

SUB-NOTICE FOR INVITING QUOTATIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV SYSTEMS FIRE ALARM SYSTEM AND SECURITY ALARM SYSTEM INSTALLED IN BRANCHES/OFFICES UNDER MUZAFFARPUR ZONE

Indian Bank, a Public Sector Bank invites Closed envelop Quotations for awarding Annual Maintenance Contract for the CCTV, Fire alarm and Security alarm Systems installed in the branches in Muzaffarpur Zone for a period of one year.

The closed quotations should be received to the below mentioned address on or before 07.04.2025, 5.00 pm.

Indian Bank, Zonal Office Muzaffarpur
1st Floor, Om Shanti Complex,
Opposite Jila School, Muzaffarpur-842002
Email id: zomuzaffarpur@indianbank.co.in
Mob : 9531826113.

ELIGIBILITY CRITERIA:

1. The vendor should have been awarded AMC of security items in any of the zones in Indian bank / ex-Allahabad bank (In Bihar State) in the past 3 years.
2. The vendor should be registered under MSME with valid Udyog Aadhar No. / Udyam Registration No. and GST No.

TERMS AND CONDITIONS OF THE AMC:

Comprehensive Annual Maintenance cover Full fledge service/ repair and replacement non repairable items of CCTV, Fire Alarm and Security Alarm System installed at branches and no additional charge will be paid.

1. The AMC will be for the following Branches/office
 - a. Period of AMC – 01 year w.e.f. 15-04-2025 to 31.03.2026.
 - b. CCTV Systems in – 83 Nos of branches/ office.,
 - c. Fire alarm Systems- 83 Nos of branches/ office
 - d. Security alarm System- 82 Nos of branches

The above quantity of equipment / branches / onsite ATMs / Offsite ATMs is not fixed and might vary anytime during the course of the contract.

2. Payment will be made on quarterly basis by Zonal Office after submission of service reports duly attested by the respective Branch Managers at the end of every quarter.
3. Total of 04 minimum mandatory services should be carried out in each branch/ office a year, as and when required.
4. The following shall be included in the quarterly service for DVR/CCTV, Fire alarm and Security Alarm System
 - a. Testing and servicing of the DVR/ CCTV System.
 - b. 90 days CCTV back up to be ensured in all the branches
 - c. Checking of all wiring and connections from the main panel to the magnetic/ PIR sensors and panic switches.
 - d. Carrying out all the sequence tests.
 - e. Carrying out a demonstration of all security system among the branch staff member.
 - f. Cleaning of the sensors of the Fire Alarm sensors
 - g. Cleaning and focusing of the CCTV cameras.
 - h. Unlimited visit in case system failure.
5. Break down calls or repairs, shall be attended within 48 hours, free of cost.



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6. Technicians during their branch visit, shall carry their identity cards issued by the vendor and produce before branch official.
7. Under no circumstances the DVR/NVR of CCTV system should be removed from the Branch premises. If necessary, the same should be permitted only after installing a Stand-by DVR system and informing the Zonal Security Officer.
8. There may be some exclusion in the AMC service which is as follows:-
 - a) **Physical damage:** The AMC does not cover damage caused by unauthorised personnel or external factor.
 - b) **Major upgrades:** Major system upgrades or expansions are not covered.
 - c) **Third party repairs:** In case the service provider fails to resolve issues within reasonable timeframe, branch/ZO may have the right to have repair done by third party or another empanelled vendor with the cost deduction from the service provider bills.

Note: - Bank reserves the right to cancel the Annual Maintenance Contract by notice in writing, in case the above mentioned conditions are violated or if the services are found unsatisfactory.

FORMAT FOR QUOTATIONS:

SI	Item Description	Qty (Nos)	RATE OF ITEMS
Fire Alarm			
1	Fire Alarm Panel	1	
2	GSM Dialer	1	
3	BATTERY 12 V 7AH	1	
4	SMOKE SENSOR	1	
5	HEAT SENSOR	1	
6	Manual Call Point	1	
7	Hooter	1	
9	TOTAL COMPREHENSIVE AMC RATE PER BRANCH		
Burglar Alarm			
1	BAS Panel	1	
2	Auto Dialer	1	
3	Battery 12 V	1	
4	Panic Switch	1	
5	Magnetic Switch	1	
6	PIR Sensor	1	
7	Hooter	1	
8	TOTAL COMPREHENSIVE AMC RATE PER BRANCH		
CCTV			
1	NVR 16 CHANEL	1	
2	NVR 8 CH	1	
3	Seagate HDD 4 TB	1	
4	Seagate HDD 2 TB	1	
5	Stand alone camera	1	
6	IP Bullet Camera	1	
7	IP Dome Camera	1	
8	DVR 16 CH	1	
9	DVR 08 CH	1	
10	Dome Camera	1	
11	Bullet Camera	1	
12	SMPS 10 A	1	
14	TOTAL COMPREHENSIVE AMC RATE PER BRANCH		





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The Closed quotations will be opened on 08.04.2025 at 15.00 pm at Zonal Office Muzaffarpur.
Incomplete Quotations / late Quotations / Quotations not accompanied by requisite documents are liable to be rejected.

Quotations from agents / brokers will not be accepted.

The Bank reserves the right to reject any or all offers without assigning any reasons whatsoever.


Deputy Zonal Manager
Indian Bank Zonal Office
Muzaffarpur

 

