

Request for Proposal (RFP)

Empanelment of Vendors/ Firms/ Suppliers for Supply, Installation &
Non-Comprehensive Maintenance Contract for Security Equipments in
Branches/ ATMs & Offices under Bhopal Zone

इंडियन बैंक Indian Bank

Indian Bank

Zonal Office Bhopal

1st floor, Office Complex

Gautam nagar, Bhopal

Madhya Pradesh - 462023

BID DETAILS

RFP Reference No. and Date	ZOS/SEC/2023-24/160 dated 18/01/2024
RFPTitle	Request For Proposal (RFP) for Empanelment of Vendors /Firms /Suppliers for supply, installation & non-comprehensive annual maintenance of security equipments such as CCTV DVR / NVR based, Fire alarm and Security alarm systems in Branches / ATM's / Offices under Bhopal Zone
Document cost:	Rs. 1000/- (Rupees One Thousand only) (Non-Refundable) by way of Demand Draft / Pay Order favouring Indian Bank payable at Bhopal
Earnest Money Deposit:	Rs. 30,000/- (Rupees Thirty Thousand Only) for pay order issued by a scheduled commercial bank favouring Indian Bank, payable at Bhopal.
Tender Start Date:	02.02.2024 from 10 A.M. onwards
Pre Bid Meeting	09.02.2024 at 11.00 AM
Last date and time for receipt of Bidding Document:	17.02.2024 at 04.00P.M
Technical Bid Opening date / time:	19.02.2024 at 04.30 P.M
Place of Tender Opening:	Indian bank Zonal Office Bhopal , 1 st floor, Office Complex, Gautam Nagar, Bhopal-23
Seek clarification end date & time:	13.02.2023 at 03.00P.M
Address for communication	Zonal Security Officer Indian bank Zonal Office Bhopal, 1 st floor, Office Complex, Gautam Nagar, Bhopal-23 Contact No: 8275572142 E Mail ID: zobhopal@indianbank.co.in



**REQUEST FOR PROPOSAL
(RFP)**

Empanelment of Vendors/ Firms/ Suppliers for supply, installation & Non comprehensive maintenance of following security equipments in Branches / ATM's / Offices under Zonal Office Bhopal

- (1) Fire Alarm System
- (2) Electronic Alarm System
- (3) CCTV system (DVR/NVR).

Zonal Office Bhopal, Indian Bank invites sealed offers in two-bid system from vendors / Firms / Suppliers for empanelment of vendors and forming Annual Rate Contract (ARC) for supply & installation of above mentioned security equipments in Branches, ATMs & offices under Bhopal Zone on as and when required basis from the manufacturer/authorized dealers/suppliers who fulfil the following mandatory conditions / requirements.

RFP document can be obtained from Indian bank Zonal Office Bhopal, 1st floor, Office Complex, Gautam Nagar, Bhopal-23 on payment of **Rs 1000/-** each (Non-Refundable) by way of Demand Draft / Pay Order favouring Indian Bank payable at Bhopal or may be downloaded from our website www.Indianbank.in. However, for RFP downloaded from website the Pay Order/Demand Draft will be submitted along with the Tender document.

Date of commencement of issue of RFP	:	02.02.2024 from 10 A.M. onwards
Pre Bid Meeting	:	09.02.2024 at 11.00 AM
Last date for submission of RFP	:	17.02.2024 at 04.00P.M
Opening of Technical bid	:	19.02.2024 at 04.30 P.M

Note:-

- Offers from firms not having their own offices in **Madhya Pradesh** before the commencement date of RFP will not be considered.
- The tender document should be dropped in the Tender box kept at above address at page 1, duly signed and stamped at each page. FAX / Telegram / Telex / e-mail / courier or any other form specified than above will not be entertained.
- Technical Bid and Price Bid both must be submitted together in **separate sealed envelope** before the closing date. No Separate Price bid will be called for during the process. Bidders not submitting both offers will be rejected.
- Any bid received after **04.00 PM on 17.02.2024** will not be entertained.
- In case of any unexpected interruption due to events beyond control of the tender committee, the process interrupted will be continued on the subsequent working day at the scheduled time.
- Refer Ministry of Finance, Department of Expenditure (Public procurement Division) notification dated 23 July 2020 regarding restrictions under Rule 144 (xi) of the General Financial Rules (GFRs), 2017. Bidders not found eligible will not be considered for empanelment.

"The Bank reserves the right to reject any / all applications without assigning any reason whatsoever."

SECTION-I

1. SCOPE OF WORK-RATE CONTRACT & AMC

- 1.1 Annual Rate Contract for supply & installation of Security Equipments namely Fire Alarm System with sensors and in-built auto dialer, Electronic Alarm System with sensors and autodialer, standalone based CCTV system, DVR / NVR Based CCTV System in Branches / Currency chests / ATMs & offices across Bhopal Zone on, as and when required basis.
- 1.2 Non-Comprehensive Annual Maintenance Contract (AMC) of Security Equipments namely Fire Alarm System with sensors and autodialer, Electronic Alarm System with sensors and autodialer, standalone CCTV system & DVR / NVR Based CCTV System for Branches, offices & ATMs across Bhopal Zone.
- 1.3 Bhopal Zone consists of 89 Branches, 04 offices and 64 onsite ATMs spread over 24 districts of Madhya Pradesh having large geographical area. The requirement mentioned above pertains to the entire Region and not to the particular center where Zonal Office is located. However the responsibility of procurement and AMC of security equipment for branches of Indian Bank spread over 24 district is entrusted with Bhopal Zone of Indian Bank and herein after will be referred as “**Bhopal Zone**”.

“Vendors / Firms / Suppliers / Dealers / Manufacturers participating in the Tender Process herein after will be referred as “**Firm / Vendor**”

SECTION-II

2. TERMS & CONDITIONS

- 2.1 The empanelment shall be valid for a period of three years. The rates arrived through tender process for Supply, Installation and Maintenance of Security Equipments will remain fixed for a maximum period of **Three** years.
- 2.2 The contract period for supply, Installation and Non-Comprehensive Annual Maintenance Contract (AMC) of Security Equipment will be for three years subject to yearly renewal based on the satisfactory performance of the contracted vendors. Rates fixed at the time of contract (excluding GST) for supply and installation of new equipment will be non-negotiable and no upward revision will be permitted throughout the period.
- 2.3 Vendors are required to take over the work from any vendor who has provided unsatisfactory services to the Bank within a contract period as per discretion of the Bank.
- 2.4 At any point in time during the empanelment period the empanelled vendor(s) should be willing to accept the AMC of any existing equipment as per the requirement of the Bank.
- 2.5 If any equipment found faulty and cannot be repaired economically, service reports of such equipments are to be forwarded to the Zonal Office. The mode of repairs / maintenance of such equipments will be decided by the Zonal Office.
- 2.6 AMC charges will not be paid during warranty period. However the selected vendor will have to render services as and when required to ensure the functionality of equipment installed at the branches during Warranty period, where the equipment has been installed by them.
- 2.7 Vendor should compile the AMC reports quarterly and send a copy to Zonal Security Officer. This is a mandatory obligation and non-adherence will result in cancellation of AMC.
- 2.8 AMC and supply and installation of equipments to all branches assigned to the vendor shall be done, including far-flung areas. Non adherence of the same will result in penalty and subsequently termination of rate contract and AMC.

- 2.9 If Bank's Corporate Office or any higher office of Indian Bank conducts Pan India rate contract or in case of any policy change, ZO Bhopal will have the right to cancel this AMC / Rate contract. In such case notice of one month will be served to the firm for termination of AMC / Rate contract and no other claims will be entertained.
- 2.10 Non-adherence of terms & conditions, clauses of RFP and unsatisfactory performance of the contracted vendors will warrant termination of contract with one month notice by the Bank.

3. RESTRICTION UNDER RULE 144 (XI) OF THE GENERAL FINANCIAL RULES (GFRs) 2017

- 3.1 Refer Government of India, Ministry of Finance, Department of Financial services notification F.No.7/86/2020/BOA-I dated 7.08.2020 and F.No.6/18/2019-PPD dated 23/07/2020, regarding restrictions on procurement from bidders from a country or countries, on ground of defence in India, or matters directly or Indirectly related thereto including national security:
- 3.2 Any bidder from a country which shares a land border with India will be eligible to bid in the present tender process, if the bidder is registered with the Competent Authority. The Competent authority for the purpose of Registration under this order shall be the Registration Committee constituted by the Department for promotion of Industry and Internal trade (DPIIT) as per Notification F. No. 6/18/2019- PPD issued from Ministry of Finance, Department of Expenditure, Public Procurement Division.
 - 3.2.1 The registration as per para 5.1 should be valid at the time of submission of bids and during entire empanelment period (3years). If at any time during Contract period, the validity of the registration is found invalid, bank reserves all rights to cancel the contract / de-empanel the vendor.
 - 3.2.2 Bidder from a Country which shares a land border with India, for the purpose of this order means:-
 - 3.2.2.1 An Entity incorporated, established or registered in such country; or
 - 3.2.2.2 A Subsidiary of an entity incorporated, established or registered in such country; or
 - 3.2.2.3 An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - 3.2.2.4 An Indian (or other) agent of such an entity; or
 - 3.2.2.5 An entity whose beneficial owner is situated in such a country; or
 - 3.2.2.6 Any person who is a citizen of such a country; or
 - 3.2.2.7 A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
 - 3.3 Certificate regarding compliance: A certificate regarding compliance to above mentioned notification is to be attached with the technical Bids by the bidder. If such certificate given by a bidder whose bid is accepted is found false, this would be a ground for immediate termination and further legal action in according with law.
 - 3.4 All existing / any future amendments in government guidelines in this regard will be binding on the bidders.

4. ELIGIBILITY CRITERIA FOR EMPANELMENT OF VENDORS

- 4.1 The preliminary evaluation will be done on the following parameters on proof documents submitted along with the tender and offers from firms not conforming to any of these parameters or not supported by proof documents will be rejected. Following Proof documents

are mandatory for all parameters:-

- 4.1.1 The vendor should be Original Equipment Manufacturer (OEM) or Authorized channel partner or Authorized dealer or Authorized distributor of the company. For authorized channel partner/dealer/distributor ink signed copy of authorization letter from the OEM must be submitted in original. The certificate so furnished should clearly mention the period for which such authorization is valid and firm name, address & contact details from where after sales services shall be provided to the Bank.
- 4.1.2 The prospective vendor should be active in the concerned field with not less than Three years of experience in dealing with the products offered.(Proof Documents to be submitted).
- 4.1.3 Good Product Quality and Robustness: The vendor must produce substantive proof for meeting BIS standards for the products for which the standard exist and should conform to those standards.
- 4.1.4 Good after sales service. The Firm should have at least one of its own office and service centre in (Zone Location) with landline telephone having sufficient team of Engineers and Technicians functioning in the (State). The vendor should have sufficient workshop space and technical equipments for testing, repairing and maintenance of equipments.
- 4.1.5 The vendor should have an Income Tax/PAN and should have filed valid IT returns for last three years. (Proof documents - Copy of valid PAN Card and IT Return Acknowledgement copy for last three years).
- 4.1.6 The vendor should have a Registration for GST and should have been allotted with Registration number (Proof document-Valid Registration Certificate with GSTIN).
- 4.1.7 The average annual financial turnover during the last three years, ending 31st March of the previous financial year. The Vendors/ Firms/ Suppliers should have Audited Balance Sheet and Profit & Loss Account Statement for the past three FY. The Firm should have earned profit consecutively and average annual turnover should not be less than as mentioned below for the past three financial years:-

Sl	System	Average Annual Turnover(₹)
i)	Fire Alarm System	1,00,00,000/-
ii)	Electronic Alarm System	
iii)	CCTV system.	

- 4.1.8 The Vendors should have valid Test report from the Regional Electronic Test
- 4.1.9 Development centres and respective BIS certification for the equipments offered by them (as applicable).(Attested copies or original Proof if any has to be submitted).
- 4.1.10 Firms should have Registration under Shops & Establishments Act in **Madhya Pradesh** location as per the regional requirement of the bank. (Attested copy of Registration Certificate & Trade License issued by Municipal Corporations to be submitted)
- 4.1.11 The vendor should have minimum Three years experience of work of similar nature in Public/Private Sector Banks & Public Sector undertakings (Proof documents - Work orders and completion certificate from Banks substantiating providing service since last Three years).
- 4.1.12 The proposed/offered security equipments should be of an established brand and should be in the market for last five years.
- 4.1.13 The vendor should submit Performance Certificate from three existing Customers (Govt./Public or Pvt. Sector Bank/PSU Organisation) situated in Madhya Pradesh (other than Indian Bank) along with the references as per the 'Annexure VI'. (Adverse or non-satisfactory feedback received from any of the reference sites shall disqualify the bidder's tender. Email through the domain of the organization will be treated as valid modes however email through Gmail, Yahoo or any such sites will not be entertained)
- 4.1.14 Bidder should not have been black listed by the Government/ PSU/ Banks/ Financial

Institutions in India in the past. (An undertaking to this effect in their letter head must be submitted along with the tender)- Annexure IV

4.1.15 Firms shall not be owned or controlled by any executive, officer & employee of Indian Bank or their relatives having the same meaning as assigned under sec 6 of the Company Act 1956. (An undertaking to this effect in their letterhead must be submitted along with the tender)

4.2 In tending firms should furnish the firm's profile placed at Annexure-III.

5. PRE-BIDMEETING

A pre-bid meeting will be held at 11 AM on 09.02.2024 at Indian Bank, Zonal Office, 1st floor, Office Complex, Gautam Nagar, Bhopal – 462023.

6. EARNEST MONEY DEPOSIT (EMD)

6.1 Earnest Money Deposit of ₹ 30,000/- (Rupees Thirty Thousand only) must be submitted along with the Tender document in the form of a demand draft/pay order issued by a scheduled commercial bank favouring Indian Bank, payable at Bhopal. The EMD of ₹ 30,000/- is for each vendor irrespective of applying for single or multiple system.

6.2 Offers not accompanied with EMD will be rejected. No interest will be payable on the EMD. The EMD will be refunded to the unsuccessful Vendors. The EMD of successful Vendors will be released only after submission of Performance Bank Guarantee.

6.3 The Earnest Money Deposit will be forfeited if the Vendors:-

6.3.1 Withdraws its bid during the tender process.

6.3.2 Have been selected by the Bank for the job but refuses to accept any contract.

6.3.3 Refuses to accept workorder or having accepted the workorder, fails to carry out his obligations mentioned therein.

6.3.4 Refuses to submit Performance Bank Guarantee on finalization of Rate Contract.

7. TWO BID SYSTEM OFFER

7.1 The offer will be in two parts, Technical bid & Price bid. The Technical bid document shall include cost of RFP & EMD. Both the parts should be submitted in separate sealed covers duly superscribed "Technical bid for supply, installation & Non-comprehensive maintenance of security equipment in Branches/ ATM's/ Offices under Bhopal Zone and "Price Bid for supply, installation & Non-comprehensive maintenance of security equipment in Branches/ ATM's/ Offices under Bhopal Zone respectively. Both the sealed envelopes should be placed in another sealed envelope superscribed "Offer for empanelment for supply, installation & Non-comprehensive maintenance of security equipment in Branches/ATM's/Offices under Bhopal Zone. The offer must be dropped in the Tender Box placed at Indian Bank, Zonal Office, Bhopal within the stipulated time. No Separate Price bid will be called for during the process. Bidder not submitting both offer accompanied by the PO/DD being the Tender Fee and EMD will be rejected.

7.2 The Complete Tender Document should be submitted strictly as per the Check-list along with document proof placed at "Annexure-I"

7.3 All the Annexures of the bid shall be typed or written in indelible ink & submitted duly signed by the bidder or the authorized person with Name and designation & seal of the Vendor.

8. TECHNICAL BID OFFER (TO)

- 8.1 The Technical Bid Offer (TO) should be complete in all respects and contains all information asked for in this document. It should not contain any price information.
- 8.2 Demand draft for Rs. 1000/- (Non-refundable) towards Cost of RFP Forms, if downloaded from Bank's website.
- 8.3 Earnest Money Deposit of Rs. 30,000/- (Rupees Thirty Thousand only). EMD will not be accepted after last date of submission of tender.
- 8.4 It is mandatory to submit the details in the prescribed pro-forma (Annexure I to VII) duly filled in & signed along with relevant document. In case of non-submission or partial submission of prescribed details, the Bank shall reject the offer. The TO must be submitted in an organized and structured manner preferably in a binding. No brochures/leaflets etc. should be submitted in loose form.
- 8.5 Proof documents submitted along with the tender document shall be considered as the final & conclusive proof. The Bank shall not call for any further documents.

9. PRICEBID

- 9.1 Price Bid will be invited on a one time basis for three year at the time of empanelment of vendors to determine L1 bidder(s). The following must be ensured:-
 - 9.1.1 Price Bid must be submitted in separate sealed envelope.
 - 9.1.2 The price quoted should be only in Indian Rupees.
 - 9.1.3 Price Bid should be strictly as per Annexure-VIII (Appendix 'A' to 'E' as applicable), filled up completely & signed by the authorized signatory of the firm.
 - 9.1.4 The Package Cost (Cost of each item), AMC Cost & Buyback cost of complete system must be quoted in Figures & Words.
 - 9.1.5 The rates should be exclusive of GST/taxes subject to amendments by Govt. From time to time.
- 9.2 The price bids of only the short listed bidders will be opened, who satisfy Technical bid & practical demonstration of the product quoted. Short listed bidders will be notified by e-mail/post & the bidders/authorized representatives may be present at the time of opening of the Price Bids.

10. PROCEDURE FOR EMPANELMENT/CONTRACT OF VENDORS :

The constituted tender committee shall open the bids in the presence of bidders or their authorized representatives on the date & time defined in the RFP. Initially only technical bids of bidders shall be opened and evaluated. The sealed price bids of only the technically qualified vendors shall be opened after completion of technical evaluation for empanelment process to decide the L1 bidder/s. The technical bids & price bids shall be evaluated in stages given below:

Stage I

- i) Technical bids from bidders not accompanied with Demand Draft/cash receipt for cost of RFP and Demand Draft for EMD shall be summarily rejected except for vendors claiming exemption on Cost of RFP & EMD who is registered with National Small Industries Corporation (NSIC) provided proof document for registration is submitted.
- ii) The registration with NSIC of vendors claiming exemption shall be verified with NSIC based on the proof document and if found ineligible for such exemption, the tender of such vendors shall

be summarily rejected.

Stage II

- i) Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criterion purely based on proof of documents submitted. Document submitted along with the Tender shall be considered as the final & conclusive proof and Bank shall not call for any further document.
- ii) A comparative chart capturing information on compliance of minimum eligibility criterion shall be prepared and evaluated as per submitted proof of documents
- iii) Offers not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents shall not qualify this stage.

Stage III

- i) Veracity of documents/ facts of Bidders qualifying Stage-II will be further verified through site visits to the offices/service center/tie-up arrangements of the bidders.
- ii) Feedback from reference sites as indicated in the tender document by the bidders shall be obtained in writing and evaluated.
- iii) A comparative chart shall be prepared to capture the details of verification carried out during site visit, feedback obtained from reference site.
- iv) Bidders with unsatisfactory feedback from reference sites or documents/ facts not found in order on verification as per stipulated criteria's applicable shall not qualify this stage.

Stage IV

- i) A products demonstration shall be seen by the evaluation committee to check their specifications, standards and quality. The products of bidders not conforming to required standards and specification will not qualify.
- ii) Bidders qualifying this stage shall be eligible for the Price Bid Opening on approval by the competent authority for a period of three years.

Stage V

- i) Price bids of only Technically Qualified bidders shall be opened in presence of the empanelled bidders or their authorized representatives at the given date, time and place.
- ii) Price bids of bidders shall be evaluated and L1 price bid(s) shall be decided from the qualifying price bids in the following manner:-
 - As per evaluating the Package Cost (item wise) + Non-Comprehensive AMC for Three Years minus Buy Back Price of old system, 2 Bidders will be selected (L1, L2 & L3) initially. Bidders of L4 and beyond shall not be considered & shall no longer take part in the present tender process.
 - In addition to the above, comparative Rate Chart will be prepared item-wise including 3 years Non-Comprehensive Annual Maintenance Contract with deduction of Buyback value
 - L1, L2 & L3 vendors will be given a chance to match the L1 price of “**each item**” quoted

amongst L1, L2 & L3 vendors. Vendor/s not able to match the L1 Price of “**each item**” shall not be considered further (unreasonable / untenable prices shall not be considered).

- The above process shall be repeated for each equipment i.e, Fire Alarm System, Burglar Alarm System & CCTV System.
 - If there is more than one vendor empanelled, then the work order shall be split at Bank’s discretion. However, Bank reserves right to distribute the work among the qualified bidders keeping operational convenience in view.
 - If any of the shortlisted bidder is unable to fulfil the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other shortlisted bidders after giving 15 days notice to the defaulting bidder.
- iii) Non-qualifying bidders should be intimated with reason(s) for non-qualification.

11. VALIDITY OF OFFER

The offer should be valid for period of 90 days from the last date for submission of the offer.

12. 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 & shall be entitled to reject any or all offers without assigning any reasons what so ever. The bank will have right to opt for any new technology optimum for the banks usage.

13. ORDER CANCELLATION

- a. If the selected firm fails to deliver and/ or install the equipment with in 07 Bank's working days or the extended date communicated by the Bank, it will be a breach of contract.
- b. The Bank reserves its right to cancel the order in the event of delay in delivery/installation/commissioning of equipment and forfeit the Earnest Money Deposit.

14. PERFORMANCE BANK GUARANTEE

- 15.1 Before entering into an agreement the selected vendors must submit an unconditional Performance Bank Guarantee to Indian Bank, Zonal Office Bhopal for the value mentioned below. The PBG should be valid for the period of minimum 38 months from the date of the contract. Format for PBG is enclosed as Annexure-IX.
 - **Rs.4,00,000/- (Rupees Four Lakhs only)** for Rate contract of CCTV System, Fire Alarm System & Burglar Alarm System
- 15.2 The Bank Guarantee to be issued by a scheduled commercial bank (Other than Indian Bank & Co-operative Bank) favouring Indian Bank, payable at Bhopal & to be sent by the issuing Bank under Regd. Post A.D.
- 15.3 If the Rate Contract are awarded to two or more vendors, the value of PBG to be submitted will also be split in terms of the value of the Contract allotted. In such cases,

Regional Office will decide the value of PBG based on the % of contract awarded.

- 15.4 All liabilities arising from this Tender will be made good from the Bank Guarantee. Bank 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.

15. PAYMENT TO VENDORS

The payment for any kind of supply of equipments/installation/repair/maintenance shall be made by the respective Branches/Offices, adhering to the following:

- 16.1 Expenditure should be sanctioned as per the delegated power prescribed in the expenditure policy of the bank.
- 16.2 Payment shall be made to the vendors Bank Account through online/NEFT/RTGS mode only as per the rate approved by Zonal Office and on production of bill.
- 16.3 Branches/Offices shall scrutinize the bill and supporting documents for its correctness as per rates, terms & conditions of the bidding process communicated by their respective Zonal Office. In case of any discrepancies, the same shall be immediately intimated to the vendor for rectification/compliance.
- 16.4 No advance amount will be paid to the contracted firm. Payment will be released by the Branch/ Zonal Office, Bhopal after satisfactory completion of work, demonstration and training of the newly installed equipment to the staff.
- 16.5 The AMC charges of security equipment will be released centrally by the **Zonal Office, Bhopal** on Quarterly basis (04 instalments in a Year) on submission of the bills along with service reports duly authenticated by Branch Officials.

16. THE BANK'S RIGHT

- 17.1 The Bank retains the right to cancel the Empanelment / Contract in whole or in part for supply, installation & AMC anytime during the period after giving One Month Notice.
- 17.2 If the service of the firm is found to be unsatisfactory, then the Bank will have the right to terminate the contract giving One Month Notice. Further the order will be placed with other bidders qualified in price bids.
- 17.3 If any of the shortlisted Vendor is unable to fulfil the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other shortlisted Vendors after giving 15 days notice to the defaulting Vendor.
- 17.4 If the Corporate Office or any other higher Office of Indian Bank conducts PAN India rate contract, Zonal Office Bhopal have the right to cancel this rate contract. In such case notice for one month will be served to the firm for termination of rate contract and no other claims will be entertained.

17. WARRANTY

- 18.1 The Security System including all its components/equipments supplied/installed at the Branches/Offices/ATM sites of the Bank should be brand new. The selected firm should also guarantee that all the software/ components/ equipments supplied/ installed by the selected firm/s is licensed and legally obtained.
- 18.2 The offer must include comprehensive on-site warranty of atleast one year 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 else AMC charge of that quarter or 2% cost of equipment whichever is higher will be deducted from vendor by any means.

- 18.3 The offer must include comprehensive on-site warranty for batteries of at least 1 year from the date of installation and commissioning of the equipment however there should not be any additional cost for the warranty period.
- 18.4 Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of equipment, accessories etc. covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.
- 18.5 Warranty should not become void if Bank buys any other supplemental hardware which is not discussed in this document from a third party and installs it with this equipment. However, the warranty will not apply to such hardware items installed. The vendor is expected to ensure same maintenance standards clause.

18. VALIDITY OF RATE CONTRACT

- 19.1 Rate contract for supply and installation of new security equipment & Non-Comprehensive AMC will be for the period of Three years. The contract will be renewed on yearly basis by our office on satisfactory services of the contracted vendor.
- 19.2 During the initial three-year period, the contract may be terminated by either party by giving one month notice. However, if the contract is terminated before its contracted expiry date, either by the Bank due to prolonged unsatisfactory service by the service provider or by the service provider for whatsoever reasons, the Bank shall have the right to invoke and encash the Performance Bank Guarantee provided by the Service Provider. In this context, prolonged unsatisfactory Service by the Service Provider means unsatisfactory service for a continuous period of three months or more.
- 19.3 Rate fixed at the time of contract will be non-negotiable and no revision will be permitted other than the taxes decided by Govt. From time to time.

19. MINIMUM MAINTENANCE STANDARD REQUIRED

- 20.1 The vendor should ensure that the equipment reported faulty on any working day is set right within **72 Hours** of reporting the complaint and in no case, later than three working days of the bank. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide standby system of the same till the hardware is returned duly repaired without any additional charges.
- 20.2 The vendor should respond within **24 Hours** to request made by the branch to provide necessary data to bank/police/court.
- 20.3 All complaints/ service requests will be reported/ conveyed through email/phone only.
- 20.4 The contracted Firm is required to maintain all the Security Systems in functional conditions during the AMC period at the rates quoted by the firms and accepted by the Bank.
- 20.5 During AMC period, the firm is required to visit all the branches/offices/ATM sites installed with CCTV, FAS & EAS system, once every Quarter for preventive maintenance/servicing.
- 20.6 During AMC period, the contracted firm shall attend all complaints call any number of times, if any, in the systems without any additional cost of the visit for repairing and servicing other than quarterly AMC Charge.

20. PENALTYFORLACKOFSERVICESUPPORT

- 21.1 Bank expects proper service support during warranty and post warranty period. The system should be set right within **72 Hours** of reporting the complaint. In case the system is down for more than 3 working days & no standby system is provided by the vendor, a penalty of **Rs.300/-** per day may be charged, from the 4th day of complaint to the maximum of **Rs. 3000/-** per case. Such penalty may be recovered from the amount payable to the firm or quarterly AMC charges to be paid by the Branch. If such case reported three times in a year, Bank may terminate the contract and replace the faulty system and make good the proportionate loss from bank guarantee.
- 21.2 The firm must respond within **24 Hours** to request made by the branch to provide necessary data to police/court. If the vendor fails to respond a penalty of **Rs.300/-** per day may be charged, from the 3rd day of complaint to the maximum of **Rs. 3000/-** per case. Such penalty may be recovered from the amount payable to the firm or Quarterly AMC charges to be paid by the Branch. If such case reported three times in a year, Bank may terminate the contract.
- 21.3 Complaint will be lodged through telephone or Email, for which the vendor has to provide a dedicated complaint number.

21. TERMS OF IMPLEMENTATION

- 22.1 The vendor shall complete the installation/work at the branches/offices within 7 days from the date of receipt of the work order; else the terms of Liquidated Damages (LD) will be applicable.
- 22.2 On Installation/Service vendor's representative will explain the operation of equipment and clear doubts of employees of the bank.

22. LOCATIONS TO BE COVERED

The delivery of Security equipment is to be done will be communicated along with the Purchase Order. However, the Bank reserves the right to change location as per Bank's requirement, before delivery. The installation of the security equipment will be done as per requirement of the bank from time to time.

23. ASSIGNMENT OF OBLIGATION

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

24. AVAILABILITY OF SPARES

The firm must 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.

25. PATENTS RIGHTS

- 26.1 The supplier, at their own expense shall 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.
- 26.2 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.
- 26.3 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.

27. DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

28. LIQUIDATED DAMAGES FOR DELAY IN INSTALLATION

Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% of the total cost of hardware per site per week will be charged for every week's delay in delivery subject to maximum 10% in each case. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Part of week will be treated as a week for this purpose.

29. TERMINATION FOR DEFAULT

29.1 The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligation(s) under the Contract.

29.2 In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar services.

30. 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. In this event, termination will be without compensation to the Bidder.

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

32. NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)

- 32.1 Non-Comprehensive on-site maintenance charges, for the post warranty period, must be quoted on a **Yearly basis** in the Price bid.
- 32.2 No AMC charges will be paid during warranty period. However the selected vendor will have to provide free services to the Branches during Warranty period where the equipment has been installed by them.
- 32.3 During AMC period the Technicians should visit the branches quarterly during the year with a minimum gap of 75 Days (all systems) between each visit during bank working hours in addition to the emergency fault repair calls. The fault repair calls during a particular Quarter may be treated as Quarterly visits and such visits will be free of cost during AMC.
- 32.4 During AMC visit the representative should explain the working of system to the employees, update the Telephone No's fed in the Auto dialer, Assess the working condition of All Sensors of Fire & Security Alarm System free of cost & ensure 90 days back up in CCTV system, which is a mandatory obligation.
- 32.5 During AMC visit the representative should give a technical report of system which clearly reveals the present status/condition of the system and a copy of quarterly visit report confirming that the equipment is working properly should be sent to Zonal Security officer with the signature and bank's stamp within 15 days of the succeeding month of the quarter.

33. 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.

34. UNDERTAKING BY VENDOR

The successful bidder must give an undertaking that all components used in the machines supplied are new and original and not refurbished. This must be submitted along with the Invoices else payment will not be released.

35. GOVERNING LAW AND DISPUTES

- 35.1 The provisions of this tender shall always be subject to government notifications, any rules/guidelines that may be in force from time to time.
- 35.2 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.

35.3 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. The venue of the arbitration shall be ZO Bhopal.

35.4 All disputes and controversies between the Bank and Bidder/selected firm(s) will be subject to the exclusive jurisdiction of the courts in ZO Bhopal.

36. SIGNING OF CONTRACT

If Indian Bank decides, then the successful bidder(s) shall be required to enter into a contract with Indian Bank within 7 days of the award of the tender or within such extended period as may be specified by Indian Bank, Zonal Office, Bhopal on the basis of the Tender Document, the Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. Bank shall have the option of terminating the contract during the contract period by giving One month notice.

For further clarifications, if any, you may contact Indian Bank, Zonal Office, 1st floor, office Complex, Gautam nagar, Bhopal-23.

ANNEXURES

ANNEXURE 1

Technical Specifications of NVR and IP cameras (Full Digital Resolution)

S.No	Component / System	Technical Specifications
1	Network recorder (NVR) required specifications	4/8/16/32 Channel NVR with 2 / 4 SATA slots with each slot supporting one 6 TB Hard disk. For IP cameras of 2 MP resolution minimum of 12 TB of Hard disk is recommended for adequate back up of 90 days. The NVR should support Power Over Ethernet (POE) for reduced cabling. Should support 2 way audio. Should support third party cameras. Should support recording from Minimum 6 MP IP cameras or more.
2	Hard disk – Surveillance Grade	4 TB/ 6 TB * 2 disks with 2 years warranty (Seagate / WD or equivalent)
3	IP camera – 2 MP – To be set to 15 Frames Per Second (FPS)	2MP :: 1/2.8" Progressive CMOS, ICR, 0lux with IR, 1920x1080:25fps(P)/30fps(N), H.265+/H.265/H.264/MJPEG, DC12V &PoE, 3D DNR, BLC, IR range: up to 50m, Support on-board card slot -S: Audio/Alarm IO connectors
4	Stand alone IP camera	1/3" Progressive CMOS/ ICR/ 0lux with IR/ 4mm@ F2.2 (1920/1080/ H.264/ DC5V/ DWDR/ 3D DNR/ BLC/ Smart Motion Detection/ Smart Motion Tracking/ On-board card slot (up to 128GB)/ Build-in microphone/ Up to 10m IR/ Wi-Fi with Software smart-configuration via mobile phone
5	Network Switch for NVR and Cameras	Unmanaged Poe, 8 100M Poe, 1 100M uplink port, 250m Transmission, 6KV Surge Protection, 58W
6	Network Cable	Cat 6 (T P link) Cabling BIS certified
7	Micro SD Card / SD card	64 GB Micro SD/ SD Card (Class 10 UHS 3)

Other Details on the NVR CCTV solution

Minimum two IP cameras will be enabled with 64 GB Micro SD Card (Class 10 UHS 3) for inbuilt recording. This will back up the recording for about 3 days in the camera itself and can be retrieved in case of an emergency.

A stand alone IP camera of 2 MP with a 64 GB SD card may be added and connected to a wifi broad band dongle (optional) exclusively for the IP camera. This camera can be remotely accessible up to 5 persons using mobile phone and all functions of camera can be controlled including remote viewing of footage rotation (PTZ) of the camera etc. The camera will also give instant alerts on any exception occurrence / intrusion in the area of coverage. This is expected to further reinforce our security equipment installed in our Branches by providing an early warning and alarm in case of any intrusion into the Branch. The power supply of this camera and Wifi Dongle also to be connected to the Branch UPS.

Other Terms & Conditions

- a) Minimum warranty for all products is 1 year.
- b) Warranty for Surveillance HDD should be minimum 2 years.
- c) Cost should be inclusive of delivery, installation and commissioning. Additional charges will not be applicable.
- d) 04 quarterly visits towards preventive maintenance should be carried out during the warranty period of 1 year.
- e) Vendor should be capable for giving Annual Maintenance Contract (Comprehensive or Non Comprehensive) for at least 03 years post completion of warranty. However, awarding of AMC is fully under the discretion of Bank.
- f) 5% of the Billed amount excluding GST will be retained as Security Deposit which shall be released after 1 year on submission of acknowledged copies of quarterly service reports and full serviceability report.
- g) EMD for an amount of Rs 30000/- in the form of Demand Draft in favour of Indian Bank Corporate Office, payable at Bhopal should be enclosed along with the sealed quotation.

ANNEXURE 2

Technical Specification for Security Alarm System

1) Micro - Processor based Control Panel with inbuilt LED indication & with integrated Auto-dialer [preferably GSM Based. However, if mobile network is not available, PSTN (Public Switched Telephone Network) based]

1.1. External Body Features –

- 1.1.1 Protected from dust, water, vermin etc.
- 1.1.2 Acrylonitrile Butadiene Styrene (ABS)/ 18 SWG M S Cabinet, epoxy Coated.
- 1.1.3 Locking of panel by Allen Head screw on sides / internal lock
- 1.1.4 Bracket mounted.
- 1.1.5 Provision for battery compartment inside the panel.

- 1.2. **Micro - Processor based Control Panel with inbuilt LED indication** & push button to show the status/health of the system (Data Logger System). The panel should indicate the health of the system (Fault, power failure and battery status indicator).
- 1.3. Option to add wireless module having provision for Cordless Switch to activate the alarm system
- 1.4. Real Time Clock with accuracy of +/- 15 Sec per day.
- 1.5. In the event of any zone getting faulty or switch getting isolated, it should give indication on the LCD display and the system to remain functional
- 1.6. The system should automatically (arming & disarming) change from day to night mode & Vice-versa as per the real time clock (programmable) and also have option to change manually with existing key pad.
- 1.7. Sounding of hooters gets automatically put off after a period of **3 minutes** (programmable with the help of key pad) and thereafter the entire system should get reset)
- 1.8. The system shall have programmable 0 - 90 Sec time delay to activate the sounding of hooters for panic switches and entry and exit time delay from 0 to 90 sec for PIR.
- 1.9. The system should have in-built auto-dialer (PSTN based or GSM based).
- 1.10. System operating on Mains and battery backup (12V 7Ah) with recharging facility
- 1.11. Should support two external hooters besides the internal one
- 1.12. It should be compatible with PIR Sensors, Magnetic Sensors, Vibration Sensors, Light Sensors and have one zone for fire detector (smoke sensor) etc. and capable to put on the lights when activated during night mode.
- 1.13. Auto Reset after activation – 03 minutes (Day & Night Mode)
- 1.14. Any wire cut should activate the alarm system for 120 seconds and thereafter the affected switch / zone to get isolated/ bypassed with display / blinking of LCD panel indicating the defect
- 1.15. ON/OFF function of the system should only be with the help of keypad

2) In-built Auto Dialer:

- 1.1 It should be compatible with GSM / PSTN connection of any service provider.
- 1.2 Provision for storage and dialing minimum five (05) Telephone / mobile numbers with recording message up to 20 Seconds duration.
- 1.3 Message should be repeated at least twice before dialing the 2nd number. In case number not responded, facility to re-dial the number after completing the cycle.
- 1.4 Should have message recording facility at local end (Branch end)
- 1.5 In-built GSM auto-dialer should have the ability to generate SMS alerts in addition to auto-dialing the pre-fed numbers.
- 1.6 Provide signal strength and status indication on display screen.

3) Wiring:-

- 3.1 2 Core and 4 Core Multi strand .75 sq. mm, flexible, ISI marked (Finolex/ Plaza/Polycab/ RR Cable or similar quality), PVC insulated copper wire for connection of panic switches and other sensors respectively.
- 3.2 Rigid PVC conduit 2 mm ISI mark. Fixed with metal saddling at every 02 ft distance.

4) PIR SENSOR

- 4.1. Dual Technology (IR & Microwave)
- 4.2. Detection coverage horizontal angle 110 degrees
- 4.3. Detection Range: Up to minimum 10 Mtrs
- 4.4. Sensitivity range: Low/ Med/ High
- 4.5. Wall mounting facility
- 4.6. Pet / rodents immunity
- 4.7. Provision for calibration to adapt changes in ambient temperature due to various seasons

5) Hooter:

- 5.1. Min 90 dB for internal and 110 dB for External (CE & UL certification)
- 5.2. 4 wired with tamper loop (Cutting of hooter wire should trigger other hooter)
- 5.3. ABS body
- 5.4. Weather Proof
- 5.5. Wall mounting facility
- 5.6. Operates on 12 Volt DC

6) Magnetic Sensor:

- 6.1. ABS body
- 6.2. 4 wired with tamper loop (NC circuit)
- 6.3. Operating Gap: 15mm

7) Multi-Function Sensor :

- 7.1. Capable of vibration detection, metal cutting and glass breaking
- 7.2. ABS body
- 7.3. Sensitivity range: Low/ Med/ High

8) Panic Switches:

- 8.1. Sturdy built
- 8.2. Micro Switch Technology
- 8.3. In-built tamper Switch

ANNEXURE 3 (a)

Technical Specifications of automatic Fire Detection & Alarm System

Specifications of Panel & Battery	
1. Main Control Panel	Technical Specifications
Primary Function	The primary function of the control panel shall be to automatically respond to the operation of one or more detectors to give fire alarm and to indicate area (zone) from where the devices are activated
Specifications	Minimum 4 (Four) Zone Microprocessor based Control Panel conforming to IS 15908/2011& 2189/2008. UL/EN approved, Approved / tested by ERTL/ ETDC or any Third Party Laboratory/ Test House recognized by Bureau of Indian Standards for this purpose may also be accepted.
Electrical \ Electronics	<ul style="list-style-type: none"> a) Built in power supply arrangement with AC/DC ON, system ON visual indicators. b) Automatic changeover arrangement to standby supply with built-in battery charger, low battery, charger fail, reverse polarity, AC/DC fail visual indicators. c) Built-in panel sounder with Acknowledge switch, lamp test and reset switches, evacuation alarm. d) Zone indicators for Fire, Open, Short, Isolate and Test Facility. e) On fault i.e, open / short condition, buzzer must sound and indicator lamp (LED) glow. This audible alarm should be distinct from the Fire Alarm. Trouble reminder f) Built-in Digital Ammeter, Digital Voltmeter, Air Conditioning turn- off relays and facilities for connecting Auto dialer
Power Supply	The fire panel shall operate from a 230 v + / - 10 % 50 Hz mains supply and in case of power failure shall automatically switch over to a built-in sealed maintenance free battery rated at 24V DC 7 AH with a switch over time of less than 100 ms. Deep discharge arrangement should be there.
Power Consumption	Less than 200 mA idle current and 1 –2 Amps on full activation.
AC Voltage at Input	Single Phase 50 Hz, 150-260 V. Auto cut-off protections for over and under current / voltage
DC Voltage for System	24 Volts
Type of indicator lamps	LED (Different colors)
Body	<ul style="list-style-type: none"> a) Type - Wall mounting, plug in modular type. b) Overall dimensions- Suitable size to accommodate 4 zones, other control components, and 2 X 12V 7 AH Battery.

	c) Thickness of body and colour - 16 SWG. Powder coating d) Opening of the Body/panel - Suitable locking arrangement through Key/Allen Screws e) Cable glands- Cable glands should be provided
Additional facilities:	Auto dialer should have capacity to register at least 5 (five) telephone numbers, be integrated within Main Control Panel
2. BATTERY UNIT	
Make	Standard ISI make
Type	Sealed, maintenance free
Voltage	12 Volts: 2 units.
AH Capacity	7 AH capable of providing 48 hrs stand by supply in case of AC failure as per IS 15908/2011 & 2189/2008 and full load operation for at least 30 mins.
Location	Both the batteries will be located within the Main Control Panel

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Indian Bank

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ALLAHABAD

ANNEXURE 3 (b)

SPECIFICATIONS: MCP, HOOTER, RI AND CABLE	
3 . MANUAL CALL POINT	
Make as per BIS	As per IS 15908/2011 & 2189/2008. with hammer and chain
Material of body	M.S., Powder coated with approved P.O red
Thickness of body	1.5 mm.
Material of fragile element	Glass of 2mm thickness
Contact making breaking	Breaking for alarm
Dimension	100 mm x 100mm
Size of fragile element	70 mm x 70mm
Type of indicator lamp	LED
4 . ELECTRONIC HOOTER/SOUNDER	
Make	As per IS 15908/2011 & 2189/2008.
Watt/ capacity	6 Watts (Dual tone) of Min 65 db output
Type of sound emitted	Intermittent / Dual
Material of the body	Fabricated from either spun aluminum or moulded PVC
5 . RESPONSE INDICATOR	
Make	As per IS 15908/2011 & 2189/2008 or equivalent as per prevalent trade and practice, acceptable to the Bank
Type of indicator lamps	LED
Material of the body	Fabricated from either spun aluminum or moulded PVC or MS 16 SWG
6 . CABLE	
Make	Standard ISI mark
Specification	IS 1554-Part-1 1988
Type	2 core, 1.5 sq. Mm/core; Armoured Cable

ANNEXURE 3 (c)

SPECIFICATIONS: VARIOUS DETECTORS	
7 . DETECTOR	
i) IONISATION SMOKE DETECTOR:	
Operation Principle	Ionization (Apollo 65 and its equivalent other makes)
Specification	IS 11360-1985/UL-217/EN-54/FM/ LPCB
Voltage range	24 V DC, 20-30V
Type of Indicator lamp	LED
Compatible to work with	Optical and Heat and Multi Sensor
ii) OPTICAL SMOKE DETECTOR :	
Operation Principle	Light Scattering or obscuration (Apollo 65 and its equivalent
Specification	IS-11360-1985/UL/BS/FM/LPCB
Type of Indicator lamp	LED
Compatible to work with	Ionization and Heat and Multi Sensor
iii) HEAT DETECTOR:	
Operation principle	Rate of rise cum fixed temperature type.
Specification	IS-2175/1988, UL/BS/FM/LPCB
Type of Indicator lamp	LED
Compatible to work with	Ionization and Optical and Multi Sensor

CHECK-LISTFORTENDERDOCUMENTS

Sl.	Documents Required	Enclosed Status (Yes/No)
1.	Covering letter on the Firm's letter head as per the format at Annexure-II.	
2.	DD/Payorder Rs.1000/- (Non-refundable) each per system towards cost of RFP in favour of Indian Bank payable at Bhopal.	
3.	DD/Pay order for Earnest Money Deposit (EMD) as per Clause 6 of The RFP.	
4.	Firm's Profile with relevant document proof as per the form at Annexure-III & Clause 4 of the RFP along with the declaration for Compliance and acceptance of terms & conditions of RFP.	
5.	Undertaking in the company letter head that your firm has Never been blacklisted by any Government/ PSU/ Banks/ Financial Institutions in India in the past. (Annexure-IV)	
6.	Undertaking in the company letterhead that your firm is not controlled by any Employee or relative of Indian Bank.	
7.	The Power of Attorney authorization by the Firm to Sign & participate in the tender.	
8.	OEM's origin a link signed Authorization certificate as per the format Annexure-V.	
9.	Reference Sites as perform at Annexure-VI.	
10.	Technical Specification with all rows/columns filled as perform at Annexure-VII"APPENDIX A"	
11.	Technical Specification undertaking as per format Annexure-VII "APPENDIX B".	
12.	Documentation if any (Product Brochures, leaflets, manuals etc.)	
13.	Price Bid as per format Annexure-VIII (To be submitted in separate Sealed envelope)	

Place:

Authorised Signatory

Date:

(Name & Designation, Date & Seal of the Firm)

(Letter to the bank on the Firm's letterhead)

To

**The Zonal Manager
Indian Bank, Zonal Office Bhopal**

Dear Sir,

Sub: RFP for supply, installation & Non-Comprehensive Maintenance of Security equipment such as CCTV System, Fire Alarm and Security Alarm in the Branches/ Offices/ ATMs under Bhopal Zone.

With reference to your tender notice published in News papers/ Bank's Website on DD.MM.YYYY and the RFP published in your website with effect from DD.MM.YYYY, having examined and understood the instructions, terms and conditions forming part of RFP, we here by enclose our offer for appointment of firm for supply, installation & Non-Comprehensive AMC of (*Security Equipment Name*) as detailed in your referred RFP.

We confirm that we the Security Equipment to be delivered to the Bank will be brand new including all components & that software is licensed and legally obtained.

We further confirm that the offer is in conformity with the terms & 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 as signing any reason whatsoever.

We enclose here with a Demand Draft/Pay Order for Rs.1000 (Rupees One Thousand only) each for _____(*Security Equipment Name*) favouring Indian Bank and payable at _____, towards cost of RFP Form, details of the same are as under:

- Demand Draft/Pay Order No. :
- Date of Demand Draft/ Pay Order :
- Name of Issuing Bank and Branch :

We enclose herewith a Demand Draft/Pay Order for Rs.50,000 (Rupees Fifty Thousand) favouring Indian Bank and payable at _____ being the EMD, details of the same are as under:

- Demand Draft/ Pay OrderNo. :
- Date of Demand Draft/ Pay Order :
- Name of Issuing Bank and Branch :

Yours faithfully,

Place:

Authorised Signatory

Date:

(Name & Designation, Date & Seal of the Firm)

FIRM'S PROFILE

1. Name of the Firm:
2. Local Address with Contact Details, Landline No & Email id:
(Attach attested Copy of Registration Certificate or Rent Receipt)
3. Year of Establishment:
4. Status of the firm:
(Whether Pvt. Ltd. Company/Public Ltd. Company/Partnership Firm/Proprietorship Firm)
5. Name of the Chairman/Managing Director/CEO/Country Head(as the case may be):
6. Name and address of Bankers:
 - i. _____
 - ii. _____
7. Firms should have Registration under Shops & Establishments Act in _____ location as per the regional requirement of the bank. (Attested copy of Registration Certificate & Trade License issued by Municipal Corporations to be submitted)
8. Whether the firm is Original Equipment Manufacturer (OEM) or Authorized channel partner or Authorized dealer or Authorized distributor of the company?
(Enclose original ink signed copy of authorization letter from the OEM. The certificates furnished should clearly mention the period for which such authorization is valid and firm name, address and contact details from where after sales services shall be provided to the Bank.)
9. The prospective vendor should be active in the concerned field with not less than five years of experience in dealing with the products offered. (Proof Documents to be submitted)
10. Good Product Quality and Robustness: The vendor must produce substantive proof for meeting BIS standards for the products for which the standard exist and should conform to those standards. (Proof document -Self attested copies of BIS Certificate (product for which the standard exist) or Test Report by Regional Electronic Test Development Centres (ERTL)).
11. Good after sales service. The Firm should have at least one of its own office and service centre in Bhopal/Indore/Gwalior with landline telephone having sufficient team of Engineers and Technicians functioning in the MP state. The vendor should have sufficient workshop space and technical equipments for testing, repairing and maintenance of equipments.
 - i. Enclose self attested copies of original rent receipt/ possession certificate/ Agreement copy)
 - ii. Enclose list of Engineers and Technicians functioning in the MP state.
12. The vendor should have an Income Tax/PAN and should have filed valid IT returns for last three years. (Proof documents - Copy of valid PAN Card and IT Return Acknowledgement copy for last three years).
13. The vendor should havea Registration for GST and should have been allotted with Registration number (Proof document-Valid Registration Certificate with GSTIN).
14. The average annual financial turnover during the last three years, ending 31st March of the previous financial year. The Vendors/ Firms/ Suppliers should have Audited Balance Sheet and Profit & Loss Account Statement for the past three FY.
(Proof documents - Copies of Audited Balance Sheet and Profit & Loss Account Statement of past three financial years).
15. The Vendors should have valid Test report from the Regional Electronic Test Development centers and respective BIS certification for the equipments offered by them (as applicable).
(Attested copies or original Proof if any has to be submitted).

16. The vendor should have minimum five years experience of work of similar nature in Public/Private Sector Banks & Public Sector undertakings (Proof documents - Work orders and completion certificate from Banks substantiating providing service since last five years).
17. Give details of the After-Sale service (AMC & Repair) facility provided by your firm in MP Region. (Attach copy of AMC Contract Order for MP Region).

Name of the Organisation With Address	Security Equipment Name	Year of Contract For AMC	No. of Years AMC Service Provided

18. Bidder should not have been blacklisted by the Government/ PSU/ Banks/ Financial Institutions in India in the past. (An undertaking to this effect in their letterhead must be submitted along with the tender as per format at Annexure-IV)
19. Firms shall not be owned or controlled by any executive, officer & employee of Indian Bank or their relatives having the same meaning as assigned under sec 6 of the Company Act 1956. (An undertaking to this effect in their letter head must be submitted along with the tender)
20. Restriction under Rule 144 (XI) of the General Financial Rules (GFRs) 2017: A certificate regarding compliance to abovementioned notification is to be attached with the technical Bids by the bidder.

Products for which you are Offering the Tender Offer (please tick):

SI	Equipment	(please tick)	Brand & Model of Equipment
i	Fire Alarm System with Sensors & in-built Auto Dialer.		
ii	Electronic Alarm System with Sensors & Auto Dialer. (Branch/ATM)		
iii	DVR/NVR Based CCTV System.		

Place:

Authorised Signatory

Date:

(Name & Designation, Date & Seal of the Firm)

(Letter to the bank on the Firm's letter head)

DECLARATION FOR COMPLIANCE AND ACCEPTANCE OF TERMS & CONDITIONS OF RFP

1. I /We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).
2. I /We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any contract made between ourselves and Indian Bank on the basis of the information given by me / us can be treated as invalid by the Bank and I/We will be solely responsible for the consequences.
3. I/We agree that the decision of Indian Bank in selection of contractors will be final and binding to me/us.
4. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
4. I/we agree that I/We have no objection if enquires are made about the work listed by me/us herein above and/or in the accompanying sheets.
5. I/We give this undertaking that, if selected in the tender, we shall not refuse to accept the workorder or refuse to carry out the work under any circumstances.

Place.

Signature of Authorised Signatory

Date.

Name & Designation & Seal of the Company

Note:-

- Where Copies are required to be furnished these are to be certified copies preferably by the Concerned agencies or a Government Officer.
- Firm's profile must be furnished strictly in the above format with reference to the Minimum Eligibility Criteria's at Clause 4 of the RFP.

Annexure IV

(Letter to the bank on the Firm's letterhead)

To

**The Zonal Manager
Indian Bank, Zonal Office Bhopal**

Dear Sir/ Madam,

We _____ (Bidder's Name), hereby undertake that as on date of submission of tender, we are not blacklisted by any Public/Private Sector Banks and Public Sector Undertakings or any Financial Institution in India.

We also undertake that, we are not involved in any legal case that may affect the solvency/existence of our firm or in any other way that may affect capability to provide/ continue the services of the Bank.

Thanking you,

Yours faithfully,

Authorised Signatory
(Name & Designation, Date & Seal of the Firm)

Place: _____
Date: _____

Annexure V

[To be submitted by the Original Equipment Manufacturer (OEM) on their letter head]

OEM's AUTHORISATION LETTER

To

**The Zonal Manager
Indian Bank, Zonal Office Bhopal**

Dear Sir,

Sub: Authorization Letter for our Products being offered by the Bidder

We _____ having Registered Office at _____ are established and leading manufacturer of _____ (Make Name) Fire Alarm System, Electronic Alarm System & CCTV System hereby authorise M/s _____ having their registered office at _____ is an Authorised Channel partner/ Authorised Dealer/ Authorised Distributor of our Company.

This certificate authorizes the firm M/s _____ to submit quote, negotiate, supply, install and provide after sales support in the Branches under ZO _____ located at _____ for our range of products as mentioned below to Indian Bank:

Sl.	Product	Make	ModelNo.

We also confirm that the above products meet the Technical specifications/features as per the RFP.

We as OEM are responsible that the Authorized Channel Partner/Authorized Dealer/Authorized distributor uses genuine products. We will conduct Audit of the products being installed by our Authorized Channel Partner/ Authorized Dealer/ Authorized distributor, as and when required by the Bank without any extra cost as service support to the Bank.

We hereby confirm to extend our back to back technical support and meet warranty terms of _____ years. Also, we as an OEM assure that the quoted models are not in the end of life and necessary spares/ after sales support would be provided at cost to bidder for period of six years, as per OEM standards for this tender/project.

We duly authorize the said vendor to act on our behalf in fulfilling all installations, technical support and maintenance obligations as required by the contract.

Thanking You,

Yours faithfully,

Place:
Date:

**Authorised Signatory
Name, Designation
Date & Seal of OEM**

Annexure VI

Reference Site Details

(1)Name of the Public/ Private sector Bank/ Public sector Undertaking	
Address of the bank's Central/Zonal/Regional Office.	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipments supplied in Last 3 years(Ref.No., date of order and quantity– Attach copy of Work Orders)	

(2)Name of the Public/Private sector Bank/Public sector Undertaking	
Address of the bank's Central/Zonal/Regional Office.	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipments supplied in Last 3 years(Ref.No., date of order and quantity– Attach copy of Work Orders)	

(3)Name of the Public/Private sector Bank/Public sector Undertaking	
Address of the bank's Central/Zonal/Regional Office.	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipments supplied in Last 3 years(Ref. No., date of order and quantity– Attach copy of Work Orders)	

(Attach Performance Certificate from three existing Customers (Govt./Public or Pvt. Sector Bank/PSU Organization) situated in North Eastern Region).

Place.

Signature of Authorised Signatory

Date.

Name & Designation & Seal of the Company

Annexure VII “ Appendix A”

TECHNICAL SPECIFICATIONS Note:

- (i) Firms should state “Yes” if the Security Equipment offered by them conform to the required specifications, or else they should state “No”. The selected firms who qualifies Stage-III of the evaluation Process will be required to demonstrate these specifications in the Stage-IV.
- (ii) Bids will be rejected if the firm fails to fulfill the minimum technical requirement as given below.
- (iii) If technical specification given anywhere in this document contradicts the under mentioned specification then higher specification whichever is, will prevail.
- (iv) Technical Specification undertaking placed at Annexure – VII “APPENDIX B” to be filled up by all firms.
- (v) The firm must give a full demonstration at Zonal office, Bhopal at their own cost. In case of system provided during demonstration is of higher specification than the prescribed specification of the Bank. The higher specification will be finalized in the same rate

CONVENTIONAL TYPE FIRE DETECTION AND ALARM SYSTEM

(A) CONTROL PANEL SPECIFICATIONS

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	2/4 zone Main Control Panel & repeater control panel should be latest Micro processor technology based and as per IS:2189-2008.	
ii)	The panel should be compatible with all type of standard conventional detectors.	
iii)	The Panel should have a manual OFF switch for manual operation incase of continuous fault alarm. The Panel should have 2 or 4 zones or more and Zone disables switches accordingly to the number of zones.	
iv)	On activation it should initiate Audio alarm (The sound characteristic of the Alarm should be continuous and similar throughout the protected premises) as well as visual signal on sector/zonal panel of the control panel.	
v)	The Size of the control panel is normally referred by number of zones. Each zone can be connected with the conventional detectors not exceeding 20.	
vi)	The Panel should be have inbuilt with SMPS with spike / Transient reduction circuit, to avoid any false alarming incase of transient/abrupt voltage fluctuations.	
vii)	The Panel should have Test Certificate with details like Model No., Serial No., Zones, etc.	
viii)	The Brouchers for the Panel shall be submitted. The Panel should have approvals/ listing of BIS/UL/LPCB/FM/VDS.	
ix)	The Panel should have feature of continuous uninterrupted power supply in case of External Power supply failures. The battery backup with built Battery charger for not less than 10-12 hours normal working.	

(B) SMOKE DETECTORS AND SPACING

Sl.	Technical Specification	Compliance Status(Yes/No)
i)	The System should have smoke detectors of both ionization type (below false ceiling) and optical type (above false ceiling) conforming to the IS:2189-2008& IS 15908-2011. Both ionization and optical types smoke detectors will be installed based on the requirement of Bank.	
ii)	For the smoke detector, the Spacing between two detectors should be 24 feet and spacing from the boundary wall or cabin wall should be not more than 12 feet. Every cabin / enclosed area like AHU, Lift Machine Room, Pump Room, UPS Room, Electrical Distribution Room etc should have a Separate smoke detector.	
iii)	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if smoke is detected.	
iv)	After designing the detector spacing, it shall be cross-checked to ensure that there is at least one smoke detector for every 100m ² of the compartment area.	
v)	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms /cabins and above false ceiling or generally hidden should have external response indicators (R.I.) sited at prominent place.	
vi)	The detectors should have approvals/ listing of BIS/UL/LPCB/FM/VDS.	

C. HEAT DETECTORS AND SPACING

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	For the heat detector, Spacing between two heat detectors should be 17 Feet conforming to the IS:2189-2008& IS 15908-2011. These detectors should be installed in Cooking Kitchen, Pantry etc.	
ii)	After designing the detector spacing, it shall be cross-checked to ensure that there is at least one heat detect or for every 50 m ² of the Compartment area.	
iii)	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if heat is detected.	
iv)	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms /cabins and above false ceiling or generally hidden should have external response indicators (R.I.) sited at prominent place.	
v)	The detectors should have approvals/ listing of BIS/UL/LPCB/FM/VOS.	

D. UV/IR FLAME DETECTORS AND SPACING

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	The detector can be installed in UPS Room, Electrical Distribution Room And Storage Area etc where chances of fire are higher. This detector should be installed to conforming IS:2189-2008& IS 15908-2011.	
ii)	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if flame	

	Is detected.	
iii)	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms /cabins and above false ceiling or generally hidden should have external Response indicators (R.I.) sited at prominent place.	
iv)	The detectors should have approvals/ listing of BIS/UL/LPCB/FM/VOS.	

E. AUTODIALER

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	Inbuilt GSM/PSTN Auto-Dialer as per requirement with facility to dial at Least 5 telephone/Mobile Nos. each and voice message of at least 20 seconds.	

F. OTHER ITEMS/DEVICES

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	All the wiring shall be by means of 2 core 1.5sq.mm copper conductor FRLS armoured and shielded copper cable.	
ii)	The Manual Call Point (MCPs) should be installed in entry & exit point of the floor. The MCPs should be break glass type with hammer or thumb press type.	
iii)	The sounders for fire alarm system should be electronic hooters/ horns/ electric bell having a frequency range of 500 to 1000 Hz.	

SECURITY ALARM SYSTEM

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	Security Alarm control panel Micro- processor based(Tamper-proof) at least 4 zone (for Branches) & 2 zone (for ATMs/Standalone), which raise loud sound, alarm and send SMS/ call alerts to branch official/ police in case of activation, Tampering & intrusion.	
ii)	System must have capability for Day & Night mode of operation & vice versa Manually through removable key or electronic key pad.	
iii)	Compatible with 10 or more panic switches (for Branches) & 4 or more Panic switches (for ATMs)	
iv)	Should have night mode with provision to connect at least five sensors, single or multiple type, i-e Passive infrared (PIR)sensor, Magnetic sensors, Heat Sensor, Vibration sensor & Pressure Switch.	
v)	The PIR sensor should be petimmune.	
vi)	Should have programmable time delay of alarm activation in day mode and Immediate activation in night mode.	
vii)	2 Hooter (the sound of alarm should be clearly audible upto 500 meters) 3 And one inbuilt hooter.	
viii)	Panel should have inbuilt battery for backup along with battery charger With over charging and deep discharging protection.	

ix)	Panel should be compatible with all types of standard sensors and panic Switches available in the market.	
x)	Panel should have in built/ compatible for installation of autodialer (with display).	
xi)	Should be compatible to connect additional Sensors/Panic switches.	
xii)	System should have a timer to stop the siren sound automatically after the pre-fixed time.	
xiii)	The system should work on quad linear technology to avoid any false alarm Activation in night mode.	
xiv)	The system should be user friendly and should be easy to operate.	
xv)	Programming menu should be user password protected for safety.	
xvi)	Test report by the Regional Electronic Test Development Centers Is mandatory for Security Alarm System.	
xvii)	CE or FCC or UL certification	

CCTVSYSTEM

1. NVR BASED CLOSE CIRCUIT TELEVISION SYSTEM

(A) NVR 4/8/16/32 CHANNEL NETWORK VIDEO RECORDER

System Parameter	Technical Specifications	Compliance Status (Yes/No)
Main Processor	Quad-core embedded processor	
Operating System	Embedded LINUX	
Display		
Interface	2HDMI (1 HDMI up to 3840x2160, Different Source), 1 VGA	
Resolution	3840x2160, 1920x1080, 1280x1024, 1280x720, 1024x768	
Multi-screen	1 st screen: 32 CH:1/4/8/9/16/25/36 2 nd screen: 1/4/8/9/16/25/36	
OSD	Camera title, Time, Video loss, Camera lock, Motion detection, Recording	
Video Detection and Alarm		
Trigger Events	Recording, PTZ, Tour, Alarm Out, Video Push, Email, FTP, Snapshot, Buzzer and ScreenTips	
Video Detection	Motion Detection, MD Zones: 396 (22x18), Video Loss and Tampering, Scene Change Detection	
Alarm input	16Channel (Low Level Effective)	
Alarm Output	4Channel (NO/NC Programmable)	
Playback and Backup		
Sync Playback	1/4/9/16	
Search Mode	Time / Date, Alarm, MD and Exact Search (accurate to second)	
Playback Function	Play, Pause, Stop, Rewind, Fast play, Slow Play, Next File, Previous File, Next Camera, Previous Camera, Full Screen, Repeat, Shuffle, Backup Selection, Digital Zoom	
Back up Mode	USB Device/Network/Internal SATA burner/e SATA Device	
Storage		
Internal HDD	8 SATA Ports, upto 8 TB capacity for each HDD	

E SATA	1eSATAport	
RAID	RAID0,RAID1,RAID5	
Auxiliary Interface		
USB	4 ports (2USB2.0,2USB3.0)	
RS232	1Port, for PC Communication	
RS485	1Port, for PTZ Control, keyboard	
Audio and Video		
IP Camera Input	16/32 Channel	
Two-way Talk	1 Channel Input, 1 Channel Output	
Recording		
Compression	H.265+/H.265/H.264/MJPEG/MPEG4	
Resolution	12MP/8MP/5MP/4MP/3MP/1080P/D1&etc.	
Record Rate	320 Mbps Incoming	
Bit Rate	16 kbps-20 Mbps for per channel	
Record Mode	Manual, Schedule (Regular (Continuous), MD, Alarm), Stop	
Record Interval	1-120 min (default:60min),Pre-record:1-30sec, Post-record:10-300sec	
Network		
Interface	1RJ-45ports(10/100/1000Mbps)	
Network Function	TCP/IP,DHCP, Cloud P2P,DNS, DONS, NTP,SADP, SMTP, NFS, FTPUpnPM, HTTPS	
Interoperability	ONVIF, PSIA, CGI Conformant	
Certifications	UL/FCC/CE and BIS approved	

B. 02 MEGA PIXEL IP BASED HD IR DOME CAMERA WITH FIXED LENS

Parameter	Technical Specifications	Compliance Status (Yes/No)
Image Sensor	1/2.8" 2 Megapixel progressive scan CMOS or better	
Effective Pixels	1920(H)x1080(V) or better	
Electronic Shutter	Auto/Manual,1/3(4)-1/100000s	
Video Frame Rate	25/30fps@2MegaPixel	
Scanning System	Progressive	
Min. Illumination	0.01Lux/F1.4(Color);0Lux/F1.4(1Ron)	
S/N Ratio	Morethan50dB	
Min. IR Array LEDs Length	Morethan50dB	
Day/Night	Auto(ICR)/Color IB/W	
Back Light Compensation & WDR	DWDR	
White Balance	Auto/Manual	
Focal Length (Lens)	3.6mmFixedlens	
Video Compression	H.265+,H.265,H.264,H.264H,MJPEG	
Resolution Frame Rate	2M(1920x1080)/01(704x576/704x480)/CIF(352x288/352x240) Mainstream:{2M/1080P(1-25/30fps)}6:Substream:01/CIF(1-25/30fps)	
Bit Rate	H.265/H.264H:40K - 8192Kbps; MJPEG: 40K-16384Kbps	
Network Ethernet	RJ-45(10/100Base-T)	
Protocol	TCP/IP,UDP,ICMP,HTTP,HTTPS,FTP, DHCP, DNS,DONS,RTP,RTSP,RTCP,NTP,UpnP,SMTP,IGMP, 802.1x,QoS,Ipv6	
Compatibility	ONVIF,PSIA,CGI	
Power Supply	DC12V,PoE(802.3af)	
Working Environment	-30°C-+60°CI Less than 95% RH (no condensation)	
Ingress Protection	IP66orabove	

Certification	UL/FCC/CE and BIS approved	
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C. 02MEGAPIXELIPBASEDHDIRVERIFOCALLENSBULLETCAMERA

Parameter	Technical Specifications	Compliance Status (Yes/No)
Image Sensor	1/2.8" progressive scan CMOS	
Min. Illumination	Color:0.01@F1.4, 0 Lux with IR	
Shutter Speed	Auto/Manual, 1/3(4)-1/100000s	
Lens	2.8 mm to 12 mm motorize @ F1.4,	
Day/Night	IR cut filter with autos witch	
DNR (Digital Noise Reduction)	30DNR	
WDR (Wide Dynamic Range)	120 dB True WDR	
Compression Standard		
Video Compression	Mainstream:H.265.H.265+	
Video Bit Rate	32Kbpsto8Mbps	
Dual Stream	Support	
Image		
Max. Resolution	1920X1080	
Main Stream Max.	50Hz:25fps@(1920x1080,1280x960,1280x720)	
Sub-stream	50Hz: 25fps @(704 x 576, 640 x 480, 352 x 288, 320x 240)	
Image Settings	Brightness, saturation, contrast, sharpness are adjustable via web browser or client software.	
Image Settings	Support auto, scheduled	
Others	Mirror, BLC (area configurable), region of interest (support 1 fixed region)	
Detections	Motion detection	
Alarms	Video tampering, network disconnected, IP address conflicted, HDD full, HOD error.	
Protocols Standard	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DONS, RTP, RTSP, RTCP, NTP, UpnP, SMTP, IGMP, 802.1X, QoS, Ipv6, ONVIF (PROFILE S, PROFILE G), PSIA, CGI, ISAPI	
General Function	One-key rest, anti-flicker, password protection, privacy mask, watermark, IP address filter	
Interface		
Communication Interface	1RJ4510M/100 M self-adaptive Ethernet port	
Reset	Support	
General		
Operating Conditions	-30°Cto60°C, humidity: 95% or less (non-condensing)	
Power Supply	DC12V±25%,PoE(802.3af)	
Ingress Protection	IP67	
IR array Range	Upto30Mtrs	
Certification	UL/FCC/CE and BIS approved	

D. POE+SWITCH 08 CHANNEL SPECIFICATION

Interface	8x10/100 Mbps PoE ports, UP LINK PORT 2x 10/100/1000	
Port Standards 8: Functions	Ports 1 to 8 compliant with 802.3 at	

E. POE+SWITCH 16 CHANNEL SPECIFICATION

Interface	16x10/100MbpsPoEports,UPLINKPORT2x10/100/1000	
Port Standards 8 : Functions	Ports 1 to 4 compliant with 802.3at•Ports5to5 Compliant with 802.3 af	

F. OTHER COMPONENTS OF CCTV

Parameter	Technical Specifications	Compliance Status (Yes/No)
SN. Hard Disk Drive(SATAII Or III)	Video Enterprise Series (Rated for 24/7 operation).	
SN. Hard Disk Drive (SATAII Or III)	Video Surveillance Series (Rated for 24/7 operation).	
Capacity	2TB,4TB,6TB,8TB	
Monitor		
Screen size	32"diagonalLED	
Resolution(Min)	Minimum1920x1080Pixels-fullHD	
DataCableCAT-6		
Category	CAT-6E	
Type	Unarmored	
PVC Conduits for cabling should be ISI marked		
6U Rack- (Wall Mount)	Power Strip: 6 Socket power supply: 1 No. Equipment Mounting Tray: 1 No Mounting screws & studs: 1 pack Transparent front door with Lock and 2 Fans. Provision for cable routing at the Bottom of Rack.	
2URack-(Wall Mount)	Power Strip: 6 Socket power supply: 1No. Mounting screws & studs: 1 pack Transparent front door with Lock and Fans. Provision for cable Routing at the bottom of Rack.	

2. STANDALONE VANDAL RESISTANT CAMERA WITH 3DAYS BACKUP CAPACITY

Technical Specifications		Status(Yes/No)
Image Sensor	1/2.8"ProgressiveScanCMOS	
Minimum Illumination	Color:0.01Lux@(F1.2,AGCON),0.028Lux (F2.0,AGCON);B/W:0.001Lux@(F1.2,AGCON),0.0028Lux @(F2.0,AGCON),0LuxwithIR	
Shutter Speed	1/3sto1/100,000s	
Slow Shutter	Yes	
Auto-Iris	No	
Day and Night	IR Cut Filter	
Digital Noise Reduction	3DDNR	
Wide Dynamic Range	120dB	
3-AxisAdjustment	Pan:0°to355°,tilt:0°to70°,rotate:0°to355°	
IR Range	Upto40m	
Wavelength	850nm	
Video Compression	Mainstream:H.265/H.264 Sub-stream:H.265/H.264/MJPEG Third stream:H.265/H.264	
Video Bit Rate	32 Kbps to 8 Mbps	
Audio Compression(-S)	G.711/G.722.1/G.726/MP2L2/PCM	

Audio Bit Rate(-S)	64Kbps(G.711)/16Kbps(G.722.1)/16Kbps(G.726)/32-192Kbps(MP2L2)	
Image		
Maximum Resolution	1920×1080	
Image Enhancement	BLC/3DDNR/HLC	
Image Settings	Rotate mode, saturation, brightness, contrast, Sharpness adjustable by client software or web browser	
On-board Storage	Built-in micro SD/micro SDHC/micro SDXC slot, upto 128GB	
Target Cropping	No	
Day/Night Switch	Day/Night/Auto/Schedule/Triggered by alarm in(-S)	
Network Storage	Support built-in micro SD/ micro SDHC/ micro SDXC card (128GB), local storage and NAS (NFS,SMB/CIFS), ANR	
Alarm Trigger	Motion detection, video tampering, network disconnected, IP address conflict, illegal login, HDD full, HD Derror	
Protocols	TCP/IP,ICMP,HTTP,HTTPS,FTP,DHCP,DNS,DDNS, RTP,RTSP,RTCP,PPPoE,NTP,UPnP™,SMTP,SNMP,IGMP,802.1X,QoS, IPv6,Bonjour	
General Function	One-key reset, anti-flicker, heartbeat, mirror, Password protection, privacy mask, watermark, IP address filter	
Firm ware Version	V5.5.3	
On-board Storage	Built-in micro SD/micro SDHC/micro SDXC slot, upto 64 GB/ 128 GB	
Reset Button	Yes	
Frequency Range	2.4GHzto2.4835GHz	
Channel Band width	20/40MHz	
Wireless Range	50m	
Env. Noise Filtering	Yes	
Protection Level	IP67,IK10	
Certificates	CE,FCC,UL,	

Annexure VII "Appendix B"

Technical Specification Undertaking

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) _____
- 3) _____
- 4) _____

Place.

Date.

Signature of Authorised Signatory

Name & Designation & Seal of the Company

(If left blank it will be construed that there is no deviation from the specifications given above)
(Letter to the bank on the Supplier's letter head)

(PRICE BID)

PRICE BID FOR FIRE ALARM SYSTEM AND COMPREHENSIVE AMC

(All rates to be quoted without GST)

	Name of the Firm	
Item	Specify Brand and Model	
1.	<p><u>Control Panel</u></p> <p>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.</p> <p>i) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds</p> <p>ii) Message should be repeated at least twice before dialling 2nd number. In case of Number not responded, facility to re-dial the number after completing the cycle</p>	Rs.
2.	<p><u>In Built Battery</u></p> <p>2 Numbers of 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</p>	Rs. (For Two Numbers)
3	<p><u>Ionisation Smoke Detector</u></p> <p>Conform to 15908-2011/ IS 2189-2008 or Similar Standards with LED indicator lamps, compatible to work with Optical, Heat and multi sensor. Rate should be quoted per unit</p>	Rs.
4	<p><u>Optical Smoke Detector</u></p> <p>Conform to 15908-2011/ IS 2189-2008 or Similar Standards with LED indicator lamps (Operation Principle- Light scattering/ Obscuration), compatible to work with Ionisation, Heat and multi sensor. Rate should be quoted per unit</p>	Rs.
5.	<p><u>Heat Detector</u></p> <p>Conform to IS 2175-1988/ IS 2189-2008 or Similar Standards with LED indicator lamps (Operation Principle- Light scattering/ Obscuration), compatible to work with Ionisation, Optical and multi sensor. Rate should be quoted per unit</p>	Rs.
6.	<p><u>Manual Call Point</u></p> <p>Conform to 15908-2011/ IS 2189-2008or Similar Standards with</p>	Rs.

	hammer & chain, Glass of Minimum 2mm thickness, Alarm triggered by Breaking with LED Indicator Lamps. Rate should be quoted per unit	
7.	<u>Electronic Siren/ Sounder</u> Conform to IS 15908-2011/ IS 2189-2008or Similar Standards, Min of 65 db output, Type of Sound – Intermittent/ Dual. Rate should be quoted per unit	Rs.
8	<u>Response Indicator</u> Conform to IS 15908-2011/ IS 2189-2008 with LED Indicator Lamp. Rate should be quoted per unit	Rs.
9	<u>Wiring</u> 2 Core 1.5 Sq mm Copper Conductor FRLS armoured and shielded Copper cable, ISI Marked. Rate should be Quoted per meter	Rs.
10	<u>PVC Conduit</u> Rigid PVS conduit 2 mm with ISI Mark & to be fixed with metal saddling at every 2 ft distance # Rate should be quoted per meter	Rs.
11	Installation & Delivery charges	
12	Package Cost (by adding SL. 1 to SL.11)	
13	Non-Comprehensive Annual Service Charges for 3 Years (4 mandatory quarterly visits)–Rate per system per Annum for Comprehensive AMC for 03 years after warranty covering replacements of Control Panel, Sensors, MCP, Hooter, all other components & wiring. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	
14	Warranty period for New CCTV System.	Months
15	Buyback rate for complete old system of any Brand. (When replaced with new system)	Rs
16	Reinstallation Charge of Entire System (Within the same premises)	Rs
17	Shifting/installation Charge of Entire System (In Alternate premises)	Rs

4 Zone Fire Alarm System

Package Cost (by Adding SL. 1 to SL.11) in Words : _____

Comprehensive AMC in 03 years in words : _____

Buy Back Rate for Complete Old System : _____

Place.

Date.

Signature of Authorised Signatory

Name & Designation & Seal of the Company

PRICE BID FOR BURGLAR ALARM SYSTEM AND NON-COMPREHENSIVE AMC

(All rates to be quoted without GST)

	Name of the Firm	
Item	Specify Brand and Model	
1.	<p><u>Control Panel</u></p> <p>4 Zone Main Control Panel (Latest Microprocessor Technology based as per IS – 2189- 2008) with inbuilt Auto Dialer, with inbuilt LED indication, 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. The System should automatically (arming & disarming) change from day to night mode & vice versa as per the real time clock (Programmable) and also have option to change manually too. System should automatically reset after activation- 03 minutes (day/night mode)</p> <p>iii) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds</p> <p>iv) Message should be repeated at least twice before dialling 2nd number. In case of Number not responded, facility to re-dial the number after completing the cycle</p> <p># Rate should be quoted per unit</p>	Rs.
2.	<p><u>PIR Sensor</u></p> <p>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</p> <p># Rate should be quoted per unit</p>	Rs.
3	<p><u>Hooter</u></p> <p>Min 90 dB for internal and 110dB for External. 4 Wired with tamper loop (Cutting of Hooter wire should trigger the other Hooter), ABS Body, Weather Proof</p> <p># Rate should be quoted per unit for each type</p>	Rs. _____ (for 90 dB) Rs. _____ (for 110 dB)
4	<p><u>Magnetic Sensor</u></p> <p>ABS Body, 4 Wired with tamper loop (NC Circuit)</p> <p># Rate should be quoted per unit</p>	Rs.
5.	<p><u>Panic Switch</u></p> <p>Sturdy built, Micro Switch Technology</p>	Rs.

	# <u>Rate should be quoted per unit</u>	
6.	<u>Vibration Sensor</u> # <u>Rate should be quoted per unit</u>	Rs.
7.	<u>Heat Sensor</u> # <u>Rate should be quoted per unit</u>	Rs.
8.	<u>Wiring</u> Core 1.5/ .75 Sq mm, Flexible, ISI Marked (Finolex/ Plaza/ Polycab/ RR Cable or similar quality), PVC insulated copper wire for connection of panic switches and other sensors respectively. # <u>Rate should be quoted per meter</u>	Rs.
9.	<u>PVC Conduit</u> Rigid PVS conduit 2 mm with ISI Mark & to be fixed with metal saddling at every 2 ft distance # <u>Rate should be quoted per meter</u>	
10	Installation & Delivery charges	
11	Package Cost (by adding SL. 1 to SL.10)	
12	Non-Comprehensive Annual Service Charges for 3 Years (4 mandatory quarterly visits)– Rate per system per Annum for Non-Comprehensive AMC for 01 years after warranty covering replacements of Control Panel, Sensors, MCP, Hooter, all other components & wiring. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	
13	Warranty period for New CCTVSystem.	Months
14	Buyback rate for complete old system of any Brand. (When replaced with new system)	Rs
15	Reinstallation Charge of Entire System (Within the same premises)	Rs
16	Shifting/installation Charge of Entire System (In Alternate premises)	Rs

4 Zone Burglar Alarm System

Package Cost (by Adding SL. 1 to SL.10) in Words : _____

Comprehensive AMC in 03 years in words : _____

Buy Back Rate for Complete Old System : _____

Place.
Date.

Signature of Authorised Signatory
Name & Designation & Seal of the Company

Annexure-VIII "APPENDIX-C"

PRICEBID FOR NVR/DVR BASED CCTV SYSTEM AND NON-COMPREHENSIVE AMC

(All rates to be quoted without GST)

	Name of the Firm		
	Specify Brand and Model		
1.	<u>Network recorder (NVR)</u> 8/16/32 Channel NVR with 2 / 4 SATA slots with each slot supporting one 6 TB Hard Disk . For IP cameras of 2 MP resolution minimum of 12 TB of Hard disk is recommended for adequate back up of 90 days. The NVR should support Power Over Ethernet (POE) for reduced cabling. Should support 2 way audio. Should support third party cameras. Should support recording from Minimum 6 MP IP cameras or more and conform to all other specifications mentioned in page no 46 SI No. A	Four Ch NVR Rs. Eight Ch NVR Rs. Sixteen CH NVR Rs.	
2.	<u>DVR (Dahua or Hikvision)</u> 4 CH 1 Sata, 8 CH 2 Sata, 16 CH 4 Sata	Rs.-----(4 CH) Rs.----- (8 CH) Rs.----- (16 CH)	
3.	2 MP HD IR Camera Dome & Bullet	Rs.----- (Dome) Rs.----- (Bullet)	
4.	<u>Hard disk – Surveillance Grade</u> 2,4 & 6 TB disks with 2 years warranty (Seagate / WD or equivalent)	Rs.----- (2TB) Rs.----- (4TB) Rs.----- (6TB)	
5.	Connectors RJ-45, BNC & DC	Rs.----- (RJ-45) Rs.----- (BNC) Rs.----- (DC)	
6	<u>IP camera – HD IR Verifocal Lens Bullet Camera 2 MP – To be set to 15 Frames Per Second (FPS)</u> 2MP :: 1/2.8" Progressive CMOS, ICR, 0lux with IR, 1920x1080:25fps(P)/30fps(N), H.265+/H.265/H.264/MJPEG, DC12V & PoE, 3D DNR, BLC, IR range: up to 50m, Support on-board card slot - S: Audio/Alarm IO connectors & Conform to all other specifications mentioned in page no. 47 to 48 SI No.C	Rs.	
7	<u>IP camera –HD IR Fixed Lens Dome Camera 2 MP – To be set to 15 Frames Per Second (FPS)</u> 2MP :: 1/2.8" Progressive CMOS, ICR, 0lux with IR, Effective Pixels:1920x1080: with video frame rate 25fps(P)/30fps(N), H.265+/H.265/H.264/MJPEG, DC12V & PoE, 3D DNR, BLC, IR range: up	Rs.	

	to 50m, Support on-board card slot-S: Audio/Alarm IO connectors and conform to all other specifications mentioned in page No.47 SI No.B	
8.	One Standalone Vandal Resistant Camera (2MP) with 64GBMemoryCard (Image sensor:1/2.8" progressive scan CMOS), (Min illumination:0 lux with IR, Colour- 0.01 lux @ F 1.2 AGC ON, 0.028 Lux F 2.0 AGC ON), (Max resolution:1920x1080)& all other specifications mentioned in page No.50 to 51	Rs.
9.	Network Switch for NVR and Cameras Unmanaged Poe, 8 100M Poe, 1 100M uplink port, 250m Transmission, 6KV Surge Protection, 58W	Rs.
10.	Network Cable Cat 6 (T P link) Cabling BIS certified (Rate for 100 Mtrs)	Rs.
11.	24" Monitor (Make: LG/ Samsung or equivalent) Minimum Resolution: 1920x 1080 pixels full HD	Rs.
12.	Wireless Mouse	Rs.
13.	Compatible 2U/4U/6URack (wall mount) Power strip 6 socket power supply & conform to all other specifications mentioned in Page No.49	Rs.------(2U) Rs.------(4U) Rs.------(6U)
14.	Installation& Delivery charges	Rs.
15.	Package Cost (From SL. 1 to SL.14)	Rs. (for NVR) Rs. (for DVR)
16.	Non-Comprehensive Annual Service Charges for 1 Year (4 mandatory quarterly visits)–Rate per system per Annum for Non-Comprehensive AMC for 01 year after warranty covering replacements of NVR, Hard Disc, Cameras & all other components & wiring. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	Rs.
17.	Warranty period for New CCTV System.	Months
18.	Buy back rate for complete old system of any Brand. (When replaced with new system)	Rs
19.	Buyback rate for old major components of any Brand (when replaced with new) viz-NVR, Camera IR Bullet, IR Dome & Monitor etc.	Rs
20.	Installation & Delivery Charge for components, when not covered in AMC (NVR, Camera, Monitor & Hard Disc)	RS
21.	Reinstallation Charge of Entire System (Within the same premises)	Rs
22.	Shifting/ installation Charge of Entire System (In Alternate premises)	Rs

Package Cost in Words (From SI 1 to SI 14) : _____ (for NVR) _____ (for DVR)

Non-Comprehensive AMC for 01 Year in words : _____

Buy back rate for complete old system in : _____
Words

Place.
Date.

Signature of Authorised Signatory
Name & Designation & Seal of the Company

Annexure-IX

FORMAT OF PERFORMANCE BANK GUARANTEE **(Covering Delivery obligations)**

NOTE

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Indian Bank, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs. 500/-).
3. This Performance Bank Guarantee should be furnished within 14 days of the notification of the award of the Contract.

To

Indian Bank,
इलाहाबाद
ALLAHABAD

Dear Sir,

In consideration of Indian Bank, _____ placing an order for implementation of & on _____

_____ having registered office at _____ (herein after called the firm) as per the work order entered into by the firm vide workorder no. _____ dated (herein after called the said contract), We _____

(Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at (herein after called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply, Installation, Maintenance of _____ at _____

If the said firm fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned there in, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or

loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge his guarantee, or until, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before __, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the firm and at our discretion, provided such request is served on the bank on or before _____

Failure on part of the vendor in this respect shall be treated as a breach committed by the firm and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or fore bear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the firm or any other forbearance act or omission on your part or any indulgence by you to the firm or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability here under.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the firm hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the firm, the beneficiary of this guarantees i.e. Yourself and ourselves, i-e _____

(Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Not with standing anything contained here in above:

- i) Our liability under this bank guarantee shall not exceed Rs. _____/ - (Rupees)
- ii) This bank guarantee shall be valid upto _____
- iii) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before_ before 12:00 hours(Indian standard time)

Where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature.....

Name.....
(In Block letters)

Designation.....
(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No. Date:

WITNESS:

1(Signature with Name, Designation & Address)

2(Signature with Name, Designation & Address)

इंडियन बैंक Indian Bank
इलाहाबाद ALLAHABAD