(b) **Comprehensive Preventive Maintenance of newly supplied integrated Alarm System on regular basis.** Each branches/ offices under Raipur zone where new alarm system will be installed must be mandatorily visited by the AMC provider once in a quarter and subsequent visit as and when required basis for breakdown/corrective maintenance. No additional charges will be paid for subsequent visits. The term of AMC contract will be for a period of **one year** from date of expiry of warranty of the new alarm system, **extendable further for 1+1+1+1 years.** However, Bank may ask the vendor to provide AMC service for alarm system supplied by them upto 5 years from this empanelment and rate contract at the quoted AMC rate.

(b) **Preventive Maintenance of Existing Alarm System on regular basis.** Each branches/ offices under Raipur zone where alarm system are already installed must be mandatorily visited by the AMC provider once in a quarter and subsequent visit as and when required basis for corrective maintenance. No additional charges will be paid for subsequent visits. The term of AMC contract will be for a period of one year from date of commencement of the contract, **extendable further for 1+1 years.** The same may be extended for another 1+1 year if both parties agree.

After satisfactorily completion of the contract, if both parties are willing to continue the contract in the existing terms and conditions, the contract may be extended for subsequent year(s).

***Indian Bank Zonal Office Raipur reserves the right to terminate the contract on 30 days notice without assigning any reason.***

2. **Empanelment of Vendor(s)**

In respect to empanelment of Vendor(s)/Firm(s)/Supplier(s) the following shall be applied.

(a) *For this purpose Vendors/Firms/Suppliers shall submit proof of documents along with the Tender, if Vendors/Firms/Suppliers are not submitting documentary proof and / or not conforming to any of parameters will not be shortlisted.*

(b) The offer will be in two parts, **Technical Bid** and **Price or Commercial Bid**. Both the parts should be submitted in separate sealed covers duly superscripted " **TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM**" and" **FINANCIAL BIDS FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM**" respectively and both sealed envelopes should be placed in another sealed envelope superscripted "**OFFER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM**". The tenders for Supply, Installation and Maintenance Integrated/ Alarm system for branches/Offices/ATMs under "**Raipur Zone**" should be dropped/ sent by post at Indian Bank, Zonal Office, Raipur to apply for said Tender.

### **3. Splitting of Order:**

The Bank can split the order amongst the vendors who have been identified as L1 vendor and L2 vendor. However, where the work is less and if Bank finds that it will be suitable to manage the work with only one vendor then the entire work can be allotted to only one vendor at the discretion of the Bank.

### **4. TECHNICAL BID OFFER**

The Technical Bid Offer (TO) should be complete in all respects and should contain all information asked for in this document. **It should not contain any price information.**

- (i) Letter of undertaking as per Annexure-I
- (ii) Pre qualification as per Annexure-II,
- (iii) Technical Specification as per Annexure – III
- (iv) General & Technical Information as per Annexure – VI
- (v) Product Brochures/ leaflets/ manuals etc.

### **5. COMMERCIAL BID**

Commercial Bid should be submitted as per the **Annexure IV**.

### **6. EARNEST MONEY DEPOSIT**

Earnest Money Deposit of Rs. 20,000/- (Rupees Twenty Thousand only), in the form of a demand draft/pay order issued by a scheduled commercial Bank favoring Indian Bank, payable at Raipur must be submitted along with the Offer. Both Cost of application and EMD to be submitted separately through DEMAND DRAFT only favouring, Indian Bank, payable at Raipur respectively, has to be submitted (in physical copy) to Indian Bank Zonal Office Raipur, Kushal Vatika, New Shanti Nagar Raipur Chhattisgarh 492005 as on last date and time of submission of bid, in absence of which the bid will be rejected. The Offer, not accompanied with Earnest Money Deposit specified will not be accepted. This amount will be forfeited if, having been selected by the Bank for the job, the Vendors/Firms/Suppliers refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. Bank Guarantee in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Vendors. The Earnest money paid by the successful Vendors will be released only after finalization of Rate contract. The Earnest Money Deposit will be forfeited if the vendor:-

- (a) Withdraws its bid during bid validity period.
- (b) Refuses to honor commercial bid. Bank reserves the right to place order onto vendor based on prices quoted by them.
- (c) Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
- (d) Refuses to submit bank guarantee on finalization of rate contract. Bid security to successful vendor will be refunded only after successful completion of bid period

### **7. PERFORMANCE BANK GUARANTEE**

Before entering into an agreement the selected vender(s) should submit a Bank Guarantee of Rs. **50,000/- (Rupees Fifty Thousand only)** valid **for a period of 5 years and 3 Months** from the date of contract, issued by a Public Sector Bank **other than Indian Bank**. Purchaser will have the right to make good the loss from any of the Bank Guarantee given by bidder if given separately, irrespective of the purpose of the guarantee. Format of PBG is kept at **annexure V**.

### **8. VALIDITY PERIOD**

The empanelled Vendors/Firms/Suppliers will remain in the empanelled list of the Bank for Indian Bank Raipur Zone for three years from the date of empanelment or till the completion of next empanelment period at the Bank's own discretion (whichever is earlier).

- (a) The Annual rate contract and AMC charges will be valid for one year. Based on market rate of products the rate will be reviewed by the bank and if both party agree on that rate then the contract can be extended for further period of one year or more.

(b) Empanelment will be valid only, if all eligibility criteria mentioned in the advertisement are fulfilled during the entire empanelment period.

(c) If the service provided by vendor is found to be unsatisfactory or if at any point of time during the empanelment it is found that the information provided by vendor is false or if vendor do not participate in any subsequent RFP or tendering process three times consecutively, the Bank reserves the right to remove the vendor from the empanelment list without giving any notice. Bank's decision in this regard will be final.

## **9. SELECTION PROCESS**

Offers will be evaluated in the following stages:

**Stage I** Offers will be evaluated against the stipulated minimum Eligibility Criteria. *Offers not complying with the eligibility will be rejected summarily.*

**Stage II** Short listing of Vendors/Firms/Suppliers will be based on the evaluation of the technical requirement complied with **live demonstration of alarm system offered** and satisfactory feedback from the reference sites and other clients of the vendors.

**Stage III** The price bids of only short listed vendors (who qualify in both technical bid and demonstration of system) will be opened.

## **10. AVAILABILITY OF SPARES**

Vendor should ensure that the Spares for the product offered are available for at least 6 years from the day of installation of equipment. No obsolete equipment should be supplied to the bank.

## **11. PATENTS 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 Goods, 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.

## **12. 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.

## **13. 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.

## **14. 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 first year of warranty however quarterly service visit is mandatory during the period.

**15. PENALTY**

The service provider should maintain the system in functional condition. In case of any defect or breakdown in the system, the same should be rectified within 48 hours of intimation of the defect through phone call/ email/ SMS/ whatsapp message. If the defect is not rectified within 48 hours, penalty will be imposed as mentioned below on the service provider:

<b>Sl.</b>	<b>Description</b>	<b>Penalty</b>
a.	Alarm system is non functional for more than 48 hours to 72 hours	25% of AMC quarterly AMC charge for the non functional system
b.	Alarm system is non functional for more than 48 hours to 96 hours	50% of AMC quarterly AMC charge for the non functional system
c.	Alarm system is non functional for more than 96 hours to 10 days	100% of AMC quarterly AMC charge for the non functional system
d.	Alarm system is non functional for more than 10 days	200% of AMC quarterly AMC charge for the non functional system
e.	Alarm system is non functional for more than one month	400% of AMC quarterly AMC charge for the non functional system
f.	Non submission of visit report of quarterly visit or non visiting of branch for quarterly mandatory visit.	Additional 50% of quarterly AMC charge of one alarm system.

**16. 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 its 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.

**17. 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.

**18. 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.

**19. 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 Banks usage.

**20. PAYMENT TERMS**

No advance amount will be paid to vendor. Payment will be released by the respective branches only on completion of work upon submission of satisfactory installation report duly endorsed by the Branch. AMC charges will be paid by the branches on quarterly basis. No AMC will be paid by the branch if service rendered is not as per satisfaction of respective branch manager in terms of prescribed norms of AMC. For new integrated alarm system including cost of spare will also be paid by the respective branch of our zone. For further clarifications, if any, you may contact the following address:

The Deputy General Manager  
Indian Bank Zonal Office  
New Shanti Nagar, Raipur, Chhattisgarh 492005

Details of Contact Person:-

Shri Binay Kumar  
Zonal Security Officer  
Contact – 9406425545  
Email id – [binay.kumar@indianbank.co.in](mailto:binay.kumar@indianbank.co.in)

(Letter to the bank on the Supplier's letterhead)  
**Letter of Undertaking on Company Letter head**

To  
The Zonal Head,  
Indian Bank Zonal Office  
New Shanti Nagar, Raipur,  
Chhattisgarh 492005

**SUB: BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM AT THE BRANCHES/ OFFICES/CURRENCY CHEST/ ATMS UNDER INDIAN BANK ZONAL OFFICE RAIPUR.**

Dear Sir,

With reference to your tender notice published at your website with effect from ....., having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the Supply, Installation and Maintenance of Alarm System at branches/ offices/ currency chest/ ATMs under Indian Bank Zonal office Raipur as per details mentioned in your above referred RFP.

- We confirm that we have not been disqualified by any PSU Bank for Installation and AMC of security equipments.
- We further confirm that the offer is in conformity with all the terms and conditions as mentioned in the RFP.
- We also confirm that the offer shall remain valid for 90 days from the last date for submission of the offer.
- We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

Yours faithfully,  
Authorized Signatories  
(Name & Designation, seal of the firm)

**PRE QUALIFICATION**

The minimum qualification criteria for the bidders are as under: -

Sr No	Pre Qualification Criteria	Compliance (Yes/No)	Details of proof attached
1.	Company/Firms/proprietor should be reputed in the concerned field with <b>not less than Five years</b> dealing in the Products offered (work experience as on 31.03.2024 should be not less than five years).		
2.	Company/Firms/proprietor should be on the Rate contract/ AMC Contract of at least one Public Sector Banks/ Public Sector Undertakings in Chhattisgarh or with any Zonal Office of Indian Bank.		
3.	The Firm should have at least one of its own offices with repair facility, service center(s)/ Depot/ Store functioning at any location under the span of Indian Bank Zonal Office, Raipur i.e. in State of Chhattisgarh.		
4.	Undertaking submitted (on their letter head) that vendor has not been black listed by any of the Govt. Authority or PSUs/PSBs.		
5.	Whether Copy of PAN card, <b>GST No./</b> TIN No and latest Income tax return submitted		
6.	Whether Firms submitted Copy of registration Certificate under shop and establishment act.		
7.	Whether a certificate denying the ownership of Agency/Firm/Manufacturer/ Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm submitted along with the tender.		
8.	Address of Office with pin code and Telephone no.		
9.	Contact person to enquire/report with Telephone no.		
10.	Website/ Email IDs to report complaints		
11.	Details of Technical Staff with profile.		

Authorized Signatory

Seal of Company

Technical Specification**Integrated Alarm System with automatic Day Night mode with auto dialer**

S No	Salient features	Remarks
1.	The integrated alarm system should be of manufactured by reputed company (AMC/Hikvision/Securico and other equivalent make) and the control panel must have a rugged/ industrial standard cabinet. Price bid is required for two different <b>Integrated alarm system</b> control panel vis. (a) With Auto Dialer (With GSM dialing) (b) With Auto Dialer (with Landline telephone or both GSM and Landline telephone dialing)	
2.	The alarm system should have its web supported mobile application for remote monitoring and operation of the panel.	
3.	It should have facility to interface CCTV camera for providing video clips of incident in mobile app/SMS link whenever sensor connected with CCTV get activated.	
4.	The Alarm system should have provision to be operated with multiple call points/ emergency switches/ panic switches.	
5.	It should have facility to interface magnetic Sensor installed at strong room door/ cash safe for activation of hooter/ alarms	
6.	It should have facility to interface smoke sensor/ fixed Temperature sensor for activation of hooter/ alarms	
7.	It should have facility to interface PIR sensor for activation of hooter/ alarms. PIR sensors must have suitable settings for human detection to avoid false alarm from rodents and other small animals.	
8.	It should have facility to interface with smoke sensors and heat sensors.	
9.	It should have battery backup for operation in case of total power failure.	
10.	The Control cabinet should have locking arrangement.	
11.	The Alarm system must have maintainability up to Component/ PCB level.	
12.	The alarm system should function in automatically day/ night mode in automatic mode.	
13.	Connectivity of Two in No. Hooter of 40 Watt each	
14.	The auto dialer integrated with the alarm system shall have at least memory to store five destination telephone/ mobile numbers.	
15.	The integrated auto dialer shall have facility to store customized voice message(s).	
16.	Auto Dialer or its Antenna (GSM dialing) must be extendable up to 15-20 feet from Control Panel	
17.	The alarm system should be equipped with protection device to protect the panel from high voltage / high current.	
18.	The panel should be compatible with other make sensors.	

Other Terms and Conditions:**Bids will be rejected if their technical bid fail to fulfill the minimum technical requirement given.**

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations.List of deviations with reasons. (Deviations will be accepted only if the offered specification is higher than requirement)

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_

Signature:  
Seal of company



**COMMERCIAL/ PRICE BID****(A) Offer for New Alarm System**

SI No	Description	Qty	Cost	GST	Cost including GST
1.	Integrated alarm system Main control panel with Auto Dialer (Auto dialer GSM model) without battery	1			
2.	GSM based Auto Dialer (Standalone) which can be integrated with alarm system	1			
3.	12 Volt 7AH (or more AH as suitable for Alarm Panel) rechargeable battery	1			
4.	External Horn/ Hooter 40 watt	1			
5.	AC Motorised Siren	1			
6.	Activation Switches (Hand Operated)	1			
7.	PIR Sensor	1			
8.	Magnetic Sensor	1			
9.	Shutter door metal magnetic sensor	1			
10.	Vibration sensor	1			
11.	Smoke Sensor	1			
12.	Heat Sensor	1			
13.	Response Indicator	1			
14.	Complete router device solution (if required) for monitoring/ operation through mobile APP. (SIM card will be provided by the Bank and its recharge cost will be borne by the Bank)	1			
15.	Wiring of two core cable including labour charge	Per mtr			
16.	PVC Conduit laying out to house the wiring	Per mtr			
17.	Shifting charge in case of alternate premises	1			
18.	Comprehensive AMC charge per branch per year (quarterly one visit mandatory)	Per year			
19.	<b>Onsite Warranty for new control panel (minimum two years), however comprehensive AMC charges will be applicable one year after date of installation.</b>				
20.	<b>Onsite warranty for new stand alone auto dialer (minimum two years)</b>				

**(B) Offer for AMC of existing alarm system**

SI No	Description	Qty	Cost	GST	Cost including GST
1.	AMC charge per branch per year (quarterly one visit mandatory)	Per year			

**PERFORMANCE SECURITY FORM**

(Format of Bank Guarantee)

(ON A NON-JUDICIAL STAMP PAPER OF RS. 100.00)

Bank Guarantee No.

Date:

To:

Indian Bank  
Zonal Office Raipur  
New Shanti Nagar Raipur  
Chhattisgarh 492007

WHEREAS \_\_\_\_\_ (name of Empanelled Vendor) hereinafter called "the Empanelled Vendor" has undertaken, in pursuance of Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ to supply/provide \_\_\_\_\_ (Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Empanelled Vendor shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Empanelled Vendor's performance obligations under the contract.

AND WHEREAS we have agreed to give the Empanelled Vendors a Guarantee.

THEREFORE , WE hereby affirm that we are Guarantors and responsible to you on behalf of the Empanelled Vendor, up to a total of Rs. \_\_\_\_\_ (Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Empanelled Vendor to be default under the contract and without cavil or argument, any sum or sums within the limit of Rs. \_\_\_\_\_ (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

Signature and seal of Guarantors

Date:

Address:

- Note:**
1. Empanelled vendor should ensure that the seal & code no. of the signatory is put by the bankers, before submission of bank guarantee.
  2. Stamp paper is required for the bank guarantees issued by the banks located in India.

**GENERAL & TECHNICAL INFORMATION****PART I****TECHNICAL BID (Company Profile)**

<b>Sl. No.</b>	<b>PARTICULARS OF THE COMPANY</b>	
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. Sales Tax No. Attach latest IT Return filed copy & ST Return filed copy.	
12	Furnish copies of audited Balance Sheet and Profit & Loss Account for the last 3 years. Turn over 2021-22, 2022-23, 2023-24.	
13	Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the conduct of the account.	
14	Whether an empanelled vendor for RBI / SBI/ Nationalized Banks	
II.	<b>DETAILS OF REGISTRATION WITH OTHER BANKS</b>	
1.	Name of the Bank	
2.	Total No. of Systems supplied	
3.	Since when empanelled	

**Place :****Date :**

Authorised Signatory