

अंचल कार्यालय उदयपुर
पारसप्राइम, पारस स्क्वायर
सेक्टर 11, हिरण मगरी
उदयपुर, राजस्थान-313001
E-Mail: zoudaipur@indianbank.co.in



Udaipur Zonal Office
Paras Prime, Paras Square,
Sector 11, Hiranmagri
Udaipur, Rajasthan -
313001
E-Mail:
zoudaipur@indianbank.co.in

Ref: ZOU/Sec/2025-26/M3

Date : 02/07/2025

Terms & Conditions

It is proposed that fresh quotations may be invited from vendors for award of AMC of **Fire Alarm Systems & Fire Extinguishers** System and rate contract for installation of New **Fire Alarm Systems & Fire Extinguishers**. System/components for all branches/offices & currency chest under Udaipur Zone.

Suggested **terms and conditions** for inviting quotations may be as follows:

- Agency is required to submit the following documents, if they are not our vendors:
 - GST Registration Certificate
 - ITR of last 02 years ie; FY 2022-23 & 2023-24.
 - Satisfactory Performance Certificate not older than 03 months from existing Service Receiver Preferably Financial Institutions/Banks.
 - Work Order copies of valid ongoing contract.
- Agency is required to visit the branches once in every three months for servicing/preventive maintenance of **Fire Alarm Systems** & every 06 months for **Fire Extinguisher**. Further, as and when required, on call your technician shall visit branches for which no charges shall be paid.
- Agency is required to submit copy of service report (branch wise and consolidated) to Zonal Office every quarter for claiming Quarterly AMC charges for Fire Alarm System and every Half Yearly for Fire Extinguishers.
- Quarterly AMC and Half Yearly charges payment will be released centrally by the Zonal Office only after submission of quarterly and Half Yearly visit reports duly signed by respective Branch Managers.
- Agency will be called by our branches for repairs and if parts are replaced, the concerned branch will pay the cost of the replaced parts.
- Agency should have proper system of complaint recording and issue complaint no. against each complaint.
- Complaints are required to be resolved with 48 hrs from the receipt/lodging of complaint.
- Only authorized technicians'/service engineers with I-card issued from the Agency should visit the Branches.
- Agency has to provide rate list of major Components/chargeable spare parts as per the price bid provided. No payment shall be made other than approved parts/components as per the list.
- Any dispute other than laid down terms and conditions will be resolved with mutual consent but decision of Indian Bank will be last & final.
- Bank reserves the right to cancel any/all the quotations without assigning any reason thereof.

Last date of submission of quotation- 17.07.2025, 12.00 PM

Opening of quotations -17.07.2025, 15.00 PM

Yours Faithfully

Deputy Zonal Manager

