

## Invitation of Tender

### EMPANELMENT OF VENDORS FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF BURGLAR ALARM SYSTEM INSTALLED IN BRANCHES / OFFICES / CURRENCY CHESTS /OFFSITE ATMS OF BHUBANESWAR ZONE AND RATE CONTRACT FOR SUPPLY OF BURGLAR ALARM PANELS, PARTS AND PERIPHERALS

Tender Documents Availability: 23 Dec 2024

Last date of Submission of Tender: 15 Jan 2025 till 11:00 AM

Date of Technical Bid Opening: 15 Jan 2025 at 03:00 PM

Date of Financial Bid Opening: Will be intimated to the eligible Vendors by email.

### Schedule of Events

Tender Bid Document Availability	Bidding Document can be downloaded from website <a href="http://www.indianbank.in">www.indianbank.in</a> from 23 Dec 2024
Pre Bid Query	Up to 07 Jan 2025 from 3:00 PM to 4:00 PM either telephonically or at Indian Bank Zonal Office Bhubaneswar on Bank working days
Last date of Submission of Tender	15 Jan 2025 till 11:00 AM
Date of Technical Bid Opening	15 Jan 2025 at 03:00 PM
Date of Financial Bid Opening	Will be intimated to the eligible Vendors by email/Phone
Contact Official	Zonal Security Officer, 7978810221
Address for Communication & Submission of Bids	Security Department, Zonal Office Bhubaneswar Indian Bank Building, Saheed Nagar Bhubaneswar 751 007
Telephone	7978810221
Email ID	<a href="mailto:zobhubaneswar@indianbank.co.in">zobhubaneswar@indianbank.co.in</a>
Cost of Documents	Rs.250/- (Rupees Two Hundred Fifty only) in form of Demand Draft in favour of 'Indian Bank' payable at Bhubaneswar.
Earnest Money Deposit	Rs.6,000/- (Rupees Six Thousand only) in form of Demand Draft in favour of 'Indian Bank' payable at Bhubaneswar.

### Important Terms

Terms	Definitions
Bank	Indian Bank
ZO	Indian Bank Zonal Office Bhubaneswar, Indian Bank Building, Saheed Nagar, Bhubaneswar 751 007
Branch	Indian Bank Branch (including ATM site, if available) under Zonal Office Bhubaneswar
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 NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF BURGLAR ALARM SYSTEM INSTALLED IN BRANCHES / OFFICES / CURRENCY CHESTS /OFFSITE ATMS OF BHUBANESWAR ZONE AND RATE CONTRACT FOR SUPPLY OF BURGLAR ALARM PANELS, PARTS AND PERIPHERALS**

1. Indian Bank, Zonal Office Bhubaneswar invites sealed tenders from reputed Companies / Firms for empanelment of vendors for non-comprehensive annual maintenance contract of Burglar Alarm System installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals.
2. Indian Bank Zonal Office Bhubaneswar has a network of 54 Branches, 02 Office buildings and 02 Currency Chests spread across 04 districts of Odisha (Bhubaneswar, Jagatsinghpur, Khordha and Puri). The branches /offices / currency chests function directly under the Zonal Office Bhubaneswar.
3. The tender forms can be downloaded from Bank's Website i.e., [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 non-comprehensive annual maintenance contract of Burglar Alarm System installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals". The bids/proposal shall remain valid for 90 days from the date of submission of the bids. **Incomplete tenders / late tenders / tenders not in the form specified are liable to be rejected.** Address for submission of tender:  
  
**Indian Bank Zonal Office Bhubaneswar,  
Indian Bank Building, Saheed Nagar,  
Bhubaneswar - 751 007**
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.

*Sachin*  
Zonal Manager 2  
*S. J. R.*  


## INDIAN BANK ZONAL OFFICE BHUBANESWAR

### GENERAL INSTRUCTIONS FOR BIDDERS

1. Indian Bank Zonal Office Bhubaneswar, 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 Burglar Alarm System, parts and peripherals in Branches/ Offices of Indian Bank under Zonal Office Bhubaneswar as per the format enclosed in Annexure I to VI of this document. These will be put in separate sealed covers superscribed respectively as "Technical Bid" and "Financial Bid". Both sealed envelopes should be put in another sealed cover superscribed as "Offer for non-comprehensive annual maintenance contract of Burglar Alarm System installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals". Any Financial bid found open for any reason shall make the bidder ineligible for participation.
2. Indian Bank Zonal Office Bhubaneswar has a network of 54 Branches, 02 Office buildings and 02 Currency Chests spread across 04 districts of Odisha (Cuttack, Jagatsinghpur, Khordha and Puri). The branches /offices / currency chests function directly under the Zonal Office Bhubaneswar.

### Eligibility Criteria

3. A vendor has to fulfill following eligibility criteria:
  - a) The prospective Vendor should be a reputed manufacturer / dealer / sub-dealer of Burglar Alarm System.
  - 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 Bhubaneswar and sale service networks in the state of Odisha (priority will be given to vendors having service network in area of Indian Bank Zonal Office Bhubaneswar (Khordha, Puri, Jagatsinghpur and Cuttack). 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 II)
  - d) The prospective vendor should have minimum 3 years of experience in dealing with Burglar Alarm 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 Sales Tax, GST, ESI & EPF.
  - 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 Bhubaneswar 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.
- n) The Vendor will maintain all Burglar Alarm System (irrespective of Make and Model) installed earlier in the branches, offices, offsite ATM/BNA locations and Currency Chests at the quoted rates.

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 3 years maximum. 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 scheduled time 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.

(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 year.
- (vi) The empanelment is valid for one year with a clause to extend 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 superscribed "Offer for non-comprehensive annual maintenance contract of Burglar Alarm System



installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals" and this envelope should contain two separate envelopes superscripted as:-

Envelope 1: Technical Bid

Envelope 2: Financial Bid

The application must reach at Indian Bank Zonal Office Bhubaneswar address on or before 15 Jan 2025 till 11:00 AM.

5. **SCOPE OF WORK**

A. **AMC for Maintenance of Burglar Alarm System**

(a) The vender shall maintain the Burglar Alarm System and ensure that it works as per the tendered parameters.

(i) All the repairs and replacements of spares shall be carried out which are necessitated due to unserviceable condition of components 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.

(ii) 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.

(iii) 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 Burglar Alarm system to working condition within 24 hours, a standby unit to suit the tender parameters should be provided immediately.

(iv) 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. Burglar Alarm System: Any malfunctioning of the components.
- b. Any other remarks regarding the Electrical System.
- c. Any steps to be taken by bank for working of Burglar Alarm System.
- d. All components must be cleaned properly for removal of Dust.

(v) **Wire & Cable:**

- 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.

(b) Time is the Essence of Contract: The vendor is requested to note that the Burglar Alarm System is installed at the Branches/ATMs & if for any reasons the defect rectification work 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.



## **B. For Supply, Installation & Commissioning of Burglar Alarm System**

(a) Vendor being the supplier of own design/authorised dealer of OEM, shall supply suitably designed, manufactured and tested Burglar Alarm System. 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 Burglar Alarm System and related works as detailed in the tender notwithstanding the specifications furnished hereunder.

### **6. 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) Multiple Brands Techno commercial Bids from Single Bidder will be rejected.
- (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 Burglar Alarm System 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 from Zonal Office only.**

### **8. Terms and 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 04:00 PM, 07 Jan 2025 at [zobhubaneswar@indianbank.co.in](mailto:zobhubaneswar@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. Cost of Tender:** Tender document can be downloaded from Bank's website [www.indianbank.in](http://www.indianbank.in) and the vendor shall have to enclose the application fees of Rs.250/- (Rupees Two Hundred Fifty only) by way of DD favouring **Indian Bank**, payable at Bhubaneswar along with the Technical bid, at the time of submission of Tender. Tender document will not be sent to any agency by post from our office. Firms registered under MSME are exempted from payment of cost of tender document and EMD as per Govt. guidelines.

**12. Earnest Money Deposit:** Earnest Money Deposit of **Rs.6,000/- (Rupees Six Thousand Only)**, in the form of a demand draft issued by a scheduled commercial bank favoring Indian Bank, payable at Bhubaneswar must be submitted along with the offer. Offers not accompanied with Earnest Money Deposit of Rupees Six Thousand will not be accepted. This amount will be forfeited if, having been selected by the bank for the job, the vendor refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. Bank Guarantee/FD/Cash/Cheque etc 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 only on completion of the entire tender process and finalization of vendors. The Earnest money paid by the successful vendors will be released only after finalization of rate contract and submission of Performance Bank Guarantee. Firms registered under MSME are exempted from payment of cost of tender document and EMD as per Govt. guidelines.

**13. Performance Bank Guarantee:** The successful bidder will have to deposit Performance Bank Guarantee of **Rs.20,000.00 (Rupees Twenty Thousand only)** in the form of Term Deposit drawn at Indian bank. Performance Bank Guarantee is to be furnished within 21 (twenty-one) days after notification of the award and it should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the contractor, including Defect Liability Period (DLP). The Performance Bank Guarantee will be forfeited and credited to the Bank's account in the event of a breach of contract by the contractor. It will be refunded to the contractor without interest, after he duly performs and completes all obligations under the contract but not later than 365 days of completion of the Defect Liability Period (DLP).



**14. 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 Bhubaneswar.

**15. 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.

**16. 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 in 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.

**17. 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.

**18. 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 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.





**19. 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.

**20. 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 equipment used by Vendor. The Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment under the agreement / purchase order.

**21. Warranty**

The offer must include on-site warranty from the date of installation and commissioning of the equipment 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.

**22. 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.

**23. 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 Banks usage.

**23. Deliverables and Timelines**

The Vendor should ensure that the defects reported in the Burglar Alarm 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.**

07



**Application for participation in Tender for non-comprehensive annual maintenance contract of Burglar Alarm System installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals**

To,  
The Deputy General Manager  
Indian Bank Zonal Office Bhubaneswar  
Indian Bank Building, Saheed Nagar  
Bhubaneswar 751 007

Dear Sir,

**Subject:** Application for participation in Tender for non-comprehensive annual maintenance contract of Burglar Alarm System installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals.

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 non-comprehensive annual maintenance contract of Burglar Alarm System installed in Branches / Offices / Currency Chests /Offsite ATMs of Bhubaneswar zone and Rate Contract for Supply of Burglar Alarm Panels, Parts and Peripherals.
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:

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

Encl Documents:-



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

Sl.	PARTICULARS OF THE COMPANY	Details
1	Name of the Company	
2	Full Address	
3	Telephone & Mobile No.	
4	Fax No. (if available)	
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) in Bhubaneswar 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 Bhubaneswar (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/Public Sector Bank, if yes, enclose performance report/work order of running contract	
II.	<b>DETAILS OF REGISTRATION WITH OTHER BANKS</b>	
1	Name of the Bank	
2	Total number of Burglar Alarm Systems supplied	
3	Since when empanelled	

Place:  
Date:

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



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

Ser	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 Bhubaneswar with names of employees, address, contact details, mobile number, 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 Burglar Alarm System maintenance contract with Indian Bank branches during last three years	
8	STQC/ERTLETDC/ISO/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 Authorised Signatory  
(Name & designation of authorised signatory with seal of the company)



Certificate of undertaking to do work in rural/far away Branches & Offices

We certify that we are ready to provide Annual Maintenance, Repair, Supply & installation services for Burglar Alarm System 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 Bhubaneswar as per terms and conditions mentioned in the Tender documents.

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

Place:  
Date:

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

OK



**TECHNICAL SPECIFICATIONS FOR SUPPLY,  
INSTALLATION AND MAINTENANCE OF BURGLAR ALARM SYSTEM**

The below mentioned specifications furnished are broad guidelines for the Burglar Alarm System on the BIS certified manufacturer / tenderer's own design and manufactures standard system. Wherever the specifications are not furnished or specific, the specification shall be as per their respective UL standards as per the Bank's requirement and they shall not be diluted.

SI	Specify Brand and Model BAS Separate and Integrated	Compliance (Yes/No)
1	<u>Control Panel (#Rate should be quoted per unit) BAS</u> Zone Main Control Panel (Latest Microprocessor Technology based as per IS – 2189- 2008) with inbuilt Auto Dialer, with manual OFF switch (in case continuous fault alarm), with inbuilt SMPS, with a feature of continuous uninterrupted power supply (in case of external power supply failures). Panel should indicate the health of the system (Fault, Power Failure, Battery Status indicator, faulty Zone Indication etc.) i) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds ii) Message should be repeated at least twice before dialing 2nd number. In case of Number not responded, facility to re-dial the number after completing the cycle.	
2	<u>Control Panel (Rate should be quoted per unit) BAS &amp; FAS Integrated system</u> Zone Main Control Panel (Latest Microprocessor Technology based as per IS – 2189- 2008) with inbuilt Auto Dialer, with manual OFF switch (in case continuous fault alarm), with inbuilt SMPS, with a feature of continuous uninterrupted power supply (in case of external power supply failures). Panel should indicate the health of the system (Fault, Power Failure, Battery Status indicator, faulty Zone Indication etc.) i) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds ii) Message should be repeated at least twice before dialing 2nd number. In case of Number not responded, facility to re-dial the number after completing the cycle.	
4	<u>In Built Battery (#Rate should be quoted per unit)</u> SMF (Sealed Maintenance Free) batteries [12v-7 AH each], (The Battery Backup with built Battery Charger capable of Providing 48 Hrs Standby supply in case of AC Failure as per IS 15908/2011 & IS 2189/2008 & full load operation for at least 30 Mins	
5	<u>PIR Sensor (#Rate should be quoted per unit)</u> Should work on dual technology (IR & Microwave), Detection coverage horizontal angle 110 degrees, Detection range of 10 meters, with pet/ rodent immunity & provision for calibration to adapt changes in ambient temperature due to various seasons	
6	<u>Magnetic Sensor (# Rate should be quoted per unit)</u> ABS Body, 2 Wired with tamper loop (NC Circuit)	
7	<u>Vibration Sensor (# Rate should be quoted per unit)</u>	



	ABS Body, 2 or 4 Wired with tamper loop (NC Circuit)	
8	<u>Panic Switch (# Rate should be quoted per unit)</u> ABS Body, 2 Wired with tamper loop (NC Circuit)	
9	<u>Wiring (# Rate should be quoted per meter)</u> 2 Core 1.5 Sq mm Copper Conductor FRLS armoured and shielded Copper cable, ISI Marked. (Finolex/ Plaza/ Polycab/ RR Cable or similar quality), PVC insulated copper wire for connection of panic switches and other sensors respectively. Rate should be quoted per meter.	
10	<u>PVC Conduit (# Rate should be quoted per meter)</u> Rigid PVS conduit 2 mm with ISI Mark & to be fixed with metal saddling at every 2 ft distance.	
11	<u>Hooter (# Rate should be quoted per unit for each type)</u> Min 90 dB for internal and 110 dB for External. 4 Wired with tamper loop (Cutting of Hooter wire should trigger the other Hooter), ABS Body, Weather Proof.	
12	Annual Maintenance Service for 1 Year (4 mandatory quarterly visits) – AMC for 01 year after warranty covering replacements of Control Panel, Sensors, MCP, Hooter, all other components & wiring. Any numbers of Complaints to be attended free of charge	
13	Warranty period for New Alarm System (in years)	
14	Installation Charges (applicable for new complete Burglar Alarm System installation only, not for replacement of spare parts)	

**Note:**

- Vendors are required to specify Make and Model of all the equipments quoted for. Technical Literature/ brochures regarding the products should invariably be provided along with technical part of the bid. The specification given in Annexure V is minimum requirement. Specification on the higher side is acceptable with minimum cost. Specification lower than the prescribed specification shall not be acceptable. Empanelment of vendors may be done on fulfillment of eligibility criteria and fulfillment of technical specification compliance.
- All components of Burglar Alarm System should be compatible to similar systems provided by other manufacture / supplier.

Place:

Date:

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



Financial Bid

Burglar Alarm System, Parts and Peripherals Price List				
S. No.	Description	Make	Qty.	Rate (in Rs.) (excluding taxes)
1	4 zone Burglar Alarm Penal (Automatic / Digital) <b>with inbuilt Auto Dialer</b>	Securico / Texecom / Hikvision / any other BIS approved brand	01 No.	
2	Central Processing Unit with circuit board <b>with inbuilt Auto Dialer</b>	Securico / Texecom / Hikvision / any other BIS approved brand	01 No.	
3	Rechargeable Battery (12V 7 AH)	Exide / any other BIS approved brand	01 No.	
4	Vibration Sensor		01 No.	
5	Magnetic Sensor		01 No.	
6	Pet Immune PIR Sensor		01 No.	
7	Panic Switch		01 No.	
8	External Hooter (110 dB minimum)		01 No.	
9	Internal Hooter (90 dB minimum)		01 No.	
10	2-core copper wire		01 Mtr.	
11	PVC Conduit Pipe		01 Mtr.	
12	Installation Charges ( <b>applicable for new complete Burglar Alarm System installation only, not for replacement of spare parts</b> )			
13	AMC charges <b>per year</b> per branch / office / currency chest / offsite ATM (minimum 4 visits per year, i.e. one visit per quarter)		Per Year	
<b>Total (in Rs.)</b>				

**Other Terms and Condition**

- Rate is valid for three years.
- The technician to visit the Branches, Offices, Currency Chests & Offsite ATMs once in three months.
- All breakdown calls to be attended within 24 hours.
- AMC Payment and replaced defective parts payment will be made centrally at zonal office at end of the quarter on production of bills.
- New System installation payment will be made by respective branch after approval from zonal office.
- GST applicable @ 18% for all components except battery / 28% for battery / as decided by GoI is extra.
- No separate installation charges will be paid.

Place:  
Date:

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

