

**QUOTATION**  
**For**  
**Annual Non Comprehensive Preventive Maintenance, repairs**  
**and Operation of Audio & Video System**

**AT**  
**INDIAN BANK, CORPORATE OFFICE,**  
**NO. 254-260, AVVAI SHANMUGAM SALAI,**  
**ROYAPETTAH, CHENNAI – 600 014.**  
ISSUE DATE: 22.06.2016

Estate Department  
Indian Bank, Corporate Office  
254-260, Avvaishanmugam Salai  
Royapettah  
Chennai –600 014  
Tel : 044- 2813 4401  
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Last date for submission of Quotation: **03.00 PM on 14-07-2016**

## INDEX

SL.NO	DESCRIPTION	PAGE NO
1	COVER PAGE	1
2	ELLIGIBILITY	3
3	AMC PERIOD	3
4	PAYMENT TERMS	3
5	SCOPE OF WORK	6
6	APPENDIX-1 (GENERAL INFORMATION ABOUT THE BIDDER )	8
7	APPENDIX-2 Detail of the similar works In Hand	9
8	APPENDIX -3 (Details of works of similar type executed by the bidder)	10
9	APPENDIX -4 (Details of technical personnel with the bidder who will be deployed for this work )	11
10	APPENDIX -5 List of work related Equipment, Machinery and tools tackles etc Immediately available with the Bidder for use on this work.	12
11	APPENDIX-6 (Agreement)	13
12	DECLARATION OF THE BIDDER	15
13	CHECKLIST OF ESSENTIAL DOCUMENTS TO BE SUBMITTED	16
14	ANNEXURE – I (QUOTATION FORMAT)	17
15	ANNEXURE – II (AUDIO & VIDEO EQUIPMENTS)	18
16	LEFT BLANK	19

**INDIAN, BANK, CORPORATE OFFICE, PREMISES, ESTATE & EXPENDITURE DEPT,NO. 254-260,  
AVVAI SHANMUGAM SALAI, ROYAPETTAH,  
CHENNAI – 600 014.**

**Annual Non Comprehensive Preventive Maintenance, repairs and Operation of Audio & Video  
System**

**Terms and Conditions**

1. Quotation shall be submitted in prescribed form only. If submitted in any other form the same shall be summarily rejected. No correspondence will be entertained in this regard and Bank decision shall be final in this regard and binding on all the bidders.

**2. Eligibility:**

- a) The bidder should have minimum Two years experience of similar nature of works (ending 31.03.2016). The bidder shall submit the relevant documents as proof of his experience or else his quotation will be rejected. If the bidder is found to be the lowest and is not having minimum experience of 2 (Two) years then his quotation will not be considered for further evaluation and will not be considered as valid quotation. Bank's decision shall be final in this regards

**Note:**

- "Similar nature of work" means Annual Maintenance Contract of audio & video system (AVS)
- "Relevant documents" means work order copies

**3. AMC Period:**

- a) AMC shall be for the period of one year w.e.f the date of issue of work order.
- b) Bank reserves the right to extend AMC for another year on the same terms and conditions depending on the satisfactory services rendered by the contractor.

**4. Payment Terms:**

- a) The payment of Rs. \_\_\_\_\_/-(the amount payable) shall be released on quarterly basis on successful competition of the respective quarter, against the bill furnished by the party on due certification of satisfactory services by officer in charge. T.D.S as applicable will be deducted from the payment.
- b) The rates of AMC shall be inclusive of all taxes, duties octroi, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and service tax complete in all respects, valid for a period of one year from the date of award of contract. However, in case of any revision in the tax structure during the currency of the contract, the contractor can raise the bill for the increased tax component, with necessary proof for the same.
- c) Submission of Bill: The bill for payment shall be submitted at the end of **every month**.

- d) Sales Tax or any other tax on material or on finished works or Service Tax any other taxes in respect of this contract shall be payable by the Contractor only and the Bank will not entertain any claim whatsoever in this respect. Bidders should have applicable tax registrations (PAN, TIN, VAT, CST etc. supported by documentary evidences.

**5. Bill of Materials / Schedule of items for Quotation:**

- a) Prices may be quoted to items as per **Annexure – I**

**6. Penalty:**

- a) The Contractor shall deploy one skilled technician for operation of the Audio Video System in the Corporate office building between 9.00 a.m. to 5.00 p.m. on all Bank working days in week (excluding holidays). In case of absence of skilled technician a penalty of Rs. 800/- per day shall be levied.
- b) Breakdown maintenance of equipment- whenever the fault in the systems is reported the engineer of the agency will report within 06 hours of receipt of complaint and the system will be made operational within 24 hours of inspection of fault. In case equipment not repaired within 24 hours, standby arrangements shall be provided by the agency at no extra cost. Otherwise a penalty amounting to Rs. 2000/- per day shall be imposed.
- c) If performance is not found satisfactory **for more than 7 (seven) days**, payment for that month will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
- d) If the bidder after award of work fails to undertake the job satisfactorily at any period of time or withdraws his services permanently or for more than three consecutive weeks, the Bank shall have right to cancel the contract and forfeit the monthly payment / due amount without assigning any reason.
7. The Appendix (1-5) along with declaration shall be filled in and submitted along with quotation. The quotation should be filled in and submitted in strict accordance with the instructions given in the quotation / laid down herein otherwise the quotation is liable to be rejected. The quotation is liable to be rejected if complete information is not given there-in, or if the particulars and data (if any) asked for in the Appendix to the quotation are not filled in.
8. The quotation shall be signed by authorized signatory.
9. The quotation should be submitted in sealed envelopes super scribed as “Quotation for **Annual Non Comprehensive Preventive Maintenance, repairs and Operation of Audio & Video System**” addressed to **The Assistant General Manager (P&E)**, Indian, Bank, Corporate Office, Premises, Estate & Expenditure Dept, No. 254-260, Avvai Shanmugam Salai, Royapettah. The quotations will be opened on **14.07.2016 at 3.30 P.M.** in the presence of such of the bidders who may wish to be present, either by themselves or through their authorized representatives.

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10. The validity of bids shall be 60 days from the date of opening of the quotation. In the case of the successful bidder, rates quoted shall be valid for the entire period of the Annual Maintenance Contract (AMC).
  11. Correction if any must be self attested.
  12. The bidder may inspect the premises during office hours on any working day for getting acquainted before submitting the quotations. Non-familiarity with the site condition will not be considered a reason either for extra claims or for not carrying out the work.
  13. Bank reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons and is not bound to accept the lowest bid.
  14. The Annual Maintenance Contract once awarded can be terminated by either party after giving due notice to the other party by giving one month time. Nevertheless, Bank may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms & conditions of the contract. Bank's decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.
  15. The Contractor will work in close co-operation with **Office Manager's Dept.** concerned for the AMC services as per bid.
  16. All statutory obligations under various laws from time to time will have to borne by contractor for which no extra payment shall be made to him at any time during the contractual period.
  17. The contractor shall at all times indemnify and keep indemnified the Bank and its officers, servants and agents from and against all third party claims whatsoever (including time not limited to property loss and damage, personal accident, injury or death of/or property or person of any sub-contract and or the servants or agents of the contractor any sub-contractor(s) and or the owner and the contractor shall at his own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act/Fatal Accident Act, Personal Injuries, Insurance Act and/or their Industrial Legislation from time to time in force.
  18. The agreement will be valid for Annual Non Comprehensive preventive Maintenance, repairs and Operation of Audio & Video System in the contract document. This should be strictly adhered to.
  19. Bank shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify Bank in case of any damage or liability, which may arise on account of action of contractor.  
  
Dispute, if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole Arbitrator to be appointed by the Bank, at Chennai as per the provisions of the Indian arbitration and Conciliation Act, 1996 and the Rules framed there under. Submitting to arbitration may be considered as an additional remedy and its does not preclude the parties seek redressal / other legal recourse
  20. The quotation format (BOQ) is given in **Annexure - I** & the evaluation of bid will be on the basis of total bid value.
  21. The Scope of Annual Non Comprehensive preventive Maintenance, repairs and Operation of Audio & Video System is **as per SI.No.28 (a - e)** which is a general requirements. The contractors shall be

bound for undertaking any other check test which is considered necessary for efficient functioning of equipment/system, whether included in above schedule or not. He shall not claim any extra charge for such work. However, replacement of worn-out/defective material shall be paid extra at market rate to the contractor

22. Bidders before bidding may inspect the Audio & Video System during working hours on any day if required by the bidders.
23. Part bids will be disqualified; the bidder should quote for the complete scope of work. The validity of quotation should be **60 days** from the date of opening of quotations.
24. The bidder must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original bid document should be signed and returned back and this will form a part of the contract.
25. The Contractor undertakes to obtain any licence, permit, consent, sanction etc. as may be required or called for from / by local or any other authorities for doing such work. The Contractor undertakes to obtain such permission / licence, code numbers etc. as may be required under the Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund and Miscellaneous Provisions Act 1952, The Minimum Wages Act 1948 etc. The Contractor undertakes to produce the permission / licence etc. so obtained and furnish to the Bank copies thereof as and when required. The Contractor shall be responsible for any contravention of the local / Municipal / other laws / rules / regulations. It is reiterated that the minimum wages paid to the workmen shall be as per Central / State Government Minimum wages Act, whichever is higher and which is being updated from time to time.
26. The Contractor undertakes that he shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated or compensation or any payment whatsoever at the sole discretion of the Bank.
27. The Contractor agrees and undertakes to bear all the taxes, rates, charges, levies, claims whatsoever as may be imposed by the State / Central Government or any local body or authority in respect of his contractual obligations. The Contractor agrees to furnish proof of such payments and compliance of the obligation including registration, certificate, clearance certificate etc. that may be required by the Bank from time to time.
- 28. The Scope of Annual Non Comprehensive preventive Maintenance, repairs and Operation of Audio & Video System in Corporate at Indian Bank, Corporate Office, Royapettah, Chennai:**
  - a) The Contractor shall deploy one skilled technician (ITI / Diploma Holder) for operation of the Audio & Video System in the Corporate office building between 9.00 a.m. to 5.00 p.m. for six days in week (excluding holidays). In the case of absence of Audio Video Engineer / Technician, suitable replacement shall be provided by you, to avoid discontinuity in the Operation and Maintenance work.
  - b) Breakdown maintenance of equipment- whenever the fault in the systems is reported the engineer of the agency will report within 04 hours of receipt of complaint and the system will be made operational within 24 hours of inspection of fault. In case equipment not repaired within 24 hours, standby arrangements shall be provided

- c) The non-comprehensive maintenance includes the replacement/repair of defective parts, components or even equipment whenever required during the contract period which includes all audio, video equipments, cordless collar mic, conference system, projector system, connectors, cords, projector lamp, batteries for cordless and collar mics, repairing of dimmer and control panel for room lighting, audio control panel, podium mic etc., as per details of Audio & Video equipment given in Annexure-II. However cost of the materials will be borne by the Bank
- d) **Preventive maintenance of equipment:** Preventive maintenance will be done once every quarter (three months) for all
- (i) Audio & Video equipments as per Annexure-II and shall include.
  - (ii) Repair of all spare parts that are required to be repaired for the smooth and efficient functioning of the system.
  - (iii) Alignment of projector /screen / Lens / TV etc.,
  - (iv) Adjustment / Oiling of all mechanical parts wherever required and found necessary.
  - (v) All kind of service / maintenance as required.
- e) The contractor shall bear all the expenses towards taxes, freight and customs duty etc. for providing the spares for the preventive maintenance.

**Note:**

- (i) Checking includes repair/ replacement in case of equipment was found faulty. Concurrence shall be obtained before replacing any defective items under the scope of AMC from Bank.
- (ii) Cost for replacement of spares will be borne by Bank and not the labour charges (deemed to be included in the quote).

**29.** The successful bidder must enter in to an agreement as per the **Appendix-6**.

**30.** If any information furnished by the bidder is found incorrect at a later stage, he shall be liable to be debarred from bidding / taking up the work in Indian Bank.

**31.** The Bank is not liable for the cost incurred in the inspection and preparation of bid and submission / participation and also not liable for any other cost what so ever may be.

**Appendix-1**
**GENERAL INFORMATION ABOUT THE BIDDER**  
*(To be filled by the bidder)*

1	Name of the Bidder	
1a	Registered Address	
1b	Postal Address	
1c	Telephone / FAX No.	
1d	E-mail address & Website	
2	Name and designation of the representative of the Bidder to whom all reference shall be made to expedite technical co-ordination.	
3	Has any Govt. Dept / Undertaking ever debarred the Bidder from executing any work?	
4	Reference of any other information attached by the Bidder (give details of attachment)	

**Date**
**Sign and Seal of Bidder**



**Appendix-2****Detail of the similar works In Hand**  
***(To be filled by the bidder)***

Sl.No.	Name of Customer	Description of Work	Date of		Remarks
			Start	completion	

**Date****Sign and Seal of Bidder**

**Appendix-3**

**Details of works of similar type executed by the bidder**  
**(To be filled by the bidder)**

Sl.No.	Name of the Company with full address, phone, fax and name of contact person	Work Description	Ref. & Date of the order	Work Order Value	Details of Order & its Configuration	Dates of	
						Start	Completion

**Sign and Seal of Bidder**

1. Copies of work orders should be attached with this information.
2. If necessary, separate sheet may be used to submit the information

**Appendix-4****Details of technical personnel with the bidder who will be deployed for this work  
(To be filled by the bidder)**

Sl.No.	Name of the person	Qualification	Whether working in Field or in Office	Mode of employment & Experience	Period for which the person is working with the Bidder	Remarks

**Sign and Seal of Bidder**

**Appendix-5**

**List of work related Equipment, Machinery and tools tackles etc  
Immediately available with the Bidder for use on this work.  
(To be filled by the bidder)**

Sl.No.	Description	Make	Date/ Cost of Purchase	Function / Purpose	Remarks

**Date****Sign and Seal of Bidder**

**Appendix - 6****Agreement**

**THIS AGREEMENT** is made on this ..... day of ..... 2016 between Indian Bank having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai- 600014 .(hereinafter referred to as the "Bank ") which expression shall include its successors, legal representatives and assigns of the one part.

**AND**

\* Shri \_\_\_\_\_ S/D/o \_\_\_\_\_ resident of \_\_\_\_\_ the sole proprietor of M/s \_\_\_\_\_ having office at the following address \_\_\_\_\_

\* M/s. \_\_\_\_\_ the partnership firm having an administrative/principal office at \_\_\_\_\_ represented by its Managing director / duly authorised partner.

\* M/s. \_\_\_\_\_ company/body corporate incorporated under the provisions of the Companies Act 1956 having its registered office at the following address \_\_\_\_\_, duly represented at \_\_\_\_\_ duly represented by its constituted and authorised Managing Director, Shri \_\_\_\_\_

hereinafter referred to as "Contractor / Service Provider", which expression shall unless repugnant to the context be deemed to include their executors, administrators, legal representatives, nominees, subsidiaries and assigns of second part.

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions have the same meanings as are respectively assigned to them in the terms & conditions of contract there after referred to.
2. The bank awards the work to the service provider and the service provider accepts the work on a clear understanding that the service provider shall not be an employee of the bank for any reason whatsoever including for the reason of award of work by virtue of this agreement and on the terms and conditions set-forth as stated in the foregoing, which shall form part and parcel of the agreement
3. The following documents shall be deemed to form and be read and construed as part of this agreement viz.
  - a) The Bid No / date.
  - b) The award letter No / date.
  - c) References as mentioned in the award letter
  - d) All the correspondences till award of contract
4. In consideration of the payments to be made by the Bank to the contractor, the contractor hereby covenants upon to execute and maintain the works in conformity in all respects with the provisions of the contract.

Indian Bank hereby covenants to pay the consideration of, complete contract for providing All inclusive Annual Non Comprehensive preventive Maintenance, repairs and Operation of Audio & Video System in Indian Bank having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai- 600014 at the contract price at the times and in the manner prescribed by contract.

In witness whereof the parties have hereunto set their respective hands and seals the day                      and                      year first  
above written.

For & on behalf of  
Contractor

For & on behalf of  
Indian Bank

Witness (i)

(i)

Witness (ii)

(ii)

Date :

Place:

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**DECLARATION OF THE BIDDER**  
***(To be given by the bidder)***

I / We, hereby declare that I/We have made myself / ourselves thoroughly conversant with the site conditions, local conditions regarding all materials and Labour of which I/We have based my/our rates of this work. The specification, conditions, results and lead of manpower on this work have been carefully studied and understood by me/us before submitting this Bid.

In case, if I/We fail to complete the work in stipulated time schedule, the penalty shall be levied as per contract condition.

I / We declare on solemn affirmation that whatever information submitted in this Bid is true and correct to the best of my knowledge and belief.

I / We hereby certify that my / our firm has not been disqualified by any office / Department / undertaking of the state / central Govt. of India at any time for providing manpower services or services of any description.

I hereby certify that I/we shall provide any related documents/certificate for which asked for

**Place:**

**Date:**

**Sign and Seal of Bidder**

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**CHECKLIST OF ESSENTIAL DOCUMENTS TO BE  
SUBMITTED****Essential Documents:-**

<b>Sl. No.</b>	<b>Name of Document</b>
1	Bid documents (containing 19 pages) in original duly filled in and signed by Bidder or his authorized Representative along with seal on each page.
2	Copy of Income-tax PAN Card, PF & ESI registration certificate
3	Copy of Service Tax Registration/WCT Certificate No. and Date of Issue
4	Copies of Work Orders & Certificate Indicating proof of having requisite Experience of Annual Maintenance Contract of audio & video system (AVS) in Govt. Firms/Public Sector undertakings /reputed organizations during last <b>Two years</b> .
5	Copy of IT Returns and audited balance sheet and profit and Loss statements for the previous <b>Two years i.e.</b> FY: 2014-15, 2015-16



## **Annexure - I** **QUOTATION**

**Name of Work: Annual Non-Comprehensive Preventive Maintenance, repairs and operation of Audio & Video System at Indian Bank, Corporate Office, No: 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014**

Item No.	Description of item	Qty	Unit	Rate (Rs.)	Amount (Rs.)
1.	Operation of Audio & Video System in Committee Room / Conference Halls / Media room / Executive Rooms at Indian Bank Corporate Office Building, Chennai for six days in week (excluding holidays) and <b>Non-comprehensive preventive &amp; breakdown maintenance and repairs</b> including the cost of sholdering, connectors, lugs, fuses, batteries of microphones complete with day to day general cleaning of all equipments as and when required as per the list of audio & video equipment given in Annexure-II including scope of work given in Sl.No.28 page 6 of 19	12	Month		
	<b>Total (Inclusive of all taxes and duties)</b>				

**Amt. in words (.....)**

Name : \_\_\_\_\_  
 Place: \_\_\_\_\_  
 Date : \_\_\_\_\_

**(Signature of the bidder)**

Seal

**Annexure-II**

S.NO	EQUIPMENTS	MODEL	QUANTITY
<b>3<sup>rd</sup> Floor – “B” Wing</b>			
1	Bi Amp	Nexia VC	3
2	Amplifier	GX 3	3
3	Extron	Mux Series VGA Matrix Switcher	1
4	Crestron control processor	CP2E	1
5	Panasonic	PMR-Eh 59 Diga DVD recorder	1
6	Crestron Prodigy	PMC 2	1
7	Crestron	CEN -HPRFGW	1
8	Crestron controller	DIN8-SW8	2
9	Celling speakers	Speaker Craft	8
10	Wall speakers	ADS32ST -QSC	2
11	Touch panel	Crestron - (TPS 6X)	1
12	X-panel enabling in Pc	E-control	1
13	Table boundry Mic	Audio technica -U891 R/C	17
14	VC codec & camera	Polycom Hdx 700 hd	1
15	Projector	Eiki LC-WUL 100	2
16	55"Led Tv	Sony (KDL 55 EX 710)	2
17	Motorized lift & screen 100"	Custom	
<b>VIDYO EQUIPMENTS</b>			
1	VC Sony camera	Vidyo	1
2	Extron	Extron 230 TX	1
3	Extron	Extron 230 RX	1
4	Vidyo	Vidyo HD230	1
5	Kramer	VP422 Scalar	1
6	Kramer	Switcher 4*4 U XGA / Audio Matrix Switcher	1
7	Crestron Recorder	Capture HD	1
<b>3<sup>rd</sup> Floor “C” Wing</b>			
1	Amplifier	GX 3	1
2	Projector	Eiki LC-WUL 100	1
3	QSC Processor	DSP 322ua	1
4	VC codec & camera	Polycom Hdx - 7000 HD	1
5	Crestron Prodigy	PMC2	1
6	42"Led TV	Sony (KDL 32)	1
7	Celling speakers	Speaker craft	4
8	Table boundry Mic	Audio technica -U891 R/C & Crown (PCC 130SW)	3&6
<b>Ground Floor “A” Wing</b>			
1	Projector	Eiki LCXBL 20	1
2	Amplifier	GX 3	1
3	Audio Mixer	Soundcraft notepad 124 FX	1
4	Mic Receiver	Audio technica (ATW-R700)	2
5	Phodieum Mic	Mega PD-900 /Lectern	1
6	Hand held Mic	Audio technica	4
7	Goosneck Mic	Ahuja	2
8	42"Led Tv	Sony	1
9	Celling speakers	Speaker Craft	5
10	Collor Mic	Audio technica	1
11	42"Led TV	Sony (KDL 32) at various location in Building	38

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