

NOTICE INVITING TENDER

Empanelment of Vendors for Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar.

Tender Documents Availability: - 13 July 2026

Pre Bid Meeting: - 17 July 2026 at 12:00 PM

Last date of Submission of Tender: 18 July 2026 till 05:00 PM.

Date of Technical Bid Opening: 20 July 2026 at 11:00 AM

Date of Financial Bid Opening: Will be intimated to the eligible Vendors by email/Phone

Cost of Tender Documents: Rs. 1000.00 (Excluding GST)

Earnest Money Deposit: Rs. 50000.00

Schedule of Events

Tender Bid Document Availability	Bidding Document can be downloaded from website www.indianbank.in from 13 July 2026
Pre Bid Meeting	17 July 2026 at 12:00 PM
Pre Bid Query	Up to 18 July 2026 from 3:00 PM to 4:00 PM either Telephonically or at Indian Bank Zonal Office Deoghar on Bank Working Days.
Last date of Submission of Tender	18 July 2026 at 05:00 PM
Date of Technical Bid Opening	20 July 2026 at 11:00 AM
Date of Financial Bid Opening	Will be intimated to the eligible Vendors by email/Phone
Contact Official	Zonal Security Officer, 9347645342
Address for Communication & Submission of Bids	Indian Bank Zonal Office, 498A, Srikant Road, Belabagan Deoghar, Jharkhand-814112
Telephone	6432351041, 9347645342
Email ID	zodeoghar@indianbank.co.in
Cost of Documents	Rs 1000.00 (Rupees One Thousand only) (Excluding GST)
Earnest Money Deposit	Rs. 50000.00 (Rupees Fifty Thousand only) in the form of DD favouring Indian Bank, payable at Deoghar. Exemption as per Government norms.

Important Terms

Terms	Definitions
Bank	Indian Bank
ZO	Indian Bank Zonal Office Deoghar, 498A, Srikant road, Belabagan, Deoghar, Jharkhand-814112
Branch	Indian Bank Branch (including ATM site, if available) under Zonal Office Deoghar
Vendor/Bidder	Participating Company/Firm/Manufacture/Authorized dealer
OEM	Original Equipment Manufacturer
NA	Not Applicable
Bidder	A firm

"In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time."

1. Indian Bank, Zonal Office, Deoghar invites sealed offers under two bid system for empanelment of vendors for Rate Contract of "Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under



Zonal Office Deoghar” on as and when required basis from the Vendors/Firms/Suppliers who fulfill the following mandatory conditions / requirements:

2. Indian Bank Zonal Office Deoghar has a network of 90 Branches, 02 Offices spread across 08 districts of Jharkhand (Dhanbad, Giridih, Jamtara, Deoghar, Dumka, Godda, Pakur and Sahibganj), the branches /offices function directly under the Zonal Office Deoghar.
3. The complete details and RFP Forms can be downloaded from website: **www.indianbank.in** or collected from Zonal Office, Indian Bank, Deoghar (between 10.00 AM to 05.00 PM on **Bank working days**) on payment of Rs 1000.00 (Non-Refundable) by way of Demand Draft / Pay Order favoring Indian Bank payable at Deoghar.
4. Authorised personnel from Vendor/ Bidder must visit Indian Bank Zonal Office, 498, Srikant Road, Belabagan, Deoghar, Jharkhand- Pin 814112 to attend Pre Bid meeting scheduled on **17 July 2026 at 12:00 PM** with duly filled copy of “Campus Visit Form”, enclosed as **Annexure VI** and obtain a signed copy of the form from this office for enclosing with Tender document. The same will be checked at the time of Technical Evaluation of the bid. In absence of the campus visit form, the bid application will be rejected during Technical Evaluation.

Zonal Office,
498A, Srikant Road
Belabagan Deoghar
Jharkhand-814112
Phone: - 6432351041, 9347645342
Email: - zodeoghar@indianbank.co.in


Zonal Manager



INDIAN BANK ZONAL OFFICE DEOGHAR

GENERAL INSTRUCTIONS FOR BIDDERS

1. Vendor(s) will be empaneled for the under mentioned works:-

(a) Rate contract for "Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Supply and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar", as and when required basis for a period of one year from date of contract, with an option to continue for further 1+1+1 year.

(b) Each branches/ offices under Deoghar zone where new alarm system will be installed must be mandatorily visited by the AMC provider once in a quarter and subsequent visit as and when required basis for Comprehensive Preventive/ Corrective maintenance. No additional charges will be paid for quarterly and subsequent visits until expiry of warranty of the new alarm system.

(c) After satisfactorily completion of the contract, if both parties are willing to continue the contract in the existing terms and conditions, the contract may be extended for subsequent year(s). Indian Bank Zonal Office Deoghar reserves the right to terminate the contract on 30 days' notice without assigning any reason.

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

(a) Tenders are to be submitted in Two Bid system consisting of Technical bid and Financial bid in two separate sealed covers marked "Technical Bid" and "Financial Bid" and these two sealed covers will be put in another sealed cover super scribing "Offers for "Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar" should be dropped/ sent by post at Indian Bank, Zonal Office, Deoghar to apply for said Tender. The bids/proposal shall remain valid for 90 days from the date of submission of the bids. **Incomplete tenders / late tenders / tenders not in the form specified are liable to be rejected.**

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

(c) Indian Bank reserves the right to accept or reject in part or full of any or all the offers without assigning any reasons thereof. Tenders from agents / brokers will not be accepted.

3. Technical Bid Offer (TO): - The Technical Bid Offer (TO) should be complete in all respects and should contain all information asked for in this document. **It should not contain any price information.**

(a) Technical bid shall be in a separate sealed envelope & it should be super scribed in bold "Technical bid".

(b) Technical Bid should contain Annexure I (Application), Annexure II (Company Profile), Annexure III (Testimonials) & Annexure IV (Technical Specifications).

(c) 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/Committee.

(d) The Technical bids shall be opened at scheduled time as mentioned above or any suitable date as decided by the Banks committee for the purpose. If any change in the date will



be intimated by email/Mobile of the bidders mentioned on the envelope.

(e) An undertaking that firm is capable of undertaking of Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar which includes rural & far away areas where Bank Branches are located. **(Annexure V)**

4. Financial Bid

(a) Financial bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "**Financial bid**". **(Annexure VII)**

(b) Financial bids of only technically qualified shortlisted bidders will be opened. Bank evaluation of the financial bids will take into account the status of compliance of Terms & conditions.

(c) The financial bids should contain all relevant rates and charges (service charge/installation charge), taxes and the rates should be quoted in Indian rupees only.

(d) The Bank may select multiple vendors for entering into rate contract and becoming L1 is not the only criteria. Applicants to note that these rates quoted will be reviewed after every one year and empanelment is valid for next three years.

(e) Weightage will be given to rate value of every components depending upon frequency of its failure/life (eg. An applicant might quote least rate value for the components which has lower failure rates and higher rate value for components having higher failure rates).

5. Selection Process: - Offers will be evaluated in the following stages:

(a) **Stage I** Offers will be evaluated against the stipulated minimum Eligibility Criteria. Offers not complying with the eligibility will be rejected summarily.

(b) **Stage II** Short listing of Vendors/Firms/Suppliers will be based on the evaluation of the technical requirement complied with Tender document and satisfactory feedback from the reference sites and other clients of the vendors.

(c) **Stage III** The price bids of only short listed vendors (who qualify in technical evaluation) will be opened in the presence of vendors / or authorized representative. The Bank can split the order amongst the Vendors who have been identified as L1, L2 and L3 Bidder. **Bank at its sole discretion may also choose to allocate the order up to maximum of 3 Bidders provided the qualified Bidders are willing to match the L1 Price.** If two Vendors are selected then the work may be distributed between the vendors L1:L2 (Ratio 60:40). If three Vendors are selected then the work may be distributed among the vendors in L1:L2:L3 (Ratio 50:30:20). For number of vendors to be empanelled, Bank's decision will be final. **Work order will be served for a period of one year and reviewed after every one year based on the Market Rate.**

6. Validity period: - The successful bidder/firms/Vendors will remain in the list of the Bank for three (03) years from the date of contract or till the completion of next contract period at the Bank's own discretion (whichever is earlier)

(a) The rate contract will be valid for three (03) years. On successful completion of one year, renewal for second year subject to the satisfactory performance and review by security department. Revision of rates during the contract period will not be entertained by Bank apart from cost escalation due to revision of government taxes, import duties and minimum wages act (central) subject to submission of proof.

(b) Contract will be valid only, if all the eligibility criteria mentioned in the Tender Notice are fulfilled during the entire contract period.

(c) If the service provided by the 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 the bidder is false, the bank reserves the right to cancel the contract. Bank decision in this regard will be final.



ELIGIBILITY CRITERIA OF VENDORS

The eligibility criteria for AMC & Rate contract are given below. Only those agencies that fulfill the following criteria are eligible to bid.

1. The prospective vendor should be a registered company/firm including manufacturers (OEMs) or their authorized dealers capable of providing **new Integrated Alarm System** for installation, Repair, maintenance & support for existing **Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System** installed in the Branches/ Offices. The vendor should be in business for at least three (03) years.
2. The prospective Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
3. The prospective Vendor should have a registered Office and sale service networks in the state of Jharkhand. (Priority will be given to Vendors registered office in Districts of Indian Bank Zonal Office Deoghar. (Dhanbad, Giridih, Jamtara, Deoghar Godda, Dumka, Pakur, Sahibganj). Furnish certificate issued under shop & establishment registration. 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)
4. 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).
5. The prospective applicant/vendor must be on panel of at least one Nationalized/ Private Banks in the state of Jharkhand and have running contract with any Nationalized/Private Bank. The prospective vendor should have past /present experience in providing security equipment and maintenance services to **Indian Bank during last 03 years as on 30.06.2026**.
6. The prospective Vendor should be registered under the appropriate authority for GST. Vendor should provide the GST PAN/ TAN number etc. allotted by competent authority.
7. The prospective Vendor should have requisite trade/manufacturing/Factory License from appropriate authority (BIS).
8. Vendor should have adequate technician and well equipped after sale service center at Deoghar/other cities of Jharkhand to provide seem less services wherever required. The vendor should attend and repair the complaint /breakdown **within 24 hours**.
9. Time is the Essence of Contract: The vender requested to note that the Alarm systems is to be provided to the Branches/ATMs & if for any reasons the work of supply & commissioning is delayed the Bank's reputation and commitments will be affected and penalty stipulated as per liquidated damages will be levied with-out any requirement on the part of the Bank to establish the actual loss in monetary terms. This aspect shall be the terms of this tender and will be binding on the tenderer.
10. The Bidder should not have been blacklisted by any PSU/PSB/Government organization in past 03 years. 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.
11. The manufactures /dealer distributor should have never been blacklisted by any other public sector bank.
12. The vendor should have ability to provide **Integrated Alarm System** as per technical specifications available at this advertisement with warranty of newly purchased components.



13. The vendor should have ability to commence service within 15 days from date of placement of order.

14. Vendors may be asked to submit Copy of certification of equipment i.e. UL/CE/FCC, copy of document of authorization from manufacturer to Indian dealers and from Indian dealer to supplier undertaking that the cards supplied are original.

SCOPE OF WORK

1. All the repairs and replacements of spares shall be carried out which are necessitated due to unserviceable condition of components /Alarm system as per tender stipulations upon written communication from the Bank. All the newly replaced components shall be invariably covered for the **warranty period of one year and any malfunctioning of the component shall be replaced free of cost.** However the repairs and replacements necessitated by loss or damage due to misuse or accident, fire or natural calamities shall not be covered under the scope of AMC.

2. The vender shall inspect the equipment at least once in a quarter 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.

3. Vendor should have adequate technician and well equipped after sale service center at Deoghar/other cities of Jharkhand to provide seem less services wherever required. The vendor should attend and repair the complaint /breakdown **within 24 hours in branches.** The maximum breakdown time shall be 24 hours from the time of receiving the complaint over phone or by email. If the vender is not in a position to set right the defect or repair and put back the Alarm system to working condition within 24 hours, a standby unit to suit the tender parameters should be provided immediately.

4. During the Preventive Maintenance the vender shall inspect/ check the equipment and record the following in service report/log book, which shall be verified and confirmed by the bank's representative.

- (a) Alarm 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 Alarm system.
- (d) Alarm system components must be cleaned properly for removal of Dust.
- (e) Check wiring and cable harnesses for wear and tear.
- (f) Check to make sure cable is dressed properly.
- (g) Check connectors and cable entry points for loose wiring.
- (h) Check all connectors on the back panels for loose connections.
- (i) Check power connections to insure AC plugs are not loose or power cables frayed.

5. Performance and Product Certification:

(a) The products of the bidder must have certification of quality given by the Bureau of Indian Standard (BIS) and acceptable to the Bank. The product 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 the spare parts for the quoted components for a period of 03 years from the date of installation.

(c) Documents of Manufacturing License/Product certification copies/IS certificate of products to be submitted.

(d) Multiple Brands Techno commercial Bids from Single Bidder will be rejected.

6. **Payment Terms:** No advance Payments shall be made against purchase order. Payment



shall be made after delivery& installation of Alarm system as per site basis. The payment shall be made against delivery challans and invoices and commissioning reports duly signed by Branch Manager. The Annual Maintenance Charges will be paid quarterly subject to satisfactory maintenance for the last quarter. Vendors failing to render requisite maintenance service visits shall be paid only on the pro rata basis for the number of mandatory service visits. **AMC charges shall be paid from Zonal Office Only.**

7. Terms and Conditions of Contract: - Indian Bank's Right to accept/reject any or all application:

- (a) Indian Bank reserves the right to accept/reject any or all applications and to annul the rate repair contract process at any time prior /after the Tender Process without assigning any reason thereof. The decision of the Bank, in this regard shall be final and binding on all concerned.
- (b) Indian Bank reserves the right to split and distribute the service area work among the participating bidders partly or fully amongst the bidders agreeing to work upon the lowest quoted rates. Indian Bank reserves the Rights to issue clarifications, Addendum and corrigendum etc.
- (c) Discrepancies or omission, if found by any bidder, in the terms and 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 **04:00 PM, 18 July 2026** at zodeoghar@indianbank.co.in. Indian Bank can issue clarifications, addendums or corrigendum etc. at any time. The same shall be published in the Bank's Website. The bidders are advised to regularly visit the Bank's website.

8. Conditions for Application Rejection /Cancellation: -

- (a) 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.
- (b) Conditional applications will not be considered and will be rejected summarily.
- (c) Submission of false/fake 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 may lead to rejection of application.
- (d) Applications received by Indian Bank after the last date and time prescribed in the Tender Notice/ Application without signature of authorized person/Incomplete applications shall be rejected.
- (e) Malpractice/attempt to influence /Manipulation of rates by itself or by cartelization shall be viewed seriously and the bidder will be summarily rejected
- (f) If the bidders are found not complying with any of the eligibility criteria/ if the performance / services of the bidder found to be sub-standard/If the Bills raised by bidders are found false/amplified/manipulated results into cancellation of work.
- (g) Any other grounds as decided by Indian Bank management.

9. Monitoring of Performance and other conditions: -

- (a) The empaneled vendor's performance on the job will be constantly monitored for quality, adherence to the safety norms, labour /statutory regulations, conduct /discipline etc. while executing jobs. After deviations from stated conditions can led to appropriate deterrent action as deemed fit by Indian Bank.
- (b) Indian Bank reserves the exclusive rights 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.
- (c) Successful rate contract by Indian Bank is no guarantee of any future award of contract or inclusion of a particular tender list.

10. Performance Bank Guarantee: - Before entering into an agreement the selected vender(s) should submit a Bank Guarantee of Rs.50000.00 (**Rupees Fifty Thousand only**) valid for a period of 3 years and 3 Months from the date of contract, issued by a Public Sector Bank



other than Indian Bank. Purchaser will have the right to make good the loss from any of the Bank Guarantee given by bidder if given separately, irrespective of the purpose of the guarantee.

11. **Governing Law and Disputes:** - The provisions of this tender shall always be subject to Government Notifications, any rules/ guidelines that may be in force from time to time. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of "Arbitration and Conciliation Act-1996" or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. However there is a provision of appeal if either party is not satisfied with the arbitration award. During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Any appeal will be subject to exclusive jurisdiction of courts at Deoghar.
12. **Liquidate Damages:** - Any delay in completion of work over the stipulated period will attract penalty of 0.5% of the contract value (site basis) per week subject to maximum of 10% of the contract value, The Bank reserve its rights to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the Vendor.
13. **Availability of Spares:** - Vendor should ensure that the Spares for the product offered are available for at least 3 years from the day of installation of equipment. No obsolete equipment should be supplied to the bank.
14. **Patent Rights:** - The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim. The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.
15. **Termination for Insolvency:** -The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent.
16. **Liability:** - Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard equipment used by Vendor. The Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment under the



agreement / purchase order. The vendor should include the list of Public Sector Banks/Private Banks whom they have provided services on Alarm system, along with name, phone/fax number of the contact person.

17. **Warranty:** - The offer must include on-site warranty from the date of installation and commissioning of the equipment however there should not be any additional cost for the warranty period. **"No AMC" charge will be admissible in warranty period however quarterly service visit is mandatory during warranty period.**

18. **Force Majeure:** - Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the "Force Majeure" event.

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

20. **No commitment to accept lowest or Any Tender:** - The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology optimum for the Banks usage.

21. **Deliverables and Timelines:** - The Vendor should ensure that the defects reported in the Alarm system or its components, software etc. supplied to the Bank on any working day are set right within one day. The defect will be reported by the office /branch directly to the vendor, may be in the form of oral, telephone, notice, email etc. or any other means of communication. The vendor shall generate a complain no. 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.



Application for participation in Tender for Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar

To,
The Assistant General Manager
Indian Bank Zonal Office Deoghar
498A, Srikant Road, Belabagan
Deoghar Jharkhand-814112

Dear Sir,

Subject: - Application for participation in Tender for Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar.

1. This has reference to the captioned subject, I/We have carefully read 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 respect & signed, together with certified copies of the requisite documents for participation in Tender for Annual Maintenance of existing Alarm systems and Supply and installation of new Integrated Alarm systems in Branches/ Offices of Indian Bank under Zonal Office Deoghar.
3. I/We confirm that all information given herein is true to 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 documents is submitted at any stage, you may reject the application summarily and also take any legal action as per law.
4. I/We agree that I/We have no objection if enquiries are made about the work listed by me /us herein above and or in the accompanying sheets.
5. It is also confirm that. I/We hereby agree with all the Terms and Conditions laid down in the application/Tender documents.

Yours faithfully

Place:

Date:

Signature of Authorised Signatory
Name & designation of authorized
Signatory with seal of the company

Encl Documents:-



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

Sl. No.	PARTICULARS OF THE COMPANY	
1	Name of the Company	
2	Full Address	
3	Telephone & Mobile No.	
4	Fax No.	
5	E-Mail Address	
6	Constitution of the firm (whether Proprietary / Partnership / Pvt Ltd. / Public Ltd.	
7	Name of the Proprietor / Partner / Managing Director	
8	Year of Establishment	
9	Registration with the Registrar of Co.	
10	Name(s) of Contact Person (s) with address	
11	Registration with Tax Authority a. PAN No. b. GST No. Attach latest IT Return filed copy & GST Return filed copy.(Last one Year)	
12	Address of the Office/Service Center in Deoghar, Jharkhand (Mention date of opening of office) (Dhanbad, Giridih, Jamtara, Deoghar, Godda, Dumka, Pakur, Sahibganj Districts)	
13	Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the Conduct of the Firm services.	
14	Whether an empanelled vendor for RBI / SBI/ Nationalized Banks	
15	Do you have any presently running contract with Indian Bank/Public Sector Bank, If yes enclose performance report/work order of running contract	
II.	DETAILS OF REGISTRATION WITH OTHER BANKS	
1.	Name of the Bank	
2.	Total No. of Systems supplied	
3.	Since when empanelled	

Place:

Date:

Signature of Authorised Signatory

Name & designation of authorized

Signatory with seal of the company



List of Enclosures

(To be attached with Technical Bids)

Ser	Description	Enclosed (Yes/No)
1	Certificate of registration of Company/Dealership	
2	Certificate of registration with Income Tax & GST etc	
3	Details of Company registered office at Deoghar with names of employees address contact details email etc	
4	IT Return& GST return	
5	Empanelled with Govt. organization/PSU/Banks etc.	
6	Presently running contract work order with Govt. organization/PSU/ Bank	
7	Experience of having Security Equipment maintenance contract with Indian Bank branches during Last three years	
8	STQC/ERTLETDC/ISO/BIS/DEALER certificate	
9	Customer reference (Other Than Indian Bank) if any	
10	Documentation product brochure, leaflets manuals warranty conditions etc.	
11	Documents in support of any other information	

Place:

Date:

Signature of Authorised Signatory
Name & designation of authorized
Signatory with seal of the company



Technical Specification**Application Based Integrated Alarm System with automatic Day Night mode with auto dialer**

S No	Salient features	Remarks
1.	The integrated alarm system should be of manufactured by reputed company and the control panel must have a rugged/ industrial standard cabinet. Alarm System must have Networking Capabilities with IP address and must be having mobile app operations. Alarm System must have co-operating capability with CCTV system for Alert Generation. Alarm System must have remote operation capabilities with Mobile App and must have live Health Monitoring System. Alarm System must have individual sensor overriding without affecting the capabilities of other sensors, both at panel and from Mobile App Remotely. Alarm System Must have 12 Zones minimum.	
2.	All the cables must be certified rodent proof.	
3.	The Alarm system should have provision to be operated with multiple call points/ emergency switches/ panic switches.	
4.	It should have facility to interface magnetic Sensor installed at strong room door/ cash safe for activation of hooter/ alarms	
5.	It should have facility to interface smoke sensor/ fixed Temperature sensor for activation of hooter/ alarms	
6.	It should have facility to interface PIR sensor for activation of hooter/ alarms. PIR sensors must have suitable settings for human detection to avoid false alarm from rodents and other small animals.	
7.	It should have battery backup for operation in case of total power failure	
8.	The Control cabinet should have locking arrangement	
9.	The Alarm system must have maintainability up to Component/ PCB level	
10.	The alarm system should function in automatically day/ night mode in automatic mode	
11.	Connectivity of Two in No. Hooter of 40 Watt each	
12.	The auto dialer integrated with the alarm system shall have at least memory to store five destination telephone/ mobile numbers.	
13.	The integrated auto dialer shall have facility to store customized voice message(s)	
14.	Auto Dialer or its Antenna (GSM dialing) must be extendable up to 15-20 feet from Control Panel	

Other Terms and Conditions:

Bids will be rejected if their technical bid fail to fulfill the minimum technical requirement given.

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) _____



Certificate of undertaking to do work in Rural/faraway Branches & Offices

We certify that we are agree to provide Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in the urban as well as rural and far away Branches and Offices of Indian Bank under Zonal Office Deoghar as per terms and conditions mentioned in the Tender documents.

Indian bank Zonal Office Deoghar is free to take actions against the firm in case of any deficiency in our services. The actions will be binding upon us.

Place:

Date:

Signature of Authorised Signatory

Name & designation of authorized

Signatory with seal of the company



Sample Campus Visit Form

BIDDER'S NAME
BIDDER'S LOGO

Campus Visit Form

Bid Date: - 13 July 2026

Campus Visit Date: - _____

Name of Organization: - _____

Address: - _____

Contact Person: - _____

I, _____ from M/s _____

hereby state that I have visited the campus at Indian Bank, Zonal Office, 498, Srikant Road, Belabagan, Deoghar, Jharkhand- Pin 814112 and am willing to participate in the Indian Bank's BID for Annual maintenance contract of existing Burglar Alarm System, Fire Alarm System, GSM Autodialer and Integrated Alarm (Burglar + Fire + GSM Auto dialer) System and Installation of new Integrated Alarm System in Branches/ Currency Chest/ Offices/ ATMs under Zonal Office Deoghar. I accept the terms and conditions of the tender published on the Indian Bank Site.

Signature:

Name of the Person:

Designation:

Name/ Seal of the organization:

Date:

Signature:

Indian Bank, Zonal Office, 498

Srikant Road, Belabagan

Deoghar, (JH) - Pin 814112

Date:

Note: A copy of this form must be submitted along with tender document to qualify, for the technical evaluation process and further consideration.



PRICE BID FOR SUPPLY & INSTALLATION OF FAS, BAS SEPARATE AND INTEGRATED AND ACCESSORIES

	Name of the Firm	Price (Excluding GST)
Item	Specify Brand and Model FAS & BAS Separate and Integrated Alarm System	
1(a)	<u>Control Panel (#Rate should be quoted per unit) BAS</u>	Rs.
	Zone Main Control Panel (2Night /4 Day Zone) (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/GSM 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	
1(b)	<u>Control Panel (#Rate should be quoted per unit) FAS</u>	Rs.
	Zone Main Control Panel (2 /4 Zone) (Latest Microprocessor Technology based as per IS – 2189- 2008) with inbuilt Auto Dialer, with manual OFF switch (in case continuous fault alarm), with inbuilt SMPS, with a feature of continuous uninterrupted power supply (in case of external power supply failures). Panel should indicate the health of the system (Fault, Power Failure, Battery Status indicator, faulty Zone Indication etc.)	
	i) Inbuilt Auto Dialer with facility to dial at least 5 Telephone/ Mobile Numbers each & voice message of at least 20 Seconds	
	ii) Message should be repeated at least twice before dialling 2nd number. In case of Number not responded, facility to re- dial the number after completing the cycle	
1(c)	<u>Control Panel (Rate should be quoted per unit) BAS & FAS Integrated system</u>	Rs.
	Zone Main Control Panel (2Night+4 Day+2 Fire Zone) (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	
2	<u>In Built Battery (#Rate should be quoted per unit)</u>	Rs.
	2 Numbers of SMF (Sealed Maintenance Free) batteries [12v-7 AH each], (The Battery Backup with built Battery Charger capable of Providing 48 Hrs Standby supply in case of AC Failure as per IS 15908/2011 & IS 2189/2008 & full load operation for at least 30 Mins	
	<u>PIR Sensor (#Rate should be quoted per unit)</u>	Rs.
3	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 (DSC/Taxicom)	
4	<u>Hooter (# Rate should be quoted per unit for each type)</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	Rs. _____ (for 90 dB) Rs. _____ (for 110 db)
5	<u>Electronic Siren/ Sounder</u>	Rs.
	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	
6	<u>Magnetic Sensor (# Rate should be quoted per unit)</u> ABS Body, 4 Wired with tamper loop (NC Circuit)	Rs.
7	<u>Panic Switch (# Rate should be quoted per unit)</u> Sturdy built, Micro Switch Technology	Rs.
8	<u>Vibration Sensor</u> # Rate should be quoted per unit	Rs.
9	<u>Heat Sensor for BAS</u> # Rate should be quoted per unit	Rs.
10	<u>Heat Detector</u>	Rs.
	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 (Low Quality detectors leads to false alarm sounding)	
11	<u>Ionization Smoke Detector</u>	Rs.
	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. (Low Quality detectors leads to false alarm sounding)	
12	<u>Optical Smoke Detector</u>	Rs.
	Conform to 15908-2011/ IS 2189-2008 or Similar Standards with LED indicator lamps (Operation Principle- Light scattering/ Obscuration), compatible to work with Ionization, Heat and multi sensor. Rate should be quoted per unit (Low Quality detectors leads to false alarm sounding) Appolo/system	
13	<u>Manual Call Point</u>	Rs.
	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	
14	<u>Response Indicator</u>	Rs.
	Conform to IS 15908-2011/ IS 2189-2008 with LED Indicator Lamp. #Rate should be quoted per unit	
15	<u>Wiring</u>	Rs.
	2 Core 1.5 Sq mm Copper Conductor FRLS armored and shielded Copper cable, 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.	
	1.0 Sq mm Copper Conductor FR Copper cable, 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	
16	<u>PVC Conduit</u>	Rs.
	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	
17	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per Site per Annum for 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)	
18	Warranty period for New Fire Alarm System.	Months
19	Buy back rate for complete old system of any Brand. (When replaced with new system)	Rs
20	Installation /Service Charge/Reinstallation/Shifting Charge of Entire System (Within the premises/alternate Premises)	Rs



Place:
Date:

Signature of Authorised Signatory
Name & designation of authorized
Signatory with seal of the company

