



**NOTICE INVITING QUOTATIONS FOR NON COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR CCTV SYSTEMS INSTALLED IN BRANCHES/OFFICES OF HYDERABAD
ZONE**

Indian Bank, a Public Sector Bank invites Closed Quotations for awarding Annual Maintenance Contract for the CCTV System installed in their branches in Hyderabad zone for a period of two year.

The closed quotations should be forwarded to the below mentioned address on or before 16.12.2023, 3.00 pm.

**Indian Bank, Zonal Office Hyderabad
4th Floor, Liberty Plaza,
Himayat Nagar, Hyderabad-500029
Ph : 040-23222810, Mob : 7207302367, 8800583213.**

ELIGIBILITY CRITERIA:

1. The vendor should have been awarded AMC of security items in any of the zones in Indian bank / ex-Allahabad bank (Telangana & Andra Pradesh) in the past 3 years.
2. The vendor should be registered under MSME with valid Udyog Aadhar No. / Udyam Registration No. and GST No.
3. The vendor should produce copies of authorization letter from OEM (Original Equipment Manufacturer) for service of their equipment.

FORMAT FOR QUOTATIONS:

Particulars	Branches with / without Onsite ATM (In Rs.)	Offsite ATM (In Rs.)
	CCTV (Both NVR & DVR)	CCTV (Both NVR & DVR)
Annual Maintenance Contract charges for two year		

Note: The Closed quotations should be accompanied with individual pricelist of the spares of the CCTV Systems .

TERMS AND CONDITIONS OF THE AMC:

1. **Period** – 02 year w.e.f. 01-01-2024 to 31.12.2025.
2. The AMC will be for the following:
 - a. Branches: CCTV – 85 Nos.,
 - b. Offsite ATMs: CCTV – 08 Nos.,
3. The above quantity of equipment / branches / onsite ATMs / Offsite ATMs is not fixed and might vary anytime during the course of the contract.
4. The branches/offices/ATMs where new equipment were installed, AMC will be applicable only after expiry of the Warranty Period.
5. **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.
6. Total of 04 mandatory services should be carried out in a year in each quarter with a gap of 60 days between each service.



6. The following shall be included in the quarterly service:
 - a. Testing and servicing of the main panel board.
 - b. Checking of all wiring and connections from the main panel to the magnetic/ PIR sensors and panic switches.
 - c. Carrying out all the sequence tests.
 - d. Carrying out a demonstration for the benefit of the staff members
 - e. Cleaning of the sensors of the Fire Alarm sensors
 - f. Cleaning and focusing of the CCTV surveillance cameras
7. Break down calls or repairs, shall be attended within 48 hours, free of cost.
8. Technicians shall carry their identity cards issued by your office and produce the same on demand by the Branch Manager.
9. 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.
10. Minor repairs and change of minor spare parts shall be done free of cost.
11. Replacements / additions to enhance the security, if required may be carried out after obtaining confirmation from the Zonal Office. Payments for the spares will be cleared by the respective branches on successful functioning of the system
12. For all major repairs, cost of spares, if required to be replaced or additions required for enhancement of security will be as per the rates that will be finalized by our Zonal Office. The cost that will be finalized will be binding throughout the period of AMC irrespective rise or reduction of prices in the market.
13. 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 not satisfactory.
14. Bank reserves the right to award the contract to only one bidder or may split the contract between successful bidders at L1 rates in case of more than one L1 bidder.

The Closed quotations will be opened on 17.12.2023 at 11.00 am

Incomplete Quotations / late Quotations / Quotations not accompanied by requisite documents are liable to be rejected.

Priority will be given to Quotations from Public Sector Undertaking / Govt. Organisations.

The Bank reserves the right to reject any application without assigning any reasons whatsoever.

Quotations from agents / brokers will not be accepted.

Assistant General Manager / Deputy Zonal Manager,

Indian Bank, Hyderabad Zone

Contact Ph: **040-23222810, Mob : 7207302367, 8800583213**

For further details, please log on to our Bank's Web-site www.indianbank.in

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INSTALLED IN BRANCHES/OFFICES OF HYDERABAD ZONE