

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM, BURGLAR ALARM AND CCTV SYSTEMS)**



INDIAN BANK

Zonal Office Pune
2nd Floor, Hermes Waves
Central Avenue Road, Lane No.3
Kalyani Nagar, Pune -411006
Ph. 020-26656663
Email: zopune@indianbank.co.in

INVITATION OF TENDER

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV SYSTEM
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM, BUGLAR ALARM AND CCTV)
FOR THE INDIAN BANK OFFICES/BRANCHES INCLUDING ATM SITE
UNDER PUNE ZONE**

Tender Documents Availability	:	14 th Nov 2025
Last Date of Tender Submission	:	1400 Hrs. on 08 th Dec 2025
Date of Technical Bid Opening	:	1600 Hrs. on 08 th Dec 2025

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SCHEDULE OF EVENTS

Tender Bid Document Availability	Bidding document can be downloaded from website www.indianbank.in from 14th Nov 2025
Pre-bid Query	On 20th Nov 2025 from 3 PM to 4 PM either telephonically or at Indian Bank Zonal Office Pune.
Last date and time of submission of Bids	8th Dec 2025- 1400 Hrs
Opening of Technical Bids	8th Dec 2025- 1600 Hrs Bidders may depute authorized representatives during the opening of Technical Bids. However Technical Bids would be opened even in the absence of any or all of the Bidders representatives.
Contact Official and Mobile No.	Zonal Security Officer, 9472453148
Address for communication and submission of bid	Zonal Office Pune, 2 ND Floor. Hermes Waves Central Avenue Road, Lane No.3, Kalyani Nagar Pune- 411006
All correspondence relating to this Tender should be sent to email id	zopune@indianbank.co.in
Cost of the Tender Bid document	FREE OF COST
Earnest Money Deposit	Nil

IMPORTANT DEFINITIONS

TERMS	DEFINITIONS
Bank	Indian bank
ZO	2nd Floor, Hermes Waves , Central Avenue Road, Lane No.3, Kalyani Nagar, Pune -411006
Branch	Indian Bank branch (including ATM site, if available)
Off Site ATM	ATMs Premises located separately apart from Branch ATMs
Tender	Request for Quotation/ Tender
Vendor	Participating Company/ Firm/ Manufacturer/ Authorized dealer
OEM	Original Equipment Manufacturer
Tender	Tender, Bid documents
Bidder	A Firm/Company/OEM/Authorized dealer participating in TENDER
FAS	Fire Alarm System
BAS	Burglar Alarm System
NA	Not Applicable

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INTRODUCTION

1. Indian Bank, Zonal Office Pune invites sealed quotations in two bid system for rate contract for New installation, repair and maintenance of Fire Alarm System, Burglar Alarm System and CCTV (including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV) at Branches, Offices and Off Site and On Site ATMs under the jurisdiction of Pune Zonal Office. Bids are invited from reputed Firms/Manufacturers/Authorized dealers only. The first bid shall be technical bid and the sealed envelope of Technical Bid shall contain the details of OEM, Acceptance of terms and conditions, and other eligibility conditions, etc. The second bid shall be financial bid and the sealed envelope of Financial Bid shall contain the price information of the product and services in prescribed format as per the annexure. Financial bids shall invariably be submitted in sealed envelope. Any financial bid found open for any reason shall make the bidder ineligible for participation.
2. India Bank, Zonal Office Pune has a network of 75 Branches, 3 Offices and 05 Off Site ATMs spread across Pune City & Suburban Districts and a few branches in the State of Goa. The branches, Offices and Off Site ATMs function directly under the Zonal office.

ELIGIBILITY CRITERIA

3. The eligibility criteria for rate contract are given below and only those agencies that fulfill the following criteria are eligible to bid.
 - a) The prospective Vendor should be a registered company/ firm including manufacturers (OEMs as described in point no.7) or their authorized dealers, capable of providing Fire Alarm System, Burglar Alarm System and CCTV for New installation, repair and maintenance of Fire Alarm System, Burglar Alarm System and CCTV (including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV) and should be in business for at least 3 years.
 - b) The OEM / its authorized dealers must have his own registered office in Maharashtra with adequate technical manpower and material. In addition, the bidder participating in this tender must have a registered office in Pune City with sufficient technical manpower. Proof for the same to be submitted like Lease Agreement/ Registration Certificate under Shops and Establishment Act. The Bank may inspect the facilities of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to verify the genuineness and to ensure the conformity with the details given. (Details to be provided in format Annexure II).
 - c) The bidder's average annual turnover must be at least Rs. 40 lac (Rupees Forty lakhs) during the last three financial years and in profit from last three financial years. The turnover refers to a company and not the composite turnover of its subsidiaries / sister concern etc. Audited balance sheet, profit & loss for last three financial years should be submitted. In case where audit is not necessary, the bidder will submit CA certified turnover certificate and balance sheet and P&L for the last three financial years.
 - d) The prospective applicant/vendor must be on panel of at least one PSUs / Banks (Public/Private)/NBFCs/Government Departments and have at least one running contract with PSU/ Banks (Public)/NBFCs/Government Department. Performance report/ certificate of running contract for same to be enclosed.

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- e)** The Vendors should have valid PAN, GST registration number etc., allotted by competent authorities and to provide latest GST Returns filed.
- f)** The prospective applicant/vendor should have requisite trade/manufacturing /factory license from appropriate authority (BIS).
- g)** The Company/ Firms/ Authorized dealer which participates in the Tender process shall only be eligible for rate contract. All existing empaneled vendors have to apply afresh. Telephonic/ email intimation to prospective applicants for participating in TENDER will not be initiated from ZO, even to the existing vendors.
- h)** The Bidder / firm must have not been blacklisted by any Bank, financial and other institution up to tender inviting date. (A notarized affidavit is to be submitted by the participating bidder to this effect)

NATURE AND SCOPE OF WORK

- 4.** New installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS) at branches, offices and Off Site ATMs of Indian Bank, Pune Zone. Concerned Vendor will have to enter into an agreement (as per the format decided by the bank) with the Zone and shall start the work from the date of issuance of the work order. The work order for new installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS) shall be placed by the Zone as per requirement basis.
 - a)** Please note that the invitation of tender is for new installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS) installed in all existing Branches & offices of the Zone. However, new installations are subject to requirement of Bank. Bank has discretion to revise the scope of work upward / downward as per its requirement.
 - b)** It is to bring to the notice of prospective Applicants that they will be required to supply and replace newly installed components at their own cost during warranty period and the warranty period of each component has to be specified in the tender document.
 - c)** The Vendor will maintain the data sheet of Fire Alarm System, Burglar Alarm System and CCTV of each branch, Office and Off Site ATMs with details, such as manufacturing date, date of installation, warranty valid up to, AMC carried out on, AMC due on, etc. A copy of the Branch / Office wise data sheet of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS) to be provided to the Zonal Office as well as to the concerned Branch/office.
 - d)** The Vendor must ensure quarterly AMC visit. There should be a gap of minimum 70 days between two AMC visits. During AMC Visit all preventive maintenance activities to be carried out and recorded.
 - e)** The vendor will follow the norms and procedures laid down for installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS).
 - f)** The vendor will carry defective components to his own workshop for repair only after taking written prior approval of the Branch Manager.
 - g)** The detail specification for new installation will be decided by the Zonal Office.
 - h)** The vendor will impart training to staff members about operating procedure, system testing & tuning, playback, data retrieve, etc during the AMC visit.

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APPLICATION FORM

5. The application form to be filled and submitted as per Annexure I (Cover Letter) and Annexure II (Bidder Profile). The tender notice should be signed by authorized signatory on each page with official seal and enclosed along with the Application Documents.

RATE CONTRACT PROCESS

6. The selection of Bidders for supply, new installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS) shall be done in two bid format as under.

a) PHASE I -TECHNICAL BID:

- i) Technical bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "Technical Bid for New installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS)".
- ii) Technical bid shall contain Annexure I (Application), Annexure II (Bidder profile) and Annexure III (Testimonials).
- iii) The Applications of the bidders (Annexure II) will be valid for 120 days from the date of opening of the same.
- iv) The selection/ short listing of the applications so received will be done by carrying out evaluation and checking of various parameters/ criteria fixed by the bank.
- v) The technical bids shall be opened at 1600 Hrs on 8th Dec 2025, or on any suitable date as decided by the bank's committee for the purpose. If any change in the date will be published in this website.
- vi) An undertaking that firm is capable of undertaking installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS) work in rural and far away areas where majority of bank's branches are located (To be enclosed with Technical Bids).

b) PHASE II - FINANCIAL BID

- i) Financial bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "Financial Bid for New installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS)".
 - ii) Financial bids of only technically qualified short listed bidders will be opened. Bank's evaluation of the financial bids will take into account the status of compliance of terms and conditions.
 - iii) The Financial Bid should contain all relevant rates and charges (Service Charge / Installation Charge), taxes and the rates should be quoted in Indian Rupees only.
 - iv) The Bank may select multiple vendors for entering into rate contract and becoming L1 is not the only criteria.
- c) Interested Bidders may arrange to submit their application duly complete in all respects in a sealed envelope cover superscripted "Application for New Installation, repair and maintenance of CCTV, FAS and BAS (including maintenance of existing CCTV, FAS and BAS)" and this envelope should contain two separate envelopes superscripted as details below:**

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Envelope 1 : Technical Bid

Envelope 2 : Financial Bid

And, it should reach on or before 1400 Hrs on 8th Dec 2025, at the following address:

The Zonal Manager,
Indian Bank, Zonal Office
2nd Floor, Hermes Waves, Central
Avenue Road, Lane No. 3
Kalyani Nagar, Pune-411006

PERFORMANCE AND PRODUCT CERTIFICATION:

7. The Bidders should have the following product certification and other criteria: -
- a) **Product Certification:** The products of the Bidder must have certification of quality given by the Bureau of Indian Standard (BIS) and acceptable to Bank. The products should be based on latest technology for the specific requirement.
 - b) **OEM Certificate:** The Bidder should have OEM certificate along with confirmation that they would supply spare parts for the quoted components for a period of 5 years from the date of installation.
 - i) OEM should be ISO 9001 certified.
 - ii) Documents of Manufacturing license/ Registration of the OEM factory need to be Submitted for verification.
 - iii) Product Certification copies to be attached as per the BIS specifications.
 - v) The firm should produce authorization from OEM for its offered makes in original.
 - vi) Multiple brand Techno-commercial bids from single bidder will be rejected.
 - vii) Serial number & IS certificate of products to be provided by the OEM.
 - viii) Audit for Banks, whether actual material is provided or not, needs to be done by OEM as and when required by Bank without any additional cost.
 - c) **Past Record:** The Bidder or their entities should not have been blacklisted by any PSU/ PSB/Government Organization in past 3 years and undertaking in this regard to be submitted.
 - i) Bidders A/c should not be classified as NPA by any bank. A self- declaration in this regards to be submitted by bidder along with Bid Documents.

PAYMENT TERMS

8. No advance payment shall be made against purchase order
- i) Payments shall be made after delivery & installation of new CCTV/FAS/BAS at per site Basis. The payment shall be made against delivery challans and invoices and commissioning report duly signed by the Branch Manager.
 - ii) The vendor empaneled to have a Bank Account with Indian Bank for operational convenience.
 - iii) The Annual Maintenance Charges shall be paid once in three months subject to satisfactory maintenance for the previous three months. Vendors failing to render requisite maintenance service visits shall be paid only on the pro rata Basis for the number of mandatory service visits.
 - iv) All Annual Maintenance Charges shall be paid from Zonal Office only.

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- v) All other terms and conditions are spelt out in the Terms and conditions attached to this tender.

TERMS & CONDITIONS OF CONTRACT (TCC)

9. Indian Bank's Right to Accept/ Reject any/or all Application:
- i) Indian Bank reserves the right to accept/ reject any or all application and to annul the rate contract process and accept/ reject all applications at any time prior to TENDER process or any time after TENDER process, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for Indian Bank action.
 - ii) **Indian Bank's Right to Split the Service Area Work:** Indian Bank reserves the right to split and distribute the work among the participating Bidders partly or fully amongst the bidders agreeing at lowest quoted rates. Indian bank reserves the Right to Issue Clarifications, Addendums, and Corrigendum etc.
 - iii) Discrepancies or omission, if found by any bidder, in the terms & conditions of the tender document, or if any clarification is sought by the bidder, a written request, to the application inviting authority, for correction / clarification or interpretation can be **submitted up to 1400 hrs, 20th Nov 2025 at zopune@indianbank.co.in. Indian Bank can at any time issue** clarifications, addendums or corrigendum. The same will be published in the bank's website. The Bidders are advised to regularly visit the Bank's website.

CONDITIONS FOR APPLICATION REJECTION/ CANCELLATION:

10. Bidder's application for rate contract or the registration after rate contract of Bidder may be rejected / cancelled on the following grounds:
- i) Any effort by Bidder/applicant to influence Indian Bank's decisions on evaluation and registration process may result in rejection of application or cancellation of registration.
 - ii) Conditional applications will not be considered and will be rejected summarily.
 - iii) Submission of false/fake Application Documents or if the information provided by the Bidder is found to be incorrect/misleading at any stage / time during the rate contract process or thereafter.
 - iv) Applications received by Indian Bank after the last date and time prescribed for receipt of application or tender applications / applications without signature of person(s) duly authorized on required pages of the application or applications without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be rejected.
 - v) Malpractice / attempt to influence / Manipulation of rates at Zonal level by itself or by cartelization shall be viewed very seriously. If such a situation comes to the notice and/ or there are reasons/ circumstances for Indian Bank to believe so, the concerned Bidder will be called in to give justification of rates quoted by them to the Zonal Office. If they are not able to give a proper/ satisfactory justification of their quoted rates, their rate contract / enlistments are liable to be cancelled.
 - vi) If the Bidders are found, subsequent to their registration, not complying with, any of the eligibility criteria.
 - vii) If the performance and services of the bidder have been found poor or sub-standard.
 - viii) If it is found that false/amplified/manipulated bill(s) raised by vendor.
 - vii) Any other grounds as decided by Indian Bank management after due diligence.

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MONITORING OF PERFORMANCE AND OTHER CONDITIONS:

11. The Bidder's performance on the job will be constantly monitored for quality, adherence to the Safety Regulations, Labour / Statutory regulations, Conduct / Discipline etc, while executing jobs. Any deviations from stated conditions can lead to appropriate deterrent action as deemed fit by Indian Bank.
- i) Indian Bank reserves the exclusive right and absolute discretion to call for tenders for any job or otherwise as deemed fit from open market, even during the validity of the rate contract period.
 - ii) Successful rate contract by Indian Bank is no guarantee of any future award of work or inclusion on a particular tender list.

EMD AMOUNT:

12. As a goodwill gesture towards prospective applicants, the Indian Bank Zonal Office Pune has waived off the Earnest Money Deposit for this rate contract tendering process.

JURISDICTION AND GOVERNING LAW:

13. All disputes or differences whatsoever arising between the parties out of or in relation to the construction/ meaning and operation or effect of this rate contract document or breach thereof shall be settled amicably. If, however, the parties are not able to solve it amicably the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996 (with latest amendments) and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to exclusive jurisdiction of courts at Pune.

LIQUIDATED DAMAGES:

14. Any delay in completion of the work over the stipulated period will attract penalty of 0.5% of the contract value (site Basis) per week subject to maximum of 10% of the contract value. The Bank reserves its right to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the Vendor.

VALIDITY PERIOD:

15. The successful Bidders/ Firms/ Vendors will remain in the list of the Bank for **three year** from the date of contract or till the completion of next contract period at the Bank's own discretion (whichever is earlier).
- i) The Rate contract will be valid for **(01) One Year**. On successful completion of one year, renewal for second year will be subject to the satisfactory performance and review by Security Department. Revision of rates during the contract period will not be entertained by Bank for whatsoever reasons.

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- ii) Contract will be valid only, if all eligibility criteria mentioned in the Tender Notice are fulfilled during the entire contract period.
- iii) If the service provided by bidder is found to be poor and unsatisfactory or if at any point of time during the Tender process it is found that the information provided by bidder is false, the Bank reserves the right to cancel the contract. Bank's decision in this regard will be final.

BANK'S DISCRETION:

- 16) Bank reserves the right to reject an offer under any of the following circumstances:
- i) Incomplete offer and/or all documents not attached.
 - ii) Offer is not in conformity with the terms and conditions stipulated in this document.
 - iii) Specifications stipulated in TENDER are not met with.
 - iv) If Financial Bid and Technical Bid are not submitted in sealed envelope separately.
 - v) Financial Bid format differs from actual Financial Bid format of Annexure IV.
 - vi) Violates any terms and conditions in the TENDER document.
 - vii) If found that the information provided in the offer is false.
 - viii) If the tender notice / applications are not signed by authorized signatory on each page with official seal and enclosed documents along with the Application Documents.

EVALUATION CRITERIA

17. Technical Bids:

- i) The Technical Bid should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- ii) The Technical Bid must be submitted in an organized, numbered and structured manner (spiral binding will be appreciated). No brochures/ leaflets etc should be submitted in loose form.
- iii) Technical bid should contain all testimonials as mentioned in previous section of this TENDER document.
- iv) Bank will evaluate the technical bid considering the technical and functional parameters of bidder and evaluation matrix decided by bank.

18. Commercial Bids:

- i) Commercial bids of only technically qualified short listed bidders will be opened. Bank's evaluation of the commercial bids will take into account the status of compliance of terms and conditions. The Price Bid should contain all relevant rates and charges (Service charge / installation Charge) and the rates should be quoted in Indian Rupees only.
- ii) Cost economics of the tender will be decided on the Basis of Total Cost of Equipment/cost of components having low MTBF/ services as enumerated in Annexure-IV.
- iii) Rates of equipment/services will be arrived individually based on commercial bids received and the contract will be awarded accordingly.

PATENTS RIGHTS

19. The Vendor shall indemnify the purchaser against all third party claims on infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof

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in India.

- i) The vendor shall, at their own expense, defend and indemnify the Bank against all third party claims of infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or any part thereof in India or abroad.
- ii) The Vendor 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 Vendor shall be fully responsible for, including all expenses and court and legal fees.
- iii) The Bank will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the Vendor in disposing of the claim, and shall at no time admit to any liability for or express any Intent to settle the claim.
- iv) The Vendor 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 Vendor, including-all inventions, designs and marks embodied therein in perpetuity.

TERMINATION FOR INSOLVENCY

- 20.** 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.

LIABILITY

- 21.** Bidder'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 bidder's gross negligence/ lapse or due to below standard equipment used by Bidder .
- i) The Bidder shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment under the agreement / purchase order.

WARRANTY

- 23.** The offer must include on-site warranty of at least two year or as offered by the OEM but not less than two year from the date of installation and replacement of components however there should not be any additional cost for the warranty period.
- i) Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories, etc., covered by the offer.
 - ii) The Vendor must warrant all equipment, accessories, spare parts etc, against any manufacturing defects during the warranty period.
 - iii) During the warranty period the Vendor shall maintain the equipment and repair / replace all the defective components at the installed site at no additional charge of whatsoever nature to the Bank.

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DELIVERABLES & TIMELINES**

- 24.** The Vendor should ensure that the defects reported in the CCTV, FAS and BAS or its components, software, etc supplied to the Bank on any working day is set right within one day. The defect will be reported by the office/branch directly to vendor, may be in the form of oral, telephone, notice, email, or any other mean of communication. The vendor shall generate a complaint number for tracking the complaint status. In case, the system or any equipment cannot be repaired within the stipulated period, the Vendor should provide a replacement till the system/ equipment is returned duly repaired.

SPECIFICATION

- 25.** The detailed technical description is enumerated below. The specifications given are as per minimum requirement. Vendors can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations. All components should be BIS certified.

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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, Pune 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)	4 zone Main Control Panel & repeater control panel should be latest microprocessor 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 in case of continuous fault alarm. The Panel should have 2 or 4 zones or more and Zone disable 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 in case of transient/abrupt voltage fluctuations.	
vii)	The Panel should have Test Certificate with details like Model No., Serial. No. Zones, etc.	
viii)	The Brochures 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 in battery charger for not less than 10-12 hours normal working.	

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(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 type 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 likes 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 100 m2 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 detector for every 50 m2 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.	

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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. AUTO DIALER

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	In built 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 1.5 sq. mm copper conduct or 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.	

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SECURITY ALARM SYSTEM

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	Security Alarm control panel Micro-processor based (Tamper-proof) at least 8 zone (for Branches) & 4 zone (for ATMs), 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 keypad.	
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 pet immune.	
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 up to 500 meters) and one in built hooter.	
viii)	Panel should have in built 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 inbuilt/compatible for installation of auto dialer (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	
xviii)	Auto Dialer- In built 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. No false activation due to voltage fluctuation etc.	
xix)	Auto Dialer – External 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. No false activation due to voltage fluctuation etc. Provide signal	

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	strength and status indication on display screen. Call & Local Alert, customizable alert, hot keys for hotlines. Work with all type of existing alarm (Security/ Fire) having port for connecting the autodialer. Connect minimum 2 devices with different alerts for each devices	
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CCTV SYSTEM

1. NVR BASED CLOSE CIRCUIT TELEVISION SYSTEM

(A) NVR 8/16 CHANNEL NETWORK VIDEO RECORDER

System Parameter	Technical Specifications	Compliance Status (Yes/No)
Main Processor	Quad-core embedded processor	
Operating System	Embedded LINUX	
Display		
Interface	1 HDMI up to 3840x2160, Different Source, 1 VGA	
Resolution	3840x2160, 1920x1080, 1280x1024, 1280x720, 1024x768	
Multi-screen	1st screen: 8/16 CH: 1/4/8/9/16 2nd screen: 1/4/8/9/16	
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 Screen Tips	
Video Detection	Motion Detection, MD Zones: 396 (22 x 18), Video Loss and Tampering, Scene Change Detection	
Alarm input	16 Channel (Low Level Effective)	
Alarm Output	4 Channel (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	
Backup Mode	USB Device/Network/Internal SATA burner / eSATA Device	
Storage		
Internal HDD	2 / 4 SATA Ports, with minimum 6 TB capacity for each HDD	
eSATA	8 SATA	
RAID	8 SATA	
Auxiliary Interface		
USB	Minimum 2 ports (Minimum 2 USB 3.0)	
RS232	1 Port, for PC Communication	
RS485	1 Port, for PTZ Control , keyboard	
Audio and Video		
IP Camera Input	8/16 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	8 Mbps Incoming	

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Bit Rate	16kbps-20Mbps for per channel	
Record Mode	Manual, Schedule (Regular(Continuous)MD, Alarm), Stop	
Record Interval	1-120 min (default: 60 min), Pre-record: 1-30 sec, Post- record: 10-300 sec	
Network		
Interface	1 RJ-45 ports (10/100/1000Mbps)	
Network Function	TCP/IP, DHCP, Cloud P2P, DNS, DONS, NTP, SMTP, NFS, FTP UpnPM , HTTPS	
Interoperability	ONVIF Conformant	
Certifications	STQC Approved and BIS approved	

B. 02 MEGAPIXEL 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	25/30 fps @ 2 Mega Pixel	
Scanning System	Progressive	
Min. Illumination	0.01Lux/F1 .4(Color); 0Lux/F1 .4(1R on)	
S/N Ratio	More than 50dB	
Min. IR Array LEDs Length	Up to 50 m	
Day/Night	Auto(ICR) / Color I B/W	
Back Light Compensation & WDR	DWDR	
White Balance	Auto/ Manual	
Focal Length (Lens)	3. 6 mm Fixed lens	
Video Compression	H.265+ ,H.265,H.264,H.264H, MJPEG	
Resolution Frame Rate	2 M(1920x 1080)/01 (704x 576/704x 480)/CIF(352 x288/352x 240) Main stream: {2 M/1080P(1 - 25/30fps)} 6: Sub stream: 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, 802.1x, QoS, Ipv6	
Compatibility	ONVIF	
Power Supply	DC12V, PoE (802.3af)	
Working Environment	-30° C-+60° C I Less than 95%RH (no condensation)	
Ingress Protection	IP67 or above	
Certification	STQC and BIS approved	

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C. 02 MEGAPIXEL IP BASED HD IR VERIFOCAAL LENS BULLET CAMERA

Parameter	Technical Specifications	Compliance Status (Yes/No)
Image Sensor	1/2.9" progressive scan CMOS	
Min. Illumination	Color: 0.01@F1 .6, 0 Lux with IR	
Shutter Speed	Auto/Manual, 1 /3(4)-1 /100000s	
Lens	2.8 mm to 12 mm motorize @F1 .6,	
Day/Night	IR cut filter with auto switch	
DNR (Digital Noise Reduction)	30 DNR	
WDR (Wide Dynamic Range)	120 dB True WDR	

Compression Standard		
Video Compression	Main stream: H.265.H.265+	
Video Bit Rate	32 Kbps to 8 Mbps	
Dual Stream	Support	
Image		
Max. Resolution	1920 X 1080	
Main Stream Max.	50Hz: 25fps @(1920 x 1080, 1280 x 960, 1280 x 720)	
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, DNS, RTP, RTSP, RTCP, NTP, UpnP, SMTP, IGMP, 802.1X, QoS, Ipv6, ONVIF (PROFILE S, PROFILE G)	
General Function	One-key rest, anti-flicker, password protection, privacy mask, watermark, IP address filter	
Interface		
Communication Interface	1 RJ45 10M/100M self-adaptive Ethernet port	
Reset	Support	
General		
Operating Conditions	-30 ° C to 60° C, humidity: 95% or less (non-condensing)	
Power Supply	DC12V ± 25%, PoE (802.3af)	
Ingress Protection	IP 67	
IR array Range	Up to 50 Mtrs	
Certification	STQC and BIS approved	

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D. POE + SWITCH 08 CHANNEL SPECIFICATION

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

E. POE + SWITCH 16 CHANNEL SPECIFICATION

Interface	16 x 10/100 Mbps PoE ports, UPLINK PORT 2 x 10/100/1000	
Port Standards 8: Functions	Ports 1 to 4 compliant with 802: 3at • Ports 5 to compliant with 802. 3af	

F. OTHER COMPONENTS OF CCTV

Parameter	Technical Specifications	Compliance Status (Yes/No)
SN. Hard Disk Drive (SATA II or III)	Video Enterprise Series (Rated for 24/7 operation).	
Capacity	2TB, 4TB, 6TB ,8TB	
Monitor		
Screen size	22" diagonal LED	
Resolution (Min)	Minimum 1920 x 1080 Pixels - full HD	
Data Cable CAT-6		
Category	CAT-6	
Type	Unarmored	
PVC Conduits for cabling should be ISI marked		
6 U 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 1 Fan. Provision for cable routing at the bottom of Rack.	
2 U Rack - (Wall Mount)	Power Strip: 6 Socket power supply: 1 No. 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 INBUILT BACKUP CAPACITY

	Technical Specifications	Status (Yes/No)
Image Sensor	1/2.8" Progressive Scan CMOS	
Minimum Illumination	Color: 0.01 Lux @(F1.6, AGC ON), 0.028 Lux (F2.0, AGC ON); B/W: 0.001 Lux @(F1.2, AGC ON), 0.0028 Lux @(F2.0, AGC ON), 0 Lux with IR	
Shutter Speed	1/3 s to 1/100,000 s	
Slow Shutter	Yes	
Auto-Iris	No	
Day and Night	IR Cut Filter	
Digital Noise Reduction	3D DNR	
Wide Dynamic Range	120 dB	
3-Axis Adjustment	Pan: 0° to 355°, tilt: 0° to 70°, rotate: 0° to 355°	

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IR Range	Up to 30 m	
Wavelength	850nm	
Video Compression	Main stream: 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/3D DNR/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, up to 128 GB	
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 (128 GB), local storage and NAS (NFS, SMB/ CIFS)	
Alarm Trigger	Motion detection, video tampering, network disconnected, IP address conflict, illegal login, HDD full, HDD error	
Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, PPPoE, NTP, UPnP™, SMTP, SNMP, 802.1X, QoS, IPv6	
General Function	One-key reset, mirror, password protection, privacy mask, watermark, IP address filter	
On-board Storage	Built-in micro SD/micro SDHC/micro SDXC slot, up to 64 GB/ 128 GB	
Reset Button	Yes	
Protection Level	IP 67,IK10	
Certificates	STQC & BIS Approved	

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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 letterhead)

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DISPUTE MANAGEMENT

27. The provisions of this tender shall always be subject to Government Notifications, any rules/ guidelines that may be in force from time to time.
- i) 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. However, if the parties are not able to solve it 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.
 - ii) 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.
 - iii) During the arbitration proceedings the Bidder 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.

NUISANCE

28. The Bidder shall not at any time cause or permit anyone to cause any nuisance on the site or do anything which shall cause unnecessary disturbance or inconvenience to the Bank, Owners, Tenants or occupants of other properties near the site and to the customers/ public generally.

NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

29. There are no obligations to accept the lowest or any other offer received in response to this notice and Bank is entitled to reject any or all offers without assigning any reasons whatsoever. The Bank will have right to opt for any new technology option for the Banks usage.

FORCE MAJEURE

30. Notwithstanding the provisions of TCC (Terms and Conditions of Contract), the Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- i) 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, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
 - ii) 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 for performance not prevented by the Force Majeure event.

EXECUTION OF SERVICE LEVEL AGREEMENT

31. On completion of the Bid Process, the successful bidder(s) should execute a Service Level Agreement. Bidder(s) should also execute a Non-Disclosure Agreement in the Bank's prescribed format. The agreement/ contract would be signed in Pune only and stamped as per Maharashtra
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**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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Stamp Act. All the stamp duty shall be borne by the Bidder.

RESTRICTION OF FURTHER CONTRACTS

32. The Bidder shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting/ sub-letting is allowed.

AMENDMENTS TO CONTRACT

33. No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

CONFIDENTIALITY OF CONTRACT DOCUMENTS & INFORMATION

34. The Bidder shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the bank in connection therewith, to any person other than a person employed by the Bidder in the execution of the Contract.

- i) Disclosure to any such employed person shall be made as confidential and shall extend only as far as may be necessary for purposes of such performance.
- ii) The Bidder shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.
- iii) Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Bidder's performance under the Contract, if so required by the Bank.
- iv) Bidder to submit Audited Balance Sheets & FRs within 6 months of close of financial year of the successful Bidder, failing which Bank will withhold payments. Bank will scrutinize the FRs and may decide to continue the contract or terminate.

PUBLICITY

35. Any publicity by the bidder in which the name of Indian Bank is to be used should be done only with the explicit written permission of Indian Bank.

AUTHORIZED SIGNATORY

36. All pages of this TENDER document and corrigenda must be stamped and initialed by the authorized signatory of the bidder confirming acceptance to all terms and conditions of this TENDER and should be submitted as part of the technical bid.

- a. After completion of selection process the Bank will finalize the contract with the selected Bidder(s). To ensure this both the parties shall also be liable to make authorized officials to be present for discussions.
- b. The Bidder(s) shall submit a Board resolution in case of a company and/or authorization letter duly signed by the authorized signatory naming the official(s) who shall be authorized to hold discussions, time and venue of which shall be intimated to the successful bidder in writing at least 3 calendar days in advance.

****READ THE TENDER DOCUMENTS CAREFULLY BEFORE SUBMISSION****

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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Annexure-I

**Application for participation in TENDER
for
New installation, repair and maintenance of Fire Alarm System
(Including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV)
(TO BE TYPED ON THE BIDDER'S PRINTED LETTER HEAD)**

The Zonal Manager,
Indian Bank Zonal Office
2nd Floor, Hermes Waves , Central Avenue Road
Lane No.3, Kalyani Nagar , Pune -411006

Dear Sir,

Subject: Application for participation in Tender for New installation, repair and maintenance of Fire Alarm System, Burglar Alarm System and CCTV (including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV)

1. This has reference to the captioned subject, I/We have carefully perused and understood the criteria mentioned in the Tender Notice released on the website of the Bank.
2. Accordingly, I/We now submit the application form duly completed in all respects, together with certified copies of the following documents as required by you for participation in Tender for New installation, repair and maintenance of Fire Alarm System, Burglar Alarm System and CCTV (including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV) to your bank.
3. I/We confirm that all information given herein is true to the best of my/our knowledge. I/ We also understand and confirm that if any of the information given is found to be incorrect either fully or partially or any false/fake document is submitted at any stage, you may reject the application summarily and also take any legal action as per law.
4. It is also confirmed that, I/We hereby agree with all the terms and conditions laid down in the application/empenelment documents.

Yours faithfully,

(Proprietor / Bidder's Signature, Name with Seal)

Encl: Documents: -

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM, BURGLAR ALARM AND CCTV SYSTEMS)**

Annexure-II

**BIDDER PROFILE/ TECHNICAL BID
(TO BE TYPED ON THE BIDDER'S PRINTED LETTER HEAD)**

SI No	Subject	Details
1.	Name of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	
2.	Year of Establishment	
3.	Constitution of the Firm (whether Proprietary/ Partnership/ LLP/Pvt. Ltd./Public Ltd.)	
4.	Address of Head Office (in India), including i) Email id ii) Landline and Mobile Number(s)	
5.	Name of the Proprietor/Chairman/ Managing Director/CEO/ Country Head (as the case may be)	
6.	Name(s) and Address of Office at Pune City & Suburban's: i) Email id ii) Landline and Mobile Number(s) (Please attach Lease Agreement/ Registration Certificate under Shops and Establishment Act)	
7.	Date of opening of company's Office at Pune City	
8.	Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.	
9.	Whether an assesses of Income Tax. If so, mention Permanent Account Number and Taxpayer Identification Number. Furnish copies of Income tax clearance certificate	
10.	Whether registered for GST purposes. If so, mention number and date. Also furnish copies of GST certificate.	
11.	Copies of IT Returns last 03 years and GST Return of last one year	
12.	Is the Company/Firm a manufacturer of the Fire Alarm System, Burglar Alarm System and CCTV equipment/ accessories/components, etc required by the Bank? If Yes, name of the equipment/ accessories/components, etc and place where manufacturing unit is located. (All manufactured products should be BIS certified)	
13.	Is the vendor having URC (Udyam registration Certificate). If Yes, submit the relevant certificate.	
14.	Have you been prequalified by PSUs / Banks (Public/Private)/NBFCs/ Government Departments etc. for New installation, repair and maintenance of Fire Alarm system? If Yes, furnish their names, category and date of empanelment. (Enclose empanelment letter)	
15.	Do you have presently running contract with PSUs/ Banks (Public/Private)/NBFCs/ Government Department, etc. for New installation, repair and maintenance of Fire Alarm System? If yes, enclose Performance report/ certificate of running contract.	

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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16.	Details of Technicians positioned at 2 districts mentioned in this TENDER, in format:	
17.	Details of EMD Enclosed	NA
18.	Details of relative(s) employed in Indian Bank, if any. Name: Relation: Branch/Office: Branch/Office last served (if retired): Contact Details:	

Declaration

1. I / We have read and understood the tender documents 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. I / We agree that the decision of Indian Bank in selection of bidders/contractors will be final and binding to me / us.
2. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.
3. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
4. I/We the authorized signatory of the firm undertake to state that our Firm has proper infrastructure and resources and is capable of undertaking New installation, repair and maintenance of Fire Alarm System, Burglar Alarm System and CCTV (including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV) installed in 73 branches/offices of Indian Bank including all rural areas. We further undertake to state that we would be supplying all spare parts of quoted modules for a minimum period of 03 years from the date of Installation.

Place:
Date:
Seal of the Company

Signature
Name:
Designation:
(Authorized Signatory)

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM, BURGLAR ALARM AND CCTV SYSTEMS)**

Annexure-III

LIST OF ENCLOSURES

TO BE ATTACHED WITH TECHNICAL BIDS

SI No	Subject	Enclosed (Yes/No)
1.	Certificate of Registration of company/dealership	
2.	Certificate of registration with Income Tax, GST, EPF,ESI, VAT, TAN/TIN etc	
3.	Details of company owned registered office at Pune with names of employees, address, Tel no., etc	
4.	IT Returns and GST Return	
5.	Empaneled with govt./public sector/banks	
6.	Presently running contract work order with govt./public sector/banks	
7.	STQC and BIS certificate.	
8.	Customer Reference (other than Indian Bank)	
9.	Documentation: - product, brochures, leaflets, manuals, warranty conditions etc.	
10.	Certificate that Authorized dealer/Firm/OEM or its Sister Agency have not been blacklisted	
11.	Document(s) in support of any other information	
12.	Bank Details (Account with Indian Bank, Pune Branch)	
13.	EMD	NA

Note: - 1. In absence of any of the information/enclosures or/ and FAKE, WRONG, FICTITIOUS, FALLACIOUS, etc reporting, the tender is likely to be rejected

2. The Vendor shall produce/provide original of any documents, required by the Bank for Verifications.

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Annexure-IV

FINANCIAL BID

(TO BE TYPED ON THE BIDDER'S PRINTED LETTER HEAD)

(PRICE BID)

PRICE BID FOR FIRE ALARM SYSTEM AND Non- COMPREHENSIVE AMC

(All rates to be quoted without GST)

	Name of the Firm	
Item	Specify Brand and Model	
1.	<u>Control Panel</u> 4 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. i) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds 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	Rs.
2.	<u>In Built Battery</u> 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	Rs. (For Two Numbers)
3	<u>Ionization Smoke Detector</u> 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	Rs.
4	<u>Optical Smoke Detector</u> Conform to 15908-2011/ IS 2189-2008 or Similar Standards with LED indicator lamps (Operation Principle- Light scattering/ Obscuration), compatible to work with Ionization, Heat and multi sensor. Rate should be quoted per unit	Rs.

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5.	<u>Heat Detector</u> Conform to IS 2175-1988/ IS 2189-2008 or Similar Standards with LED indicator lamps (Operation Principle- Light scattering/ Obscuration), compatible to work with Ionization, Optical and multi sensor. Rate should be quoted per unit	Rs.
6.	<u>Manual Call Point</u> Conform to 15908-2011/ IS 2189-2008 or Similar Standards with hammer & chain, Glass of Minimum 2mm thickness, Alarm triggered by Breaking with LED Indicator Lamps. Rate should be quoted per unit	Rs.
7.	<u>Electronic Siren/ Sounder</u> Conform to IS 15908-2011/ IS 2189-2008 or 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>Auto Dialer-</u> External 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. No false activation due to voltage fluctuation etc. Provide signal strength and status indication on display screen. Call & Local Alert, customizable alert, hot keys for hotlines. Work with all type of existing alarm (Security/ Fire) having port for connecting the autodialer. Can connect minimum 2 devices with different alerts for each devices.	Rs.
10	<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.
11	<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.
12	Installation & Delivery charges	Rs.

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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13	Package Cost (by adding SL. 1 to SL.12)	Rs.
14	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for Non-comprehensive AMC for 01 year after warranty. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	Rs.
15	Warranty period for New Fire Alarm System.	Months
16	Buy back rate for complete old system of any Brand. (When replaced with new system)	Rs
17	Reinstallation Charge of Entire System (Within the same premises)	Rs
18	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:_____

Annual Maintenance Contract for 01 year in words :_____

Buy Back Rate for Complete Old System :_____

Place.

Date.

Signature of Authorised Signatory

Name & Designation & Seal of the Company

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM , BURGLAR ALARM AND CCTV SYSTEMS)**

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.	Control Panel 8 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) iii) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds iv) Message should be repeated at least twice before dialing 2 nd number. In case of Number not responded, facility to re- dial the number after completing the cycle # <u>Rate should be quoted per unit</u>	Rs.
2.	PIR Sensor Should work on dual technology (IR & Microwave), Detection coverage horizontal angle 85 degrees, Detection range of 10 meters, with pet/ rodent immunity & provision for calibration to adapt changes in ambient temperature due to various seasons # <u>Rate should be quoted per unit</u>	Rs.
3	Hooter Min 90 dB for internal and 110dB for External. 2 Wired with tamper loop (Cutting of Hooter wire should trigger the other Hooter), ABS Body, Weather Proof # <u>Rate should be quoted per unit for each type</u>	Rs._____(for 90 dB) Rs.____(for 110db)
4	Magnetic Sensor ABS Body, 4 Wired with tamper loop (NC Circuit) # <u>Rate should be quoted per unit</u>	Rs.
5.	Panic Switch Sturdy built, Micro Switch Technology # <u>Rate should be quoted per unit</u>	Rs.

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6.	Vibration Sensor # Rate should be quoted per unit	Rs.
7.	Auto Dialer-Auto Dialer- External 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. No false activation due to voltage fluctuation etc. Provide signal strength and status indication on display screen. Call & Local Alert, customizable alert, hot keys for hotlines. Work with all type of existing alarm (Security/ Fire) having port for connecting the autodialer. Can connect minimum 2 devices with different alerts for each devices.	Rs.
8.	Wiring 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. # Rate should be quoted per meter	Rs.
9.	PVC Conduit 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.
10	Installation & Delivery charges	Rs.
11	Package Cost (by adding SL. 1 to SL.10)	Rs.
12	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for non-comprehensive AMC for 01 year after warranty. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	Rs.
13	Warranty period for New System.	Months
14	Buy back 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

8 Zone Burglar Alarm System

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

Annual Maintenance Contract for 01 year in words :_____

Buy Back Rate for Complete Old System :_____

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM , BURGLAR ALARM AND CCTV SYSTEMS)**

Place.

Date.

Signature of Authorised Signatory

Name & Designation & Seal of the Company

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM , BURGLAR ALARM AND CCTV SYSTEMS)**

PRICE BID FOR NVR 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 Channel NVR with 2 / 4 SATA slots with each slot supporting minimum 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 180 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 above	Eight Ch NVR Rs. Sixteen CH NVR Rs.	
2.	<u>Hard disk – Surveillance Grade</u> 6 TB * 2 disks with 2 years warranty (Seagate / WD or equivalent)	(For Two Hard Disks) Rs.	
3	<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 above	Rs.	
4	<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 to 50m, Support on-board card slot -S: Audio/Alarm IO connectors and conform to all other specifications mentioned above	Rs.	
5.	One Standalone Vandal Resistant Camera (2 MP) with 64 GB Memory Card (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 above.	Rs.	
6.	<u>Network Switch for NVR and Cameras</u> Unmanaged Poe, 8 100M Poe, 1 100M uplink port, 250m Transmission, 6KV Surge Protection, 58W	Rs.	
7.	<u>Network Cable</u> Cat 6 (T P link) Cabling BIS certified (Rate for 100 Mtrs)	Rs.	

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8.	22" Monitor (Make: LG/ Samsung or equivalent) Minimum Resolution: 1920x 1080 pixels full HD	Rs.
9.	Wireless Mouse	Rs.
10.	Compatible 2U/4U/6U Rack (wall mount) Power strip 6 socket power supply & conform to all other specifications mentioned above	Rs----- (2U) Rs----- (4U) Rs----- (6U)
11	PVC Conduit 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.
12	Installation & Delivery charges	Rs.
13	Package Cost (by adding SL. 1 to SL.12)	Rs.
14	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for Non- comprehensive AMC for 01 year after warranty. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	Rs.
15	Warranty period for New CCTV System.	Months
16	Buy back rate for complete old system of any Brand. (When replaced with new system)	Rs
17	Buy back rate for old major components of any Brand (when replaced with new) viz- NVR, Camera IR Bullet, IR Dome & Monitor etc.	Rs
18	Installation & Delivery Charge for components, when not covered in AMC (NVR, Camera, Monitor & Hard Disc)	RS
19	Reinstallation Charge of Entire System (Within the same premises)	Rs
20	Shifting/installation Charge of Entire System (In Alternate premises)	Rs

Package Cost in Words (From SI 1 to SI 11) : _____

Annual Maintenance Contract 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

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
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Other Terms & Conditions for NVR Based CCTV Systems

- 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. Nil /-** in the form of Demand Draft in favour of Indian Bank Zonal Office, Pune payable at Pune should be enclosed along with the sealed quotation. (EMD Waived Off. No need to submit)

Place.
Date.

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