

NOTICE INVITING TENDER

Empanelment cum rate contract for Supply, Installation and Maintenance of CCTV Systems in the Branches of Indian Bank under Zonal Office, Indore

Indian Bank, Zonal Office Indore invites sealed tenders from reputed Companies /Firms for Empanelment cum rate contract for Supply, Installation and Maintenance of CCTV systems in the branches of Indian Bank under Zonal Office Indore, Madhya Pradesh.

The offers are invited in two-bid system (i.e. Technical Bid & Financial bid). Interested parties may obtain the prescribed format of technical bid and financial bid from Indian Bank's Zonal Office Indore at Indore (M.P.) **between 10.00 AM to 6.00 PM from Monday to Saturday (except second/fourth Saturday and holiday) up to 01:00 PM on 30.10.2025 or may download the same from Bank's website www.Indianbank.in .**

Blank Tender form in person may be collected from Indian Bank, Zonal Office Indore on payment of the application fees of Rs 500/- through DD favouring Indian Bank, payable at Indore or may be downloaded from Bank's website. The Earnest Money Deposit (EMD) of Rs 10,000/- (Rs. Ten Thousand only) refundable (without interest) in form of demand draft favouring Indian Bank payable at Indore and valid for a period of 60 days should be submitted along with the Technical Bid and application fees of Rs 500/- through DD favouring Indian Bank, payable at Indore of the vendors. Bids not accompanied by EMD and application fees or without proper validity will be summarily rejected.

The duly filled in offer completed in all respect in separate sealed covers marked "**Technical Bid**" & "**Financial Bid**" and superscribing "**Offers for Supply, Installation and Maintenance of CCTV System**" on top and name, address & contact number of the offerer at bottom left corner should be addressed to:

Address: The Assistant General Manager
Indian Bank, Zonal Office
Aditya Enclave, Near LIG Square,
Palasia, Indore (M.P.) 452015.

The bids/proposal shall remain valid for 90 days from the date of submission of the bids. **Incomplete response without the required documents is liable to be cancelled.**

The last date of submission of completed application form is upto 30.10.2025 up to 03.00 PM. The technical bid of offer will be opened on 30.10.2025 at 04.00 PM and date of opening of financial bid will be intimated to short listed vendors subsequently.

Indian Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons therefore.



Deputy Zonal Manager



INDIAN BANK
Zonal Office Indore

GENERAL INSTRUCTIONS FOR BIDDERS

1. Quotations are invited under two bid systems i.e. Technical Bid and Financial Bid, to be submitted as per the format enclosed in Annexure of this document. These will be put in separate sealed covers super scribed respectively as "Technical Bid" and "Financial Bid". Both sealed envelopes should be put in another sealed cover super scribed as **"Empanelment cum rate contract for Supply, Installation and Maintenance of Burglar and Fire Alarm Systems in the Branches of Indian Bank under Zonal Office, Indore"**.
2. The Earnest Money Deposit (EMD) amounting to Rs.10,000 (Rs. Ten Thousand Only) refundable (without interest), should be necessarily submitted along with the Technical Bid of the Vendor in the form of Demand Draft, from any of the Scheduled Bank drawn in favour of Indian Bank payable at Indore and valid for a period of 60 days. Bids not accompanied by EMD and application fees or without proper validity will be summarily rejected.
3. The Vendor is required to enclose documents attached to the tenders in original in two separate envelopes duly signed, stamped and sealed.
4. Bids submitted after the due date shall not be accepted under any circumstances whatsoever.
5. Conditional Bid shall not be considered and shall be rejected at the very first instance.
6. The EMD will be forfeited if the vendor rescinds after accepting the offer.
7. The vendor should include the list of Public Sector Banks/Private Banks whom they have provided services on Burglar and Fire Alarm System in last 5 years, along with name, phone/fax number of the contact person.
8. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting/striking is permitted. Overwriting/striking if any, in the Technical Bid must be initialed by the person authorized to sign the bid.
9. The envelope containing Technical Bid shall be opened on the scheduled date and time as given, in presence of Directors/Proprietors/Authorized representatives of vendors, who wish to be present.
10. Technical Bids will be evaluated by the Committee constituted by the Bank. The Committee may call for a technical presentation by the vendors, which will include verifying the financial turn-over, registration certificates, legal, financial, statutory, taxation and other associated compliance of contract conditions. The Committee may evaluate/verify the performance of the vendor at any of their existing contracts which may include obtaining references /or visiting the clients and the quality of services rendered by the vendor etc.
11. Bank reserves the right to amend or withdraw any of the terms and conditions contained in this Bid Document or reject any or all Bids without giving notice or assigning any reason thereof. The decision of the Bank, in this regard shall be final and binding on all concerned.
12. **PERFORMANCE BANK GUARANTEE:** Before entering into an agreement the selected vender(s) should submit a Bank Guarantee of Rs. 10,000/- (Rupees Ten Thousand only) valid for a period of 3 years and 3 Months from the date of contract, issued by a Public Sector Bank other than Indian Bank. Purchaser 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.



13. **VALIDITY PERIOD:** The empanelled Vendors/Firms/Suppliers will remain in the empanelled list of the Bank for Indore Zone for supply, installation and maintenance of Burglar and Fire Alarm System for Three years from the date of Empanelment cum rate contract or till the completion of next Empanelment cum rate contract period at the Bank's own discretion (whichever is earlier).

(a) The Annual rate contract and AMC charges will be valid for one year. Based on market rate of products the rate will be reviewed by the bank and if both party agree on that rate then the contract can be extended for further period of another year or more.

(b) Empanelment cum rate contract will be valid only, if all eligibility criteria mentioned in the advertisement are fulfilled during the entire Empanelment cum rate contract period.

(c) If the service provided by vendor is found to be unsatisfactory or if at any point of time during the Empanelment cum rate contract it is found that the information provided by vendor is false or if vendor do not participate in any subsequent RFP or tendering process three times consecutively, the Bank reserves the right to remove the vendor from the Empanelment cum rate contract list without giving any notice. Bank's decision in this regard will be final.

14. **PROCESS :** Offers will be evaluated in the following stages:

Stage I : Offers will be evaluated against the stipulated minimum Eligibility Criteria. Offers not complying with the eligibility will be rejected summarily.

Stage II : Short listing of Vendors/Firms/Suppliers will be based on the evaluation of the technical requirement complied with live demonstration of Burglar and Fire Alarm System offered and satisfactory feedback from the reference sites and other clients of the vendors.

Stage III : The price bids of only short listed vendors (who qualify in both technical bid and demonstration of system) will be opened in the presence of vendors / or authorized representative. Based on bid amount, the bank will strive to empanel minimum two vendors for a period of three years. For number of vendors to be empanelled, Bank's decision will be final decision. **Work order will be served later for a period of one year to the L1 bidder(s).**

15. **AVAILABILITY OF SPARES** Vendor should 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.

16. **PATENTS RIGHTS :** The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim. The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

17. **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.

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

19. **WARRANTY** The offer must include on-site warranty from the date of installation and commissioning of the equipments however there should not be any additional cost for the warranty period. "No AMC" charge will be admissible in warranty period however half yearly service visit is mandatory during warranty period.

20. **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.

21. **NUISANCE:** The Vendor shall not at any time do cause or permit anyone to or cause any nuisance on the site or do anything which shall cause unnecessary disturbance of inconvenience to the Bank, Owners, Tenants or occupier of other properties near the site and to the customers/public generally.

22. **GOVERNING LAW AND DISPUTES** The provisions of this tender shall always be subject to Government Notifications, any rules/ guidelines that may be in force from time to time. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of "Arbitration and Conciliation Act-1996" or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. However there is a provision of appeal if either party is not satisfied with the arbitration award. During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

23. **NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER** *The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology optimum for the Banks usage.*



Annexure - III

Eligibility Criteria of Vendors for Supply, Installation and Maintenance of Burglar and Fire Alarm System

1. Vendor providing Burglar and Fire Alarm system should have been in business for the last 5 years as on 25.09.2025.
2. Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
3. Vendor should have a registered Office and sale service networks in the state of Madhya Pradesh. Furnish certificate issued under shop & establishment registration.
4. Vendor should provide the latest Income Tax Assessment Order and PAN/ TAN Number.
5. Vendor should be registered under the appropriate authority for GST.
6. Vendor should have minimum turnover of Rs. 25 Lakh per year in the last three financial years and provide the latest Audited Balance Sheet preceding 3 financial years.
7. Vendor should have supplied Burglar and Fire Alarm System to any Nationalized/ Private Banks in the state of Madhya Pradesh and is in empanelled list of any Nationalized/ Private Banks in the state of Madhya Pradesh.
8. The vendor should have installed minimum 40 Burglar and Fire Alarm System in scheduled commercial banks during the last three years ending last day of the month of 25.09.2025
9. The vendor should be original manufacture of products or their authorised representative. In case of authorised representative, a letter of authorization/ dealership to this effect from OEM must be furnished.
10. Vendor providing Burglar and Fire Alarm System should have adequate technician and well equipped after sale service center at Indore and other cities of Madhya Pradesh to attend and repair the complaint and breakdown within 24 hour in nearby branches & 48 hours in remote area branches. Give the exact number of technician working in your concern. If vendor fails to provide service within the above mentioned period, a penalty of 5% of the amount of Performance Security will be imposed.
11. Vendor's having ISO 9001 certification may be given preference.
12. The manufactures /dealer distributor should have never been blacklisted by any other public sector bank.
13. Ability to provide Burglar and Fire Alarm System as per technical specifications available at Appendix-IV of this advertisement.
14. Availability of warranty for every item.
15. Ability to commence service within 15 days from date of placement of order.
16. The vendor has to give an undertaking that, they are willing to carry out the Non - Comprehensive AMC job for 3 years of their installed Burglar and Fire Alarm System (after the expiry of warranty period of two years).
17. **Vendors may be asked to submit Copy of certification of equipment i.e. UL/CE/FCC, copy of document of authorization from manufacturer to Indian dealers and from Indian dealer to supplier undertaking that the cards supplied are original.**



SCOPE OF WORK

1. SCOPE OF THE WORK: Vendor(s) will be empanelled for the under mentioned works:-

(a) Rate contract for Supply/ Installation of Integrated Alarm System & its components/ spares/ accessories as well as existing Security Alarm System and Fire Alarm System at Branches and offices of Indian Bank, in **Indore Zone (branches spread across Madhya Pradesh State)**, as and when required basis for a period of **one year from date of contract**, with an option to continue for further 1+1 years on mutual consent of the Bank and the vendor.

(b) **Non Comprehensive Preventive Maintenance of newly supplied integrated Alarm System on regular basis.** Each branches/ offices under Indore zone where new alarm system will be installed must be mandatorily visited by the AMC provider once in a quarter and subsequent visit as and when required basis for breakdown/corrective maintenance. No additional charges will be paid for subsequent visits. The term of AMC contract will be for a period of **one year** from date of expiry of warranty of the new alarm system, **extendable further for 3 years**. However, Bank may ask the vendor to provide AMC service for alarm system supplied by them upto 5 years from this empanelment and rate contract at the quoted AMC rate.

(b) **Preventive Maintenance of Existing Alarm System on regular basis.** Each branches/ offices under Indore zone where alarm system are already installed must be mandatorily visited by the AMC provider once in a quarter and subsequent visit as and when required basis for corrective maintenance. No additional charges will be paid for subsequent visits. The term of AMC contract will be for a period of one year from date of commencement of the contract, **extendable further for 1+1 years**. The same may be extended for another 1+1 year if both parties agree.

After satisfactorily completion of the contract, if both parties are willing to continue the contract in the existing terms and conditions, the contract may be extended for subsequent year(s).

Indian Bank Zonal Office Indore reserves the right to terminate the contract on 30 days notice without assigning any reason.

2. Empanelment of Vendor(s)

In respect to empanelment of Vendor(s)/Firm(s)/Supplier(s) the following shall be applied.

(a) *For this purpose Vendors/Firms/Suppliers shall submit proof of documents along with the Tender, if Vendors/Firms/Suppliers are not submitting documentary proof and / or not conforming to any of parameters will not be shortlisted.*

(b) The offer will be in two parts, **Technical Bid** and **Price or Commercial Bid**. Both the parts should be submitted in separate sealed covers duly superscripted "**TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM**" and "**FINANCIAL BIDS FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM**" respectively and both sealed envelopes should be placed in another sealed envelope superscripted "**OFFER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED ALARM SYSTEM**". The tenders for Supply, Installation and Maintenance Integrated/ Alarm system for branches/Offices/ATMs under "**Indore Zone**" should be dropped/ sent by post at Indian Bank, Zonal Office, Indore to apply for said Tender.



Annexure-V

PERFORMANCE SECURITY FORM

(Format of Bank Guarantee)

(ON A NON-JUDICIAL STAMP PAPER OF RS. 100.00)

Bank Guarantee No.

Date:

To :

Indian Bank
Zonal Office Indore
Aditya Enclave, MIG Road
Indore Madhya Pradesh

WHEREAS _____ (name of Empanelled Vendor) hereinafter called "the Empanelled Vendor" has undertaken, in pursuance of Work Order No. _____ dated _____ to supply/provide _____ (Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Empanelled Vendor shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Empanelled Vendor's performance obligations under the contract.

AND WHEREAS we have agreed to give the Empanelled Vendors a Guarantee.

THEREFORE , WE hereby affirm that we are Guarantors and responsible to you on behalf of the Empanelled Vendor, up to a total of Rs. _____ (Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Empanelled Vendor to be default under the contract and without cavil or argument, any sum or sums within the limit of Rs. _____ (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____ 20____.

Signature and seal of Guarantors

Date:

Address:

Note: 1. Empanelled vendor should ensure that the seal & code no. of the signatory is put by the bankers, before submission of bank guarantee.

2. Stamp paper is required for the bank guarantees issued by the banks located in India.



GENERAL & TECHNICAL INFORMATION**PART I****TECHNICAL BID (Company Profile)**

Sl. No.	PARTICULARS OF THE COMPANY	
1	Name of the Company	
2	Full Address	
3	Telephone & Mobile No.	
4	Fax No.	
5	E-Mail Address	
6	Constitution of the firm (whether Proprietary / Partnership / Pvt Ltd. / Public Ltd.	
7	Name(of the Proprietor / Partner / Managing Director	
8	Year of Establishment	
9	Registration with the Registrar of Co.	
10	Name(s) of Contact Person (s) with address	
11	Registration with Tax Authority a. PAN No. b. Sales Tax No. Attach latest IT Return filed copy & ST Return filed copy.	
12	Furnish copies of audited Balance Sheet and Profit & Loss Account for the last 3 years. Turn over 2022-23, 2023-24, and 2024-25.	
13	Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the conduct of the account.	
14	Whether an empanelled vendor for RBI / SBI/ Nationalized Banks II.	
II	DETAILS OF REGISTRATION WITH OTHER BANKS	
1.	Name of the Bank	
2.	Total No. of Systems supplied	
3.	Since when empanelled	

Place :

Date :



Authorised Signatory