

**EMPENELEMENT & 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 Indore
Indian Bank, Zonal Office
Aditya Enclave, Near LIG Square,
Palasia, Indore (M.P.) 452015.
Email: z196@indianbank.bank.in

INVITATION OF TENDER

**EMPENELEMENT & RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND
MAINTENANCE (NON COMPREHENSIVE AMC)
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 INDORE ZONE**

Tender Documents Availability	25th Nov 2025
Last Date of Submission of tender	14:00 hrs on 25th Nov 2025
Date of opening of the technical bids	15:30 hrs on 25th Nov 2025 Venue: Indian Bank, Zonal Office, Indore
Opening date of Financial bids	Date and time will be intimated to qualified vendor by email/telephone after evaluation of Technical Bids.
Tender application fee	<u>Rs.1000/- plus applicable GST @18% Total Rs.1180/-</u> by way of DD favouring Indian Bank , Payable at Indore along with the Technical Bid, at the time of submission of Tender. Tender document will not be sent to any agency by post from our office. Firms registered under MSME are exempted from payment of cost of tender document fee as per Govt. guidelines.
EMD (Security Deposit)	Rs. 25,000/- (Refundable) – Applicable for shortlisted successful bidders who awarded contract for Rate Contract/ AMC vide Bank Guarantee/ Fixed Deposit Receipt.
Commencement of Services	Firm date will be notified after short listing of the eligible bidder



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SCHEDULE OF EVENTS

Tender Bid Document Availability	Bidding document can be downloaded from website www.indianbank.in from 11th Nov 2025
Last date and time of submission of Bids	25th Nov 2025
Opening of Technical Bids	25th Nov 2025 – 15:30 PM Bidders may depute authorized representatives with authorization to appear in bidding 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, 8087697030
Address for communication and submission of bid	Zonal Office, 1 st Floor, Indian Bank, Zonal Office, Aditya Enclave, Near LIG Square, Palasia, Indore (M.P.) 452015
All correspondence relating to this Tender should be sent to email id	z196@indianbank.co.in
Cost of the Tender Bid document	Rs. 1000/- + GST
Earnest Money Deposit	Rs. 25,000/- for successful bidder who will be short listed for award of the tender

IMPORTANT DEFINITIONS

TERMS	DEFINITIONS
Bank	Indian bank
ZO	Zonal Office, Indore
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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NOTICE INVITING TENDER

Rate contract for new installation, repair and maintenance of Fire Alarm, Burglar Alarm and CCTV
(Including maintenance of existing Fire Alarm System, Burglar Alarm System and CCTV)

INTRODUCTION

1. Indian Bank, Zonal Office Indore, 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 its jurisdiction comprising of **14 districts of Agar Malwa, Barwani, Burhanpur, Dewas, Dhar, Harda, Indore, Khandwa, Khargone, Madnsaur, Neemuch, Ratlam, Shajapur and Ujjain** districts. Reputed Firms/Manufacturers/Authorized dealers. 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, INDORE has a network of 38 Branches, 3 Offices and nearby 26 ATMs cum BNAs functional including Off Site ATMs spread across 14 districts of MP. The Branches, Offices and Off Site ATMs function directly under the control of Zonal Office, Indore. **New ATMs and Branches will be automatically added in the existing AMC as per the given orders from this Office** to the concerned vendors for availing services, as applicable. Decision in this regard will be final as per the work order issued to concerned vendor by this 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 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.**(Attach Proof)
- b) The OEM/ its authorized dealers must have his **own registered office** with adequate technical manpower and material in **Indore/ Madhya Pradesh**, so as to attend calls from the Branches easily in the above mentioned Districts of INDIAN BANK, INDORE ZONE. 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). The bidder will not be considered qualified for technical bid in absence of relevant certificate of own local registered office in the preferred



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area as mentioned.

c) There is no minimum limit to annual turnover. However, the prospective applicant/vendor should be in **profit** for last three years. (Relevant copies of Balance Sheets and IT return to be submitted).

4.

a) The prospective applicant/vendor must be on panel of **at least one PSUs / Banks** (Public/Private) 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.

b) The Vendors should have valid **PAN, GST registration number** etc., allotted by competent authorities and to provide latest GST Returns filed.

c) The prospective applicant/vendor should have requisite trade/manufacturing/factory license from appropriate authority (BIS).

d) The Company/ Firms/ Authorized dealer which participates in the Tender process shall only be eligible for rate contract. **All existing empanelled 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 should be a profitable company for last 3 years with a minimum single order executed amounting to Rs.10 Lakhs (Rupees Ten Lacs) or above.** Copies of annual reports and audited balance sheet for the last three years ending on 31.03.2025, 31.03.2024 and 31.03.2023 should be provided.

i) The bidder should have the experience of supply, implementation, integration and maintenance of CCTV with Network Video Recorder (NVR) at least for last **3 years** in India. **Documentary proof** should be provided in support of experience like order copy/contract copy/certificate from customer.

j) The bidder should have installed CCTV with Network Video Recorder (NVR) preferably in Public Sector Bank/Public Sector Financial Institution in India. Documentary proof should be provided in support like order copy/contract copy/certificate along with customer satisfaction to be enclosed.

k) The bidder should be original manufacturer of product or their authorized representative. In case of authorized representative, a letter of authorization/ dealership to this effect from original manufacturer must be furnished. This letter should specify that in case authorized representative is not able to provide support/upgrade during contract period, original manufacturer shall provide same for at least 03 years.

l) The responses to this EOI (Expression of Interest) must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above (copies of Purchase Orders / Installation Certificates/ Auditor's certificates etc.)

m) The bidder should have well equipped after sales service center in **Indore/ Patna** with requisite spare parts etc. **STQC Certification for CCTV NVR, CCTV camera and its components must be adhered while participating in the tender.**

n) The manufactures /dealer distributor should have never been **blacklisted** by any other public sector bank/ Financial Institution.



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- o) The specifications given in Appendices are the minimum requirement. Specifications on the higher are acceptable with minimum cost. Specifications lower than the prescribed shall not be acceptable.
- p) The Tenderer should be willing to maintain the existing DVR based CCTV system under Non-comprehensive AMC for a minimum period of one year from the date of contract.

2. Document to be submitted:

Bidders who wish to respond to this EOI should submit the information supported by the following documents: -

2.1 Product Literature: Applicant shall furnish as a part of bid documents establishing the applicant's ability to supply the material. The applicant shall also submit documentary evidence in the form of literature, drawing & data on the CCTV/ IP Camera with NVR server / products in different categories offered.

2.2 (a) Testimonials to be submitted along with the Application Form are as under: (Enclose attested photocopies of all relevant documents as mentioned in the list of testimonials and other required documents, wherever required)

- (b) Company Registration Certificate showing the activities of the Company.
- (c) GST Registration Certificate.
- (d) PAN / TAN Card
- (e) IT Return for the last 3 Financial Years i.e., 2021-22, 2022-23, 2023-24
- (f) Chartered Accountant Certified/Audited Balance Sheet.
- (g) ESI & EPF Registration certificates and ESI & EPF Challan paid for the last 12 Months.
- (h) GST Challan for 12 months.
- (i) Work Orders received from reputed Banks/ PSUs/ Financial institutes mentioning nature of work and their value.
- (j) "Performance Certificates" of successful work in support of dealing with Public Sector Bank for the current year.
- (k) List of clients, addresses and their contact numbers.
- (l) A valid (current year) Direct Authorized Dealer Certificate of Original Equipment Manufacturer (OEM) Technical Specifications/Brochure of the product offered.
- (m) Back-to-back agreement with each of the equipment Manufacturer, so that direct support for maintenance, spares and upgrades is available for at least 5 years.

2.3 Client-wise present installed base of CCTV with Network Video Recorder (NVR) / DVR with supporting documents.

2.4 Copy of agreement or any other legal document between the manufacturer and the bidder where the former has authorized the latter to sell and service its products.

(Incomplete responses without the required documents are liable to be rejected)

2.5 Vendors are required to specify Make and Model of all the equipments quoted for. Technical Literature/brochures regarding the products should invariably be provided



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along with technical part of the bid.

2.6 Vendors are requested to submit sealed tender in envelope super scribed" TENDER FOR INSTALLATION OF NVR CCTV SYSTEMS AND ITS MAINTENANCE" and this envelope should contain two separate envelopes super scribed as detailed below: -

(a) TECHNICAL BID

(b) FINANCIAL BID

NATURE AND SCOPE OF WORK

5. 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, INDORE Zone. **AMC charges quoted will be consolidated for CCTV, FAS and BAS systems of Branch, concerned onsite ATM , Offsite ATM (As applicable – Currently we are having 04 Offsite ATMs), further new onsite or offsite ATM if inaugurated will be automatically counted under Branch AMC, Branch Locker room CCTV NVR operational checks, trouble shooting, Additional Burglar Alarm System if fitted in Branch, operational checks and maintenance of panic buttons, hooters, smoke sensors, CCTV Remote Live view services will be counted under single AMC charge quoted per Branch.** 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



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testing & tuning, playback, data retrieve, etc during the AMC visit.

- i) **CCTV Remote view of all Branches** as per guidelines of Corporate Office must be ensured for round the clock trouble free viewing through Zonal Office and applicable administrative Offices as applicable. Vendor must ensure immediate trouble shooting in case of non working of Remote CCTV live view operations and attend Branch in case of any issue within 24-48 Hours. **The CCTV remote view services operational availability will be catered in quoted AMC charges** only. No additional amount shall be charged for this service.

APPLICATION FORM

6. 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

7. 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 formats 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 15:30 hrs on **25th Nov 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 closed 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)".



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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. The Bank may allocate Branches among the qualified bidders according to own concern and ratio of the Branches among the bidders as per the decision of the tender committee. The decision of the committee will be final and no alterations in this regard would be permissible. As per the rates quoted in financial bid, **Bank may award contract to different firms for "Rate contract" and "AMC" separately according to price offered in financial bid.**

Selecting bidders in "financial bid" and considering weightage for "Rate Contract" and New CCTV, BAS, FAS system installation as applicable, shifting charges for the same, Weightage calculation of "AMC" Charges quoted for selecting final bidder in contract will be sole discretion of the Bank for selecting bidder. Weightage of AMC cost for Branches including ATMs and Offices may be individually calculated, compared and summed up in final calculation in financial bid.

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:

Envelope 1: Technical Bid

Envelope 2: Financial Bid

And, it should reach on or before 14.00 hrs on **25th Nov 2025**, at the following address:

INDIAN BANK

Zonal Office Indore

Indian Bank, Zonal Office

Aditya Enclave, Near LIG Square,

Palasia, Indore (M.P.) 452015.

Email: z196@indianbank.bank.in

PERFORMANCE AND PRODUCT CERTIFICATION:

8. 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.



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- 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

9. 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 empanelled to have a Bank Account with Indian Bank for operational convenience.
 - iii) **The Annual Maintenance Charges shall be paid once in three months (Quarterly)** 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.
 - v) All other terms and conditions are spelt out in the Terms and conditions attached to this tender.

TERMS & CONDITIONS OF CONTRACT (TCC)

10. 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



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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. If shortlisted vendors are agree who qualified in financial bid as L2, L3 and so on and ready to work on the rates mentioned by L1 in financial bid, the work may be distributed as mentioned details:-

Ser	In case number of qualified vendors as under	Work distribution between vendors percentage wise
01	2 Qualified bidders	60:40
02	3 Qualified bidders	50:30:20

The Bank may award work as per the ratio mentioned above to the qualified bidders, if more than one bidder is selected. Allocation of Branches will be decided by the bank and work order will be allocated to the vendors accordingly. **Bank reserve the right to allocated work to single vendor or multiple vendors as applicable.**

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 14:00 hrs, 24th Nov 2025 at zolindore@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:

11. Bidder's application for rate contract or the registration after rate contract of Bidder may be rejected / cancelled on the following grounds:

- 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.
- Conditional applications will not be considered and will be rejected summarily.
- 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.
- Applications received by Indian Bank after the last date and time prescribed for receipt of application or 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.
- 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/



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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 is liable to be cancelled.

- v) If the Bidders are found, subsequent to their registration, not complying with, any of the eligibility criteria.
- vi) If the performance and services of the bidder have been found poor or sub-standard.
- vii) 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.

MONITORING OF PERFORMANCE AND OTHER CONDITIONS:

12. 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:

13. EMD amount of Rs 25,000/- in form of Fixed Deposit Receipt to be paid by the selected qualified vendors in the contract. In case more than 1 vendor is selected, each vendor has to submit EMD amount or **Rs. 25,000/-** in form of Bank Guarantee/ Fixed Deposit Receipt to Indian Bank Zonal Office INDORE for the Earnest Money Deposit for this rate contract tendering process.

JURISDICTION AND GOVERNING LAW:

14. 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 **INDORE**.

LIQUIDATED DAMAGES:

15. 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



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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:

16. 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 what so ever reasons.**

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) The bidder is not participated in pre bid meeting and unable to produce the quoted items in technical bid when demanded for demonstration as on mentioned date.

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 /leaflet sets should be submitted in loose form.



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- 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.
- v) **MANDATORY - "Demonstration" of the Security Systems (CCTV, BAS and FAS)** is mandatory to be carried out by technically shortlisted bidders which are found to participate in commercial bid. After demonstration carried out successfully as per the date mentioned by this office (will be intimated in due course), the shortlisted bidder, whose "Demonstration is found satisfactory", will be allowed to participate in commercial bid. Without demonstration of the Security System the bidder may be disqualified and may not be allowed to participate in commercial bid.

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 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.



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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

22. **The offer must include on-site warranty of at least two years** or as offered by the OEM if additional but not less than **two years** 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.

DELIVERABLES & TIMELINES

23. 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



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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

24. 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.**

25.

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 qualify 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, INDORE 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.

GENERAL RULES AND INSTRUCTIONS FOR THE GUIDANCE OF VENDOR
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1. The vendor should quote in figures as well as in words the rate, and amount tendered by them. The amount for each item should be worked out and the requisite totals given. The rates quoted shall be all inclusive rates for the item of work described, including materials, labour, tools & plant, carriage & transport, supervision, overheads & profits, mobilizing and other charges whatsoever including any anticipated or un-anticipated difficulties etc. complete for proper execution of the work as per drawings and specifications and no claim whatsoever for any extra payment shall be maintainable.
2. **TENDER IN FULL OR IN PART AND THE SUPPLIER SHALL HAVE NO CLAIM FOR REVISION OF RATES/OTHER CONDITIONS IF HIS TENDER IS ACCEPTED IN PART.**
3. The acceptance of a tender will rest with the Bank which does not bind itself to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assigning any reason.



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All tenders in whom any of the prescribed conditions are not fulfilled or are incomplete in any respect, are liable to be rejected.

4. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable for rejection outrightly.
5. All rates shall be quoted on the proper form of the tender alone. Quoted rates and units different from prescribed in the tender schedule will be liable for rejection.
6. Special care should be taken to write the rates in figures as well as in words and the amounts in figures only, in such a way that interpolation is not possible. The total amount should be written both in figures and in words. In case of discrepancy between the two, rates written in words only shall be considered
7. Sales tax, work contract tax, or any other tax, any royalties, duties, levies, cess, entry tax, Octroi, profession tax, purchase tax, turnover tax, or any other tax on material or finished work in respect of this contract shall be payable by the supplier and the Purchaser/Bank will not entertain any claim whatsoever in respect of the same, and nothing extra shall be payable.
8. Bank does not bind itself to accept the lowest or any tender and reserves to itself the right of accepting the whole or any part of the tender and the supplier shall be bound to perform the same at the rate quoted.
9. On acceptance of the tender, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Bank shall be communicated to the Bank.
10. Tender should be submitted within the **prescribed date and time**. Offers received late, will not be accepted. **Indian Bank will not be responsible for any postal/courier delays.**
11. Being a techno - economical project, besides the capital cost the AMC charges for 3 years (3 years + warranty period) will also be evaluated. Therefore, the suppliers / contractors shall furnish the AMC charges in the price bid for 3 years and terms of AMC shall be furnished in the technical & commercial bid clearly furnishing the details regarding the scope of AMC, details of spares, consumables & equipments covered and also details of exclusions, if any. Any abnormal /Zero amount will be rejected.
12. **PAYMENT TERMS, ADVANCE PAYMENT & ITS RECOVERY::**
 - All bills shall be prepared by the contractor in the form agreed or furnished by the Bank.
 - 100% payment will be made by respective branches after supply and installation of CCTV, BAS, FAS systems at specified location. The supplier has to submit the invoice to Respective Branches and submit a copy duly certified by the branch for satisfactory installation of NVR based CCTV systems, BAS system, FAS system as applicable.
 - **Security Deposit/ EMD in the form of FD/ Bank Guarantee in the name of Indian Bank, Zonal Office, Indore for three years for satisfactorily functioning of CCTV and the mentioned amount shall be released on termination of Non Comprehensive AMC.**

13. MAINTAINANCE OF CCTV SYSTEM



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- 13.1. The supplier shall inspect the equipment at least once in 3 months as a part of preventive Maintenance. This is apart from any breakdown visits that may be required which may emanate in between the two preventive maintenance inspections.
- 13.2. The maximum breakdown time **shall be 24 hours** from the time of receiving the complaint over phone / Email. If the supplier is not in a position to set right the defect or repair and put back the system to working condition within one hour, a standby unit of to suit the tender parameters should be provided immediately. **Penalty will be imposed Rs. 150/- per day/per branch in case not attending any branch within 24 hours of lodgment of complaint by any communication (phone call or email). Defaulter of complaint continuously such three complaints shall be liable to terminate running contract with penalty action. If vender could not provide recording back up of concern CCTV system due to his own fault for bank requirement, then, if any penalty imposes by any lawful agency or Bank regulators that will be recovered from concerned empaneled vender/s only.**
- 13.3 During the Preventive Maintenance the supplier shall inspect/ check the equipment and record the following in log book, which shall be verified and confirmed by the bank's representative.
- a. CCTV system: Any malfunctioning of the components.
 - b. Any other remarks regarding the Electrical System:
 - c. Any steps to be taken by bank for working of system.
- 13.4 During the preventive Maintenance inspection supplier shall carryout the general cleaning and tighten the loose contact of the complete system including wiring, if any, apart from the other requirements for functioning of system as per tender parameters and same shall be recorded in a log book which shall be verified and confirmed by bank's representative.
- 13.5 During the break down calls, the nature of repair carried out, parts replaced etc. shall be recorded in the log book.

Signature of the Supplier/
Contractor (With Seal)

CONVENTIONAL TYPE FIRE DETECTION AND ALARM SYSTEM

(A) CONTROL PANEL SPECIFICATIONS



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Sl.	Technical Specification	Compliance Status Yes/No)
i)	2 / 4 /8 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 Brouchers for the Panel shall be submitted. The Panel should have <i>approvals</i> / 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 than10-12 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	



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	have external response indicators (R. I.) sited at prominent place.	
v)	The detectors should have approvals / listing of BIS / UL /LPCB / FM / VOS.	

D. UV/IR FLAME DETECTORS AND SPACING

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	The detector can be installed in UPS Room, Electrical Distribution Room and Storage Area etc where chances of fire are higher. This detector should be installed to conforming IS: 2189-2008 & IS15908-2011.	
ii)	The detector should have LED, which should flash periodically to indicate that the detector is in proper working mode and glow continuously if flame is detected.	
iii)	At the time of installation and prior to commissioning, every detector should be allotted an identification number. All the detectors inside rooms / cabins and above false ceiling or generally hidden should have external response indicators (R. I.) sited at prominent place.	
iv)	The detectors should have approvals / listing of BIS / UL /LPCB / FM / VOS.	

E. AUTODIALER

Sl.	Technical Specification	Compliance Status (Yes/No)
i)	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. (with dual input single output facility) Single GSM, CMS compatible autodialer can be activated through independent FAS and BAS system. Provision of updating contact numbers in auto dialer remotely without physical visit of the Branch/ Office.	

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 conductor FRLS armoured and shielded copper cable.	



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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 4 zone (for Branches) & 2 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 Hooters (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	



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CCTVSYSTEM

1. NVR BASED CLOSE CIRCUIT TELEVISIONSYSTEM

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

System Parameter	Technical Specifications	Compliance Status (Yes/No)
Main Processor	Quad-core embedded processor	
Operating System	Embedded LINUX	
Display		
Interface	2 HDMI (1 HDMI up to 3840x2160, Different Source), 1 VGA	
Resolution	3840x2160, 1920x1080, 1280x1024, 1280x720, 1024x768	
Multi-screen	1 st screen: 4/8/16 CH: 1/4/8/9/16 2 nd 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	1 e SATA port	
RAID	RAID 0, RAID 1, RAID 5	
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		



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Compression	H.265+ /H.265/H.264/MJPEG/MPEG4	
Resolution	12MP /8MP / 5MP / 4MP /3MP / 1080P / D1 & etc.	
Record Rate	320 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, SADP, SMTP, NFS, FTP UpnP, HTTPS	
Interoperability	ONVIF, PSIA, CGI Conformant	
Certifications	UL/FCC/CE and BIS approved	

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

Parameter	Technical Specifications	Compliance Status (Yes/No)
Image Sensor	1 /2.8" 2 Megapixel progressive scan CMOS or better	
Effective Pixels	1920(H)x1080(V) or better	
Electronic Shutter	Auto/Manual, 1 /3(4)-1 /100000s	
Video Frame Rate	25/30 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	More than 50dB	
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, IGMP, 802.1x, QoS, Ipv6	
Compatibility	ONVIF, PSIA, CGI	
Power Supply	DC12V, PoE (802.3af)	
Working Environment	-30° C-+60° C Less than 95%RH (no condensation) VANDAL Proof	
Ingress Protection	IP66 or above	
Certification	UL/FCC/CE and BIS approved	



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C. 02 MEGA PIXEL IP BASED HD IR VERIFOCAAL LENS BULLET CAMERA

Parameter	Technical Specifications	Compliance Status (Yes/No)
Image Sensor	1/2.8" progressive scan CMOS	
Min. Illumination	Color: 0.01@F1 .4, 0 Lux with IR	
Shutter Speed	Auto/Manual, 1 /3(4)-1 /100000s	
Lens	2.8 mm to 12 mm motorize @F1 .4,	
Day/Night	IR cut filter with 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 clientsoftware.	
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, HDD error .	
Protocols Standard	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DONS, RTP, RTSP, RTCP, NTP, UpnP, SMTP, IGMP, 802.1X, QoS, Ipv6, ONVIF (PROFILE S, PROFILE G),PSIA, CGI, ISAPI	
General Function	One-key rest, anti-flicker, password protection, privacy mask, watermark, IP address filter	
Interface		
Communication Interface	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)	



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

Ingress Protection	IP 67	
IR array Range	Up to 30 Mtrs	
Certification	UL/FCC/CE and BIS approved	



**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)**

D. POE+SWITCH 08 CHANNEL SPECIFICATION

Interface	8 x 10/100 Mbps PoE ports, Dual 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, Dual 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	32" diagonal LED	
Resolution (Min)	Minimum 1920 x 1080 Pixels - full HD	
Data Cable CAT-6		
Category	CAT-6E	
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 2 Fans. 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.	



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

2. STAND ALONE VANDAL RESISTANT CAMERA WITH INBUILT BACK UP CAPACITY

Technical Specifications		Status (Yes/No)
Image Sensor	1/2.8" Progressive Scan CMOS	
Minimum Illumination	Color: 0.01 Lux @(F1.2, 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°	

IR Range	Up to 40 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), ANR	
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, IGMP, 802.1X, QoS, IPv6, Bonjour	



**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)**

General Function	One-key reset, anti-flicker, heartbeat, mirror, password protection, privacy mask, watermark, IP address filter	
Firmware Version	V5.5.3	
On-board Storage	Built-in micro SD/micro SDHC/micro SDXC slot, up to 64 GB/ 128 GB	
Reset Button	Yes	
Frequency Range	2.4 GHz to 2.4835 GHz	
Channel Bandwidth	20/40MHz	
Wireless Range	50 m	
Env. Noise Filtering	Yes	
Protection Level	IP 67,IK10	
Certificates	CE,FCC,UL	

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.

Signature of Authorised Signatory

Date.

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)



**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)**

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.

29. PENALTY

The service provider should maintain the system in functional condition. In case of any defect or breakdown in the system, the same should be rectified within 48 hours of intimation of the defect through phone call/ email/ SMS/ whatsapp message. If the defect is not rectified within 48 hours, penalty will be imposed as mentioned below on the service provider:

30.

S l .	Description	Penalty
a.	CCTV system is non functional for more than 48 hours to 72 hours	25% of AMC quarterly AMC charge for the non functional system
b.	CCTV system is non functional for more than 48 hours to 96 hours	50% of AMC quarterly AMC charge for the non functional system
c.	CCTV system is non functional for more than 96 hours to 10 days	100% of AMC quarterly AMC charge for the non functional system
d.	CCTV system is non functional for more than 10 days	200% of AMC quarterly AMC charge for the non functional system
e.	CCTV system is non functional for more than one month	400% of AMC quarterly AMC charge for the non functional system
f.	Non submission of visit report of quarterly visit or non visiting of branch for quarterly mandatory visit.	Additional 50% of quarterly AMC charge of one CCTV system.



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(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM, BURGLAR ALARM AND CCTV SYSTEMS)**

NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

31. 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

32. 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

33. 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 INDORE only and stamped as per Madhya Pradesh Stamp Act. All the stamp duty shall be borne by the Bidder.

RESTRICTION OF FURTHER CONTRACTS

34. 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

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



**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)**

CONFIDENTIALITY OF CONTRACT DOCUMENTS & INFORMATION

36. 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

37. 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

38. 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
OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM, BURGLAR ALARM AND CCTV SYSTEMS)**

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
– Non Comprehensive AMC)**

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

The Zonal Manager,
Indian Bank, Zonal Office,
Aditya Enclave, Near LIG Square,
Palasia, Indore (M.P) – 452 015

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/empanelment 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)**

Sl 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 d 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 INDORE/ PATNA including 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 INDORE .	
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, submitted 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,	



**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)**

	enclose Performance report/ certificate of running contract.	
16.	Details of Technicians positioned at 3 districts mentioned in this TENDER, in format:	
17.	Details of EMD Enclosed	
18.	Details of relative(s) employed in Indian Bank and erstwhile Allahabad 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 41 Branches/offices/offsite ATMs of Indian Bank including all rural areas. All new Branches/ ATM opened as applicable will be applicable for AMC in the approved rate as per the work order provided. 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:

Signature

Name:

Designation:



**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)**

Seal of the Company

(Authorized Signatory)



**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-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 INDORE 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/ERTL/ETDC/ISO/BIS/DEALER 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, INDORE Branch)	
13.	EMD	

Note: - 1. In absence of any of the information/enclosures or/ and FAKE, WRONG, FICTICIOUS, 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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OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM , BURGLAR ALARM AND CCTV SYSTEMS)**

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> 8 Zone Fire Alarm System 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 dialing 2nd number. In case of Number not responded, facility to re- dial the number after completing the cycle	Rs.



**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)**

2.	<u>Control Panel</u> 8 Zone Fire Alarm System Zone Main Control Panel (Latest Microprocessor Technology based as per IS-2189-2008) 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.	
3.	<u>In Built Battery</u> 2 Numbers of SMF (Sealed Maintenance Free) batteries [12v-7AH 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 & IS2189/2008 & full load operation for at least 30 Mins	Rs. (For Two Numbers)
4.	<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.
5	<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 Ionisation, Heat and multi sensor. Rate should be quoted per unit	Rs.
6.	<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 Ionisation, Optical and multi sensor. Rate should be quoted per unit	Rs.



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(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM , BURGLAR ALARM AND CCTV SYSTEMS)**

7.	Manual Call Point 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.
8.	Electronic Siren/Sounder 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.
9.	Response Indicator Conform to IS 15908-2011/ IS 2189-2008 with LED Indicator Lamp. Rate should be quoted per unit	Rs.
10.	Wiring 2 Core 1.5 Sq mm Copper Conductor FRLS armoured and shielded Copper cable, ISI Marked. Rate should be Quoted per meter	Rs.
11	PVC Conduit Rigid PVS conduit 2 mm with ISI Mark & to be fixed with metal saddling at every 2 ft distance # <u>Rate should be quoted per meter</u>	Rs.
12	Installation & Delivery charges	
13	Package Cost (by adding SL. 1 to SL.12)	
14	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for AMC for 02 years after warranty covering replacements of Control Panel, Sensors, MCP, Hooter, all other components & wiring, Including single AMC charges for existing 25 in numbers of locker room Branches additional CCTV NVR, further new Branches may be added for locker under same AMC charge quoted per each Branch. CCTV remote view live monitoring compliance and round the clock support. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	
15	Warranty period for New CCTV System.	Months
16	Reinstallation Charge of Entire System (Within the same premises/ Alternate premises)	Rs



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

	TOTAL AMOUNT	
--	---------------------	--

8 Zone Fire Alarm System

Package Cost (**by Adding SL. 1 to SL.12**) in Words : _____

Annual Maintenance Contract for 01 year 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**

(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM)

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.	<u>Control Panel with Auto dialer</u> 8 Zone Main Control Panel, Modern Digital/ Keyless Burglar Alarm System (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 dialling 2nd number. In case of Number not responded, facility to re- dial the number after completing the cycle # Rate should be quoted per unit	Rs.
2.	<u>Control Panel without Auto dialer</u> 8 Zone Main Control Panel, Modern Digital/ Keyless Burglar Alarm System (Latest Microprocessor Technology based as per IS – 2189- 2008) 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) # Rate should be quoted per unit	

RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE OF FIRE ALARM SYSTEM, BURGLAR ALARM SYSTEM AND CCTV

(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM)

3.	<u>PIR Sensor</u> Should work on dual technology (IR & Microwave), Detection coverage horizontal angle 110 degrees, Detection range of 10 meters, with pet/ rodent immunity & provision for calibration to adapt changes in ambient temperature due to various seasons <u># Rate should be quoted per unit</u>	Rs.
4	<u>Individual Autodialer (CMS Compatible)</u> Standalone Auto Dialer must be compatible with GSM+ PSTN connection of various leading Service Providers. The auto dialer must support 4G LTE in addition to the GSM & PSTN. Standalone Auto diallers may be required for Currency Chests/selected high risk branches. Standalone Auto diallers may be required for Currency Chests/selected high risk branches. Minimum 10 telephone numbers - non-volatile memory such that settings are saved. Minimum 02 messages of 15-20 seconds duration, storage and recording facility. Call over ride and line take over facility. User friendly easy programming and simple operation. No false activation due to voltage fluctuation etc. Facility to cut off message delivery using a number code/master key. Message should be repeated at least twice before dialling the 2nd number. In case number not responded, facility to re-dial the number after completing the cycle. Should have message recording facility at local end (Branch end). Provide signal strength and status indication on display screen. Power Supply - 12v & 24v both types of inputs to be supported.	Rs.
5	<u>Hooter</u> Min 90 dB for internal and 110dB for External. 4 Wired with tamper loop (Cutting of Hooter wire should trigger the other Hooter), ABS Body, Weather Proof <u># Rate should be quoted per unit for each type</u>	Rs._____ (for 90 dB) Rs._____ (for 110db)
6	<u>Magnetic Sensor</u> ABS Body, 4 Wired with tamper loop (NC Circuit) <u># Rate should be quoted per unit</u>	Rs.
7.	<u>Panic Switch</u> Sturdy built, Micro Switch Technology# Rate should be quoted per unit	Rs.
8.	<u>Vibration Sensor</u> <u># Rate should be quoted per unit</u>	Rs.
9.	<u>Heat Sensor</u> <u># Rate should be quoted per unit</u>	Rs.

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10.	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.
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	
12	Installation & Delivery charges	
13	Package Cost (by adding SL. 1 to SL.12)	
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 covering replacements of Control Panel, Sensors, MCP, Hooter, all other components & wiring. Any numbers of Complaints to be attended free of charge (Refer AMC Clause)	
15	Warranty period for New CCTV System.	Months
16	Reinstallation Charge of Entire System (Within the same Premises/ Alternate premises)	Rs

8 Zone Burglar Alarm System and Auto dialer

Package Cost **(by Adding SL. 1 to SL. 12)** in Words : _____

Annual Maintenance Contract for 01 year in words : _____

Place.
Date.

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

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(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM)

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.	Network recorder (NVR) 4/8/16 Channel NVR with 2/4/8 SATA slots with each slot supporting minimum 6 TB Hard Disk. Each model's price should be added in the price quote. For IP cameras of 2 MP resolution minimum of 12 TB of Hard disk is recommended for adequate back up of 90 days. The NVR should support Power Over Ethernet (POE) for reduced cabling. Should support 2 way audio. Should support third party cameras. Should support recording from Minimum 6 MP IP cameras or more and conform to all other specifications mentioned above	(a) Four Ch NVR Rs. (b) Eight Ch NVR Rs. (c) Sixteen CH NVR Rs.	
2.	Hard disk – Surveillance Grade 4TB/ 6 TB/ 8 TB HDD for 01 hard disk with 2 years warranty (Seagate / WD or equivalent) Note : All variant HDD price must be quoted and added in final price bid.	(For One Hard Disk each) (a) 4TB HDD Rs. (b) 6 TB HDD Rs. (c) 8 TB HDD Rs.	
3	IP camera – HD IR Verifocal Lens Bullet Camera 2 MP – To be set to 15 Frames Per Second (FPS) 2MP :: 1/2.8" Progressive CMOS, ICR, 0lux with IR, 1920x1080:25fps(P)/30fps(N), H.265+/H.265/H.264/MJPEG, DC12V &PoE, 3D DNR, BLC, IR range: up to 50m, Support on-board card slot -S: Audio/Alarm IO connectors & Conform to all other specifications mentioned above	Rs.	
4	IP camera –HD IR Fixed Lens Dome Camera 2 MP – To be set to 15Frames Per Second (FPS) 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.	

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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.	Network Switch for NVR and Cameras Unmanaged POE, 8 100M Poe, 1 100M uplink port, 250m Transmission, 6KV Surge Protection, 58W , Preferred company : CP Plus, Hi Focus, Tenda etc	Rs.
7.	Network Cable Cat 6 (T P link) Cabling BIS certified (Rate for 100 Mtrs)	Rs.
8.	17"/19"/22"/24"/32" Monitor (Make: LG/ Samsung/ HP or equivalent) Minimum Resolution: 1920x 1080 pixels full HD (a) 17" (b) 19" (c) 22" (d) 24" (e) 32" Price should be quoted individually per unit as per size and sum of all should be added thereafter	(a) Rs. (b) Rs. (c) Rs. (d) Rs. (e) Rs. Total Rs.
9.	Wireless Mouse (Company : Dell, HP, Logitech) (Price should be quoted per unit)	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	Gang Box (4*4) for CCTV Camera (Price should be quoted per unit)	Rs.
12	Wifi Router 4G (SIM Based) (Price should be quoted per unit)	Rs.
13	Installation & Delivery charges	Rs.
14	Package Cost (by adding SL. 1 to SL.13)	
15	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for Non Comprehensive AMC for 01 year after warranty covering replacements of NVR, Hard Disc, Cameras & all other components & wiring. Any numbers of Complaints to be attended free of charge (Refer AMC Clause). The AMC charges are inclusive of Branch, Locker room additional CCTV NVR system, Onsite ATM/ Offsite ATM CCTV quarterly checks and as and when required, CCTV remote live view monitoring support for Branches round the clock will be included in the mentioned AMC charges)	Rs.

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(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM)

16	Warranty period for New CCTV System.	Months
17	Installation & Delivery Charge for components, when not covered in AMC (NVR, Camera, Monitor & Hard Disc). Quoted rate is applicable for 16 channel NVR, 08 channel NVR will be ½ of the Cost and 04 Channel NVR will be ¼ of the quoted price of 16 channel NVR system.	Rs
18	Shifting/installation Charge/ Reinstallation Charge of Entire System (Within the same premises/ Alternate premises)	Rs

Package Cost in Words (From SI 1 toSI 13) : _____

Annual Maintenance Contract for 01 year 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,
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Other Terms & Conditions for NVR Based CCTV Systems

- a) Minimum warranty for all products is **2 years**.
- 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 1year.
- 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 1year on submission of acknowledged copies of quarterly service reports and full serviceability report.
- g) EMD for an amount of **Rs. 25,000/-** in the form of Fixed Deposit Receipt/ Bank Guarantee in favour of Indian Bank Zonal Office, Indore payable at Indore or Fixed Deposit Receipt of Indian Bank at our preferred Branch to be submitted by the successful bidders shortlisted for providing services, Application fee of Rs. 1000/- plus applicable GST should be enclosed along with the sealed quotation along with tender documents. Firms registered under MSME are exempted from payment of cost of tender document fee as per Govt. guidelines.

Place.

Date.

Signature of Authorised Signatory

Name & Designation & Seal of the Company

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SI No.	Items	Technical Specifications	Preferred Make & ModelNo.	Qty.	Rate/item/item/item in Rs.	Guaranty/ warranty
1	NVR, 16 Channel	16 Channel NVR with HD quality with Min. Four SATA Port which must be Supporting each slot with 6TB HDDs or more for Minimum 24 TB Hard disk. Compatible with 6 to 8 MP IR & IP Based cameras NVR Should Support Power over Ethernet (POE) for reduced cabling with 2 way audio support and also support third party cameras recording from Minimum 6MP to 8 MP IP Cameras or more.	Hikvision/Godrej/Samsung/Sony, etc or any other make with BIS certification.	1	Rs.	Minimum warranty for 24 Months.
2	NVR 08 Channel	08 Channel NVR with HD quality with Min. Two SATA Port which must be Supporting each slot with 6TB HDDs or more for Minimum 12 TB Hard disk. Compatible with 6 to 8 MP IR & IP Based cameras. NVR Should Support Power over Ethernet (POE) for reduced cabling with 2 way audio support and also support third party cameras recording from Minimum 6MP to 08 MP IP Cameras or more.	Hikvision/Godrej/Samsung/Sony, etc or any other make with BIS certification.	1	Rs.	Minimum warranty for 24 Months . As per requirement of branch. Must be install at Server room or any other discrete location of branch and old DVR must be kept in BMs Cabin with monitor.
3	NVR 04 Channel	04 Channel NVR with HD quality with Min. Two SATA Port which must be Supporting each slot with 6TB HDDs or more for Minimum 12 TB Hard disk. Compatible with 6 to 8 MP IR & IP Based cameras. NVR Should Support Power over Ethernet (POE) for reduced cabling with 2 way audio support and also support third party cameras recording from Minimum 6MP to 08 MP IP Cameras or more.	Hikvision/Godrej/Samsung/Sony, etc or any other make with BIS certification.	1	Rs.	Minimum warranty for 24 Months . As per requirement of branch. Must be install at Server room or any other discrete location of branch and old DVR must be kept in BMs Cabin with monitor.
5	Network switch for NVR	Network switch for NVR and Cameras with Unmanaged POE 16/8/4 100M Power over Ethernet (POE) ,1/100M uplink port,250 M Transmission,6KV Surge Protection 58 W With 3rd party support	Hikvision/Godrej/Samsung/Sony, etc or any other make with BIS certification Mandatory.	1	1)16Ch. Rs. 2)8Ch. Rs. 3)4Ch. Rs.	Minimum warranty for 24 Months .

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6	Storage devices Seagate/WD	HDD 2 TB (with Third party supporting)	Seagate/Western Digital (WD) Surveillance grade	1	Rs.	Minimum warranty for 24 Months.
7	Storage devices Seagate/WD	HDD 4 TB(with Third party supporting)	Seagate/Western Digital (WD) Surveillance grade	1	Rs.	Minimum warranty for 24 Months.
8	Storage devices Seagate/WD	HDD 6 TB(with Third party supporting)	Seagate/Western Digital (WD) Surveillance grade	2	Rs.	Minimum warranty for 24 Months. Will take as per actual need of the branch. To be paid as per actual basis. For one HDD will be paid half rate, on quoted rates.

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9	Storage devices Seagate/WD	HDD 8 TB(with Third party supporting)	Seagate Surveillance/WD (purple)	1	Rs.	Minimum warranty for 24 Months.
10	2MP IR IP Cameras Bullet / Dome	IP Camera 2.0 Mega pixel IR 2MP: 1/2.8" Progressive CMOS, ICR, 0 lux with IR, 1920x1080: 25FPS/30FPS(N)H.265+/H.264/MJpeg.DC12 V & POE,3D DNR, BLC, IR Range: Up to 50 Meters, Support on Board Card Slot-S/Audio/alarm IO Connector (with two-way communication)	DAHUA/Hikvision/Godrej/Samsung/Sony, etc.	1	Rs.	Minimum warranty for 12 Months.
11	Standalone IP Camera with IR with 3rd party support	Standalone IP Camera 2MP: 1/3" Progressive CMOS, ICR, 0lux with IR/4mm@F2.2(1920x1080/H264/DC5V/DWDR/3D DNR/BLC/Smart Motion Detection /Smart Motion Tracking/onboard card slot (up to 128GB)/Build in microphone /up to 10meter IR /WIFI with software smart config.via mobile phone. (with two-way communication)	DAHUA/Hikvision/Godrej/Samsung/Sony, etc.	1	Rs.	Minimum warranty for 12 Months.
12	Monitor	TMT, Full HD Monitor SAMSUNG/Sony/LG for 08 Channels NVR. With dual HDMI& VGA Port supported	19"LED TFT SAMSUNG/Sony/LG	1	Rs.	Minimum warranty for 12 Months.
13	Monitor	TMT, Full HD Monitor SAMSUNG/Sony/ LG For 16 Channels NVR. With dual HDMI& VGA Port supported	24"LED TFT&48-50" LED smart display monitor SAMSUNG/Sony/LG	1 each	Rs. Rs.	Minimum warranty for 12 Months.
14	Wall mount set	Wall mount for Monitor	Standard ISI Mark	1	Rs.	As per actual need of the branch.
15	Extension Board	Extension Board	Anchor/HavellsISI Mark	1	Rs.	Minimum warranty for 12 Months.
16	Steel Cabinet/Rack	Steel Cabinet/Rack D-Link with Lock with lock and keys	With ISI Mark or BIS certification Cost of one steel box with lock for NVR/DVR safety. May be put away from Monitor at a concealed place.	1	Rs.	As per actual need of the branch.

17	Network Cable	Network Cable including PVC Conduit Pipe and its laying. With 3rd party support	Cat 6 TP(Link) copper cabling with BIS Certification. ¾ PVC Conduit Pipe along with accessories in surface/recess	Per metre	Rs.	To be paid as per actual length in meter
18	SMPS Power Supply Cable	4,8,16 Channel NVR	Same as per NVR	1	Rs.	As per requirement of branch
19	RJ 45 Jack	RJ 45 Jack Connector.	Same as per NVR	1	Rs.	As per requirement of branch
20	4"X4" Gang Box	4"X4" Gang Box.	(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM)			As per requirement of branch
21	CCTV Footage Back Up Charges	CCTV Footage Back Up Charges	Inclusive in overall cost	Rs.		As per requirement of branch Per Occasion. Pen drive will be provided by the branch.
22	Fitting fixing of Camera and its testing.	Fitting fixing of Camera and its testing.	Inclusive in overall cost	Rs.		For Fitting fixing of 02 Cameras and it's testing.
23	Installation	CCTV unit integration with cables and all fitting accessories, testing and commissioning of total CCTV units / accessories. (Only New installation).	Inclusive in overall cost	Rs.		For new order only.
24	Shifting Charges	CCTV unit shifting, re-integration with cables and all fitting accessories, testing and commissioning of total CCTV units / accessories. (Only New installation FRC).	Applicable for New installation only	1	Rs.	For new/Shifting order only.
25	AMC	Non Comprehensive AMC for 03 years, after warranty/ Defect Liabilities period of two year is over.	Per Branch per year four quarterly visits are Mandatory	1	Rs.	Payment will made to vendor centrally on quarterly basis, on submission of invoice and enclosing all Branches visit reports with serviceability duly authenticated by Branch Managers for the quarters.

Total figure in words excluding GST. GST at applicable rates will be additional:

(Rupees.....)

Place:

Date:

AUTHORISED SIGNATORY

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(INCLUDING MAINTENANCE OF EXISTING FIRE ALARM)

New ALARM System

- Remote operation Facility.
- Health Check Facility. Daily message for Health Check or remote facility for Health Check.
- Daily message for activation of Night Zone.
- In Built Battery for Backup upto 24-36 hrs
- Less than 30 sec for activation of Alarm and calling facility in Autodialer.
- Remote facility for updation of Mobile no. in Autodialer
- Wireless /Remote Panic Button Facility in Autodialer.
- One Autodialer can be activated through Separate activation of BAS & FAS.

CCTV

- Vandal Proof Camera IR Facility.
- Support More than 3 MP and above.
- Camera with Zoom In Out facility
- STQC Compliance CCTV System and Manufacturer.

Type of AMC –

Non Comprehensive