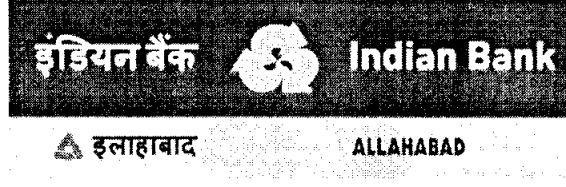


**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING ANNUAL MAINTENANCE OF EXISTING BURGLAR ALARM AND CCTV SYSTEMS)**



INDIAN BANK
Zonal Office Udaipur
Second Floor, 203- 205, Paras Prime,
Paras Circle Ahmedabad Udaipur Road,
Sector -11, Hiran Margi, Udaipur, PIN -313001(Rajasthan)
Email: zoudaipur@indianbank.co.in

INVITATION OF TENDER

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF BURGLAR ALARM SYSTEM AND CCTV SYSTEMS NVR
(INCLUDING ANNUAL MAINTENANCE OF EXISTING BURGLAR ALARM AND CCTV SYSTEMS)
FOR THE INDIAN BANK OFFICES/BRANCHES INCLUDING ONSITE ATM SITES
UNDER UDAIPUR ZONE**

Tender Documents Availability : **15 April 2026**

Last Date of Tender Submission : **14:00 PM on 28/04/2026**

Date of Technical Bid Opening : **17:00 PM on 28/04/2026**

EMD: by way of a demand draft for Rs. 5,000/- (Rupees Five Thousand only) favouring
Indian Bank Zonal Office, Udaipur and payable at **Udaipur**

Seal & Signature of Vendor



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

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Seal & Signature of Vendor



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

SCHEDULE OF EVENTS

Tender Bid Document Availability	Bidding document can be downloaded from website www.indianbank.in from 15 Apr 2026 or ZONAL OFFICE UDAIPUR
Pre-bid Query	Up to 15 Apr 2026 from 1000 Hrs to Dated 28 Apr 2026 upto 1400 Hrs either telephonically or at Indian Bank Zonal Office Udaipur on bank working days/working hours only
Last date and time of submission of Bids	28 Apr 2026- 14:00 PM
Opening of Technical Bids	28 Apr 2026- 17:00 PM In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time. Bidders may depute authorized representatives during the opening of Technical Bids. However Technical Bids would be opened even in the absence of any or all of the Bidders representatives.
Contact Official and Mobile No.	Premasukh Birda, Chief Manager (Security), Mob : 9884894490
Address for communication and submission of bid	Indian Bank Zonal Office Udaipur Second Floor, 203- 205, Paras Prime, Paras Circle Ahmedabad Udaipur Road, Sector -11, Hiran Margi, Udaipur, PIN -313001(Rajasthan)
All correspondence relating to this Tender should be sent to email id	zoudaipur@indianbank.co.in z151@indianbank.co.in
Cost of the Tender Bid document	FREE OF COST
Earnest Money Deposit	Rs. 5,000/- (Rupees Five Thousand only) by way of a demand draft favouring Indian Bank and payable at Udaipur

IMPORTANT DEFINITIONS

TERMS	DEFINITIONS
Bank	Indian Bank
ZO	Zonal Office Udaipur, Second Floor, 203- 205, Paras Prime, Paras Circle Ahmedabad Udaipur Road, Sector -11, Hiran Margi, Udaipur, PIN -313001(Rajasthan)
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

Seal & Signature of Vendor



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

INTRODUCTION

1. Indian Bank, Zonal Office Udaipur, invites sealed quotations in two bid system for rate contract for New installation, repair and maintenance of Burglar Alarm & CCTV Systems (including maintenance of existing Burglar Alarm System and CCTV) at Branches, Offices and Off Site ATMs under its jurisdiction **Zonal Office Udaipur comprising of 23 districts (appx.) of Rajasthan (list and category of branches enclosed in Annexure-V)** from 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 Udaipur has a network of 73 Branches/ATM's and 04 Offices spread across 23 districts (appx.) of Rajasthan. The branches, offices and On-Site ATMs function directly under the Zonal office.

ELIGIBILITY CRITERIA

3. The eligibility criteria for rate contract are given below and only those agencies that fulfill the following criteria are eligible to bid.

- a) The prospective bidder should be a registered company/ firm including manufacturers (OEMs as described in point no.7) or their authorized dealers, capable of providing Burglar Alarm System and CCTV for New installation, repair and maintenance of Burglar Alarm System and CCTV (including maintenance of existing Burglar Alarm System and CCTV) and should be in business for at least 3 years.
- b) The OEM/ its authorized dealers must have his own registered office with adequate technical manpower and material in **Rajasthan** so as to attend calls from the Branches easily. Proof for the same to be submitted like Lease Agreement/ Registration Certificate under Shops and Establishment Act. The Bank may inspect the facilities of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to verify the genuineness and to ensure the conformity with the details given. (Details to be provided in format Annexure II).
- c) There is no minimum limit to annual turnover. However, the prospective applicant/ bidder should be in profit for last three years. (Relevant copies of Balance Sheets and IT return to be submitted).
- d) The prospective applicant/ bidder must be on panel of at least one PSUs / Banks (Public/Private)/NBFCs/Government Departments and have at least one running contract with PSU/ Banks (Public)/NBFCs/Government Department. Performance report/ certificate of running contract for same to be enclosed.
- e) The bidders should have valid PAN, GST registration number etc., allotted by competent authorities and to provide latest GST Returns filed.
- f) The prospective applicant/bidder should have requisite trade/manufacturing/factory license from appropriate authority (BIS).
- g) The Company/ Firms/ Authorized dealer which participates in the Tender process shall only be eligible for rate contract. **All existing empaneled vendors have to apply afresh.** Telephonic/ email intimation to prospective applicants for participating in TENDER will not be initiated from ZO, even to the existing vendors.

Seal & Signature of Vendor



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

4. New installation, repair and maintenance of CCTV and BAS (including maintenance of existing CCTV and BAS) at branches, offices and On-Site ATMs of Indian Bank, Udaipur Zone. Concerned Vendor will have to enter into an agreement (as per the format decided by the bank) with the Zone and shall start the work from the date of issuance of the work order. The work order for new installation, repair and maintenance of CCTV and BAS (including maintenance of existing CCTV 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 and BAS (including maintenance of existing CCTV 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 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 and BAS (including maintenance of existing CCTV 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 45 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 and BAS (including maintenance of existing CCTV and BAS).
- f) The vendor will carry defective components to his own workshop for repair only after taking written prior approval of the Branch Manager.
- g) The detail specification for new installation will be decided by the Zonal Office.
- h) The vendor will impart training to staff members about operating procedure, system testing & tuning, playback, data retrieve, etc during the AMC visit.

APPLICATION FORM

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

RATE CONTRACT PROCESS

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

a) PHASE I -TECHNICAL BID:

- i) Technical bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "Technical Bid for New installation, repair and maintenance of CCTV and BAS (including maintenance

Seal & Signature of Vendor



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

of existing CCTV 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 **17:00 PM on 28 Apr 2026**, In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time.
- vi) An undertaking that firm is capable of undertaking installation, repair and maintenance of CCTV and BAS (including maintenance of existing CCTV and BAS) work in rural and far away areas where majority of bank's branches are located (To be enclosed with Technical Bids).

b) PHASE II - FINANCIAL BID

- i) Financial bid shall be submitted in a separate sealed envelope. It should be super scribed in bold "Financial Bid for New installation, repair and maintenance of CCTV and BAS (including maintenance of existing CCTV and BAS)".
- ii) Financial bids of only technically qualified short listed bidders will be opened. Bank's evaluation of the financial bids will take into account the status of compliance of terms and conditions.
- iii) The Financial Bid should contain all relevant rates and charges (Service Charge / Installation Charge), taxes and the rates should be quoted in Indian Rupees only.
- iv) GST component must be explained (inclusive/exclusive) clearly. In case of any ambiguity during comparing quoted prices arises because of GST, Bank may take a call to disqualify such bids.
- v) The Bank may select multiple vendors for entering into rate contract and becoming L1 is not the only criteria.

c) Interested Bidders may arrange to submit their application duly complete in all respects in a sealed envelope cover superscripted "Application for New Installation, repair and maintenance of CCTV and BAS (including maintenance of existing CCTV 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 PM on 28 April 2026**, at the following address:

Indain Bank
Zonal Office Udaipur
Second Floor, 203- 205, Paras Prime,
Paras Circle Ahmedabad Udaipur Road,
Sector -11, Hiran Margi, Udaipur PIN -313001(Rajasthan)

Seal & Signature of Vendor



**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING ANNUAL MAINTENANCE OF EXISTING BURGLAR ALARM AND CCTV SYSTEMS)
PERFORMANCE AND PRODUCT CERTIFICATION:**

7. The Bidders should have the following product certification and other criteria: -

a) **Product Certification:** The products of the Bidder must have certification of quality given by the Bureau of Indian Standard (BIS) and acceptable to Bank. The products should be based on latest technology for the specific requirement.

b) **OEM Certificate:** The Bidder should have OEM certificate along with confirmation that they would supply spare parts for the quoted components for a period of 5 years from the date of installation.

- i) OEM should be ISO 9001 certified.
- ii) Documents of Manufacturing license/ Registration of the OEM factory need to be submitted for verification.
- iii) Product Certification copies to be attached as per the BIS specifications.
- v) The firm should produce authorization from OEM for its offered makes in original.
- vi) Multiple brand Techno-commercial bids from single bidder will be rejected.
- vii) Serial number & IS certificate of products to be provided by the OEM.
- viii) Audit for Banks, whether actual material is provided or not, needs to be done by OEM as and when required by Bank without any additional cost.
- ix) OEM or its parent company should not be blacklisted/banned by any PSU/PSB/Government Organization in past 3 years and notarized undertaking in this regard to be submitted.
- x) OEM must have its own registered office in India at least from last 5 years. OEM presence through national distributor and Joint ventures will not be considered.
- xi) For CCTV system, MAC ID of cameras and recorders should be registered on the name OEM.

c) **Past Record:** The Bidder or their entities should not have been blacklisted by any PSU/PSB/Government Organization in past 3 years and undertaking in this regard to be submitted.

- i) Bidders A/c should not be classified as NPA by any bank. A self- declaration in this regards to be submitted by bidder along with Bid Documents.

PAYMENT TERMS

8. No advance payment shall be made against purchase order

i) Payments shall be made after delivery & installation of new CCTV/BAS at per site Basis. The payment shall be made against delivery challans and invoices and commissioning report duly signed by the Branch Manager.

ii) The vendor empaneled to have a Bank Account with Indian Bank for operational convenience.

iii) The Annual Maintenance Charges shall be paid once in three months' subject to satisfactory maintenance for the previous three months. Vendors failing to render requisite maintenance service visits shall be paid only on the pro rata Basis for the number of mandatory service visits.

iv) All Annual Maintenance Charges shall be paid from Zonal Office only.

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

Seal & Signature of Vendor



**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING ANNUAL MAINTENANCE OF EXISTING BURGLAR ALARM AND CCTV SYSTEMS)
TERMS & CONDITIONS OF CONTRACT (TCC)**

9. Indian Bank's Right to Accept/ Reject any/or all Application:
- i) Indian Bank reserves the right to accept/ reject any or all application and to annual the rate contract process and accept/ reject all applications at any time prior to TENDER process or any time after TENDER process, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for Indian Bank action.
 - ii) **Indian Bank's Right to Split the Service Area Work:** Indian Bank reserves the right to split and distribute the work among the participating Bidders partly or fully amongst the bidders agreeing at lowest quoted rates. Indian bank reserves the Right to Issue Clarifications, Addendums, and Corrigendum etc.
 - iii) Discrepancies or omission, if found by any bidder, in the terms & conditions of the tender document, or if any clarification is sought by the bidder, a written request, to the application inviting authority, for correction / clarification or interpretation can be submitted up to **5.00 PM, 28 Apr 2026 at zoudaipur@indianbank.co.in**. Indian Bank can at any time issue clarifications, addendums or corrigendum. The same will be published in the bank's website. The Bidders are advised to regularly visit the Bank's website.

CONDITIONS FOR APPLICATION REJECTION/ CANCELLATION:

10. Bidder's application for rate contract or the registration after rate contract of Bidder may be rejected / cancelled on the following grounds:
- i) Any effort by Bidder/applicant to influence Indian Bank's decisions on evaluation and registration process may result in rejection of application or cancellation of registration.
 - ii) Conditional applications will not be considered and will be rejected summarily.
 - iii) Submission of false/fake Application Documents or if the information provided by the Bidder is found to be incorrect/misleading at any stage / time during the rate contract process or thereafter.
 - iii) 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.
 - iv) Malpractice / attempt to influence / Manipulation of rates at Zonal level by itself or by cartelization shall be viewed very seriously. If such a situation comes to the notice and/ or there are reasons/ circumstances for Indian Bank to believe so, the concerned Bidder will be called in to give justification of rates quoted by them to the Zonal Office. If they are not able to give a proper/ satisfactory justification of their quoted rates, their rate contract / enlistments 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.

Seal & Signature of Vendor



**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING ANNUAL MAINTENANCE OF EXISTING BURGLAR ALARM AND CCTV SYSTEMS)
MONITORING OF PERFORMANCE AND OTHER CONDITIONS:**

11. The Bidder's performance on the job will be constantly monitored for quality, adherence to the Safety Regulations, Labour / Statutory regulations, Conduct / Discipline etc., while executing jobs. Any deviations from stated conditions can lead to appropriate deterrent action as deemed fit by Indian Bank.

- i) Indian Bank reserves the exclusive right and absolute discretion to call for tenders for any job or otherwise as deemed fit from open market, even during the validity of the rate contract period.
- ii) Successful rate contract by Indian Bank is no guarantee of any future award of work or inclusion on a particular tender list.

EMD AMOUNT:

12. Rs. 5,000/- (Rupees Five Thousand only) by way of a demand draft favouring **Indian Bank, Zonal Office, Udaipur** and payable at **Udaipur**.

JURISDICTION AND GOVERNING LAW:

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

LIQUIDATED DAMAGES:

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

VALIDITY PERIOD:

15. The successful Bidders/ Firms/ Vendors will remain in the list of the Bank for **three year** from the date of contract or till the completion of next contract period at the Bank's own discretion (whichever is earlier).

- i) The Rate contract will be valid for **(03) Three Year. Initially work will be allotted to one year (01) and will be renewed on yearly basis up to maximum three years.** On successful completion of first year, renewal for second year will be subject to the satisfactory performance and review by Security Department. Revision of rates during the contract period will not be entertained by Bank for whatsoever reasons.
- 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.

Seal & Signature of Vendor



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

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.

EVALUATION CRITERIA

17. Technical Bids:

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

18. Commercial Bids:

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

PATENTS RIGHTS

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

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**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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infringement, the Vendor shall be fully responsible for, including all expenses and court and legal fees.

iii) The Bank will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the Vendor in disposing of the claim, and shall at no time admit to any liability for or express any Intent to settle the claim.

iv) The Vendor shall grant to the Bank a fully paid-up, irrevocable, non- exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the Vendor, including-all inventions, designs and marks embodied therein in perpetuity.

TERMINATION FOR INSOLVENCY

20. The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder.

LIABILITY

21. Bidder's aggregate liability under the contract shall apply to third party claims for bodily injury/ electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by bidder's gross negligence/ lapse or due to below standard equipment used by Bidder.

i) The Bidder shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment's under the agreement / purchase order.

WARRANTY

22. The offer must include on-site warranty of at least one year or as offered by the OEM but not less than one year from the date of installation and replacement of components however there should not be any additional cost for the warranty period.

ii) 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.

iii) The Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period.

iv) 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 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

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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.

TECHNICAL SPECIFICATIONS

Note:

- (i) Firms should state "Yes" if the Security Equipment offered by them conform to the required specifications, or else they should state "No". The selected firms who qualifies Stage-III of the evaluation Process will be required to demonstrate these specifications in the Stage-IV.
- (ii) Bids will be rejected if the firm fails to fulfill the minimum technical requirement as given below.
- (iii) If technical specification given anywhere in this document contradicts the under mentioned specification then higher specification whichever is, will prevail.
- (iv) Technical Specification undertaking placed at Annexure – VII "APPENDIX B" to be filled up by all firms.
- (v) The firm must give a full demonstration at Zonal office, Udaipur 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



Seal & Signature of Vendor

**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
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(INCLUDING ANNUAL MAINTENANCE OF EXISTING BURGLAR ALARM AND CCTV SYSTEMS)
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 Hooter (the sound of alarm should be clearly audible up to 500 meters) and one in built hooter.	
viii)	Panel should have in built battery for backup along with battery charger with over charging and deep discharging protection.	
ix)	Panel should be compatible with all types of standard sensors and panic switches available in the market.	
x)	Panel should have inbuilt/compatible for installation of auto dialer (with display).	
xi)	Should be compatible to connect additional Sensors/Panic switches.	
xii)	System should have a timer to stop the siren sound automatically after the pre-fixed time.	
xiii)	The system should work on quad linear technology to avoid any false alarm activation in night mode.	
xiv)	The system should be user friendly and should be easy to operate.	
xv)	Programming menu should be user password protected for safety.	
xvi)	Test report by the Regional Electronic Test Development Centers is mandatory for Security Alarm System.	
xvii)	CE or FCC or UL certification	

Seal & Signature of Vendor



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

CCTV SYSTEM

1. NVR BASED CLOSE CIRCUIT TELEVISION SYSTEM

(A) NVR 4/8/16/32 CHANNEL NETWORK VIDEO RECORDER

S. No.	Features	Description	Compliance
1	Compatibility	IP Cameras	
2	Operating System	Linux or Equivalent	
3	System Resources	Function: recording, playback, live view, remote access over IP network	
4	IP video input	16ch & 32ch IP Camera Inputs for 16 & 32ch NVR respectively	
5	Incoming bandwidth	Min. 160 Mbps (for 16ch NVR ; 256 Mbps (for 32ch NVR)	
6	Outgoing bandwidth	Min. 160 Mbps	
7	Recording resolution	1080P (2MP) or higher, real-time recording @ 25 fps/ch in all channels with selectable fps simultaneously	
8	Video o/p interfaces	2 HDMI Port, atleast one supporting 4K resolution 2 VGA port supporting 1080P resolution	
9	Display Screen Mode	1/4/8/16/32 ALL Windows as per NVR	
10	Two-way audio	1-ch	
11	Audio o/p	2 ch	
12	Compression technique	H.265, H.264	
13	Audio Compression	G.711ulaw/G.711alaw/G.722/G.726/ACC	
14	Recording Mode	Manual, Schedule, Continous, Motion detection, event based.	
15	Recorded Data Search Mode	Video Time & Date, Exact search/Motion Detection/Alarm	
16	Synchronous playback	Up to 16 channel	
17	Smart Playback function	Should support Smart search for the selected area in the video and smart playback to improve the playback efficiency	
18	Facial Detection and Analytics	Face picture comparision, human face capture, face picture search for atleast 1ch. through NVR.	
19	Face Picture Library	Should support up to 16 face picture libraries with 50,000 face picture capacity	
20	Operation Over Network	Monitor, Playback, Log information, System setting	

Seal & Signature of Vendor



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

21	SATA interfaces	04 Ch.01 Sata, 08 Ch. 02 Sata, 16 Ch. 04 Sata, 32 Ch. 04 Sata interfaces with each supporting 10 TB	
22	eSATA	1 eSATA interface	
23	Network interfaces	2 RJ-45 10/100/1000 Mbps self-adaptive Ethernet interfaces	
24	USB interface	3 × USB connectors, atleast one should support USB3.0	
25	Serial Interface	1 RS-485 ; 1 RS-232	
26	Alarm Input	Supported Minimum 16	
27	Alarm Output	Supported Minimum 9	
28	Power supply	100 to 240 VAC	
29	Working temperature	-10 to +55° C	
30	Working humidity	10 to 90 %	
31	Certification	CE/FCC/BIS	

B. 02 MEGAPIXEL IP BASED IR DOME CAMERA WITH FIXED LENS

Sr.No.	Features	Description	Compliance
1.	Camera Type	2MP Fixed Lens Network Camera	
2.	Image Sensor	1/2.7 inch Progressive Scan CMOS or better	
3.	Resolution	Min. 1920 x 1080 @ 25fps or better	
4.	Video Bit Rate	32 Kbps to 8 Mbps	
5.	Video Compression	H.265/H.264	
6.	Audio Compression	G.711ulaw/G.711alaw/G.722.1/G.726/MP2L2/PCM/AAC-LC	
7.	Streaming	Min. Three compressed stream (Individually Configurable)	
8.	ID/Password	Multi-level user ID/Password	
9.	Physical Layer	1 RJ45 10M/100M self-adaptive Ethernet port	
10.	Protocol	TCP/IP, Multicast DNS, HTTP, RTSP, NTP, IPv4, IPv6, UDP, QoS, SMTP, HTTPS, DDNS, UPnP	
11.	Lens Type	2.8/4mm	

Seal & Signature of Vendor



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

12.	Iris Type	Fixed Type	
13.	Audio	Built-in Microphone	
14.	Dynamic Noise Reduction	3D DNR	
15.	SNR	≥ 52 dB	
16.	Privacy Mask	4 Programmable Mask	
17.	ROI	1 fixed regions for main stream and sub-stream	
18.	Antibanding	Support	
19.	Illumination	Colour: 0.005 Lux @ F1.6	
		B/W: 0 Lux with IR	
20.	Supplement Light Type	IR, white light	
21.	Supplement Light Range	up to 30 m or better	
22.	Auto Gain Control	Yes	
23.	Back Light Compensation	Yes	
24.	High Light Compensation	Yes	
25.	Electronic Shutter	1/3 s to 1/100,000 s	
26.	White Balance	Yes	
27.	Wide Dynamic Range	120dB	
29.	Day and Night switch	Day, Night, Auto, Schedule	
30.	Operating Temperature	-30 °C to +60 °C	
31.	Housing	Humidity 95% or less (non-condensing)	
		IP67	
32.	Edge based video content Analytics	Line crossing detection, intrusion detection, Motion detection (support alarm triggering by specified target types (human and vehicle)), video tampering alarm.	
33.	General Function	Heartbeat, mirror, password reset via email, password protection	
34.	Security	Password protection, complicated password, HTTPS encryption, watermark, digest authentication for HTTP/HTTPS, WSSE and digest authentication for ONVIF, RTSP over HTTPS	

Seal & Signature of Vendor



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

35.	Power Source	12 VDC, PoE: 802.3at/af	
36.	Certification	CE/FCC/BIS	

B. 02 MEGAPIXEL IP BASED IR Motorized LENS BULLET CAMERA

S.No	Feature	Technical Specification	Compliance
1.	Image Sensor	2 Megapixel progressive scan CMOS	
2.	Compression technology	Efficient H.265+ compression or equivalent	
3.	Effective Pixels	1920 x 1080	
4.	Electronic Shutter	Auto/Manual, 1/3(4)~1/10000s	
5.	Video Frame Rate	25 fps @ 2 Mega Pixel	
6.	Wide Dynamic Range WDR	120dB True WDR Only accepted	
7.	Mini. Illumination	0.005 Lux/F1.4(Color);0Lux/F1.4(IR on)	
8.	Stream Support	Triple Stream (One for NVR, One for Command Centre and one for Mobile Access) Dual Stream not accepted	
9.	Min. IR Length	50m	
10.	Day/Night	Auto(ICR) / Color / B/W	
11.	Back Light Compensation	True WDR (Minimum 120 dB or higher)	
12.	Audio In/Out for Bi-directional Talk	Audio port I/O 1/1	
13.	Focal Length (lens)	2.7~13.5mm with Motorized Lens	
14.	Video Compression	H.265+ or higher	
15.	Alarm Port In/Out	Alarm port I/O 1 input, 1 output	
16.	Frame Rate (triple Stream)	Main Steam 2MP @25 FPS, Sub Stream D1 @ 25 fps Third Stream CIF @1 fps	
17.	Bit Rate	H.265: 12kbps-6144kbps	
18.	Network Ethernet	RJ-45 (10/100Base-T)	
19.	Network Protocol	IPv4/IPv6, HTTP, HTTPS, SSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPOE, DDNS, FTP, IP Filter, QoS	
20.	Compatibility	ONVIF	

Seal & Signature of Vendor



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

21.	Working Environment	-30°C~+60°C / Less than 95%RH (no condensation)	
22.	Power Supply	12V DC	
23.	Power Consumption	10 watts maximum	
24.	Weatherproof Ratings	Minimum IP67	
25.	Vandalism proof	Metal Body	
26.	Mac id	Should be in the name of OEM	
27.	IR Range	≥ 50 mtr	
28.	Memory card	Up to 256 GB	
29.	Compatibility	ONVIF registered for relevant profiles	
30.	Certifications	CE, FCC, UL & BIS	



Seal & Signature of Vendor

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

C. POE + SWITCH 08 CHANNEL SPECIFICATION

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

D. POE + SWITCH 16 CHANNEL SPECIFICATION

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

E. 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.	

2. STANDALONE Cube CAMERA WITH Wi-Fi Feature

	Technical Specifications	Status (Yes/No)
Image Sensor	1/2.8" Progressive Scan CMOS	
Minimum Illumination	Color: 0.1 Lux @(F2.0, AGC ON) 0 Lux with IR	
Shutter Speed	1/3 s to 1/100,000 s	
Auto-Iris	No	
Day and Night	IR Cut Filter	
Digital Noise Reduction	3D DNR	
Wide Dynamic Range	DWDR	
2-Axis Adjustment	Pan: 0°-360° Tilt: 0°-90°	

Seal & Signature of Vendor



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

IR Range	Up to 10 m	
Wavelength	850nm	
Video Compression	Main stream: H.265/H.264 Sub-stream: H.265/H.264/MJPEG	
Video Bit Rate	32 Kbps to 8 Mbps	
Audio Compression (-S)	G.711/G.722.1/G.726/MP2L2/PCM	
Audio	Inbuilt Mic	

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 256 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 (256 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	HTTP; TCP; ARP; RTSP; RTP; UDP; RTCP; SMTP; FTP; DHCP; DNS; IPv4/v6; QoS; NTP	
General Function	One-key reset, 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 256 GB	
Reset Button	Yes	
Frequency Range	2.4 GHz to 2.4835 GHz	
Wireless Range	50 m	
Env. Noise Filtering	Yes	
Protection Level	Plastic	
Certificates	CE,FCC,UL/BIS	

Seal & Signature of Vendor



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

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)



Seal & Signature of Vendor

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

DISPUTE MANAGEMENT

25. 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

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

NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

27. 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

28. 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.

- a. 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.
- b. 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.

Seal & Signature of Vendor



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

EXECUTION OF SERVICE LEVEL AGREEMENT

29. 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 Udaipur only and stamped as per Rajasthan Stamp Act. All the stamp duty shall be borne by the Bidder.

RESTRICTION OF FURTHER CONTRACTS

30. 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

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

CONFIDENTIALITY OF CONTRACT DOCUMENTS & INFORMATION

32. 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.

- a. 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.
- b. 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.
- c. 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.
- d. Bidder to submit Audited Balance Sheets & FRs within 6 months of close of financial year of the successful Bidder, failing which Bank will withheld payments. Bank will scrutinize the FRs and may decide to continue the contract or terminate.

PUBLICITY

33. 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

34. 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****

Seal & Signature of Vendor



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

Annexure-I

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

The Zonal Manager,
Indian Bank Zonal Office Udaipur
Second Floor, 203- 205, Paras Prime,
Paras Circle Ahmedabad Udaipur Road,
Sector -11, Hiran Margi, Udaipur,
PIN -313001(Rajasthan)

Dear Sir,

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

Seal & Signature of Vendor



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

Annexure-II

BIDDER PROFILE/ TECHNICAL BID

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

SI No	Subject	Details
1.	Name of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	
2.	Year of Establishment	
3.	Constitution of the Firm (whether Proprietary/ Partnership/ LLP/Pvt. Ltd./Public Ltd.)	
4.	Address of Head Office (in India), including i) Email id ii) Landline and Mobile Number(s)	
5.	Name of the Proprietor/Chairman/ Managing Director/CEO/ Country Head (as the case may be)	
6.	Name(s) and Address of Office at Udaipur, Jaipur, Jodhpur, Kota, Ajmer 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 Udaipur, Jaipur, Jodhpur, Kota, Ajmer	
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 assessee 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.	Audited Copies of IT Returns last 03 years and GST Return of last one year	
12.	Is the Company/Firm a manufacturer of the 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 (Udayam registration Certificate). If Yes, submit the relevant certificate.	
14.	Have you been prequalified by PSUs / Banks (Public/Private)/NBFCs/ Government Departments etc. for New installation, repair and maintenance of Fire Alarm system? If Yes, furnish their names, category and date of empanelment. (Enclose empanelment letter)	

Seal & Signature of Vendor



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

15.	Do you have presently running contract with PSUs/ Banks (Public/Private)/NBFCs/ Government Department, etc. for New installation, repair and maintenance of Fire Alarm System? If yes, enclose Performance report/ certificate of running contract.	
16.	Details of Technicians positioned at 2 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 Burglar Alarm System and CCTV (including maintenance of existing Burglar Alarm System and CCTV) installed in 77 branches/offices of Indian Bank including all rural areas. We further undertake to state that we would be supplying all spare parts of quoted modules for a minimum period of 05 years from the date of Installation.

Place:
Date:
Seal of the Company

Signature
Name:
Designation:
(Authorized Signatory)

Seal & Signature of Vendor



**RATE CONTRACT FOR NEW INSTALLATION, REPAIR AND MAINTENANCE
OF BURGLAR ALARM SYSTEM AND CCTV
(INCLUDING MAINTENANCE OF 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 Udaipur with names of employees, address, Tel no., etc	
4.	Audited IT Returns and GST Return	
5.	Empanelled 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, Udaipur 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.



Seal & Signature of Vendor

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

Annexure-IV

FINANCIAL BID

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

PRICE BID FOR BURGLAR ALARM SYSTEM AND COMPREHENSIVE AMC

(All rates to be quoted without GST)

	Name of the Firm		
Item	Specify Brand and Model		
1.		Specify Branch and Model	
a.	<p><u>Control Panel</u> 8 on-board wired zones, and expandable with up to 64 zones, Dual path communication of alarm events and other signals over LAN, PSTN, Wi-Fi (-W model), GPRS and 3G/4G utilizing a main and backup channel with configurable priority, Up to 56 wireless inputs, 60 wireless outputs, 8 key fobs, 1 wired siren and 2 wireless sirens, Upload Alarm Events to alarm receiving center or Platform, Supporting Arming/ Disarming via Keypad, Mobile client, web browser, SMS and Tag, Configuration via web client software, push alarm notification via message and email, AES-128-bit data encryption, LED indicator for indicating system status, expandable 3G/4G and GPRS Interface, supports RS-485 input and output expander, support lithium battery (-M Model), 1 Manufacturer 1 Installer, 1 Administrator and 45 Users</p> <p># Rate should be quoted per unit</p>		Rs.
b.	<p><u>LCD Keypad</u> 80 × 25 mm LCD screen display Supports arming and disarming by swiping cards Supports remote arming and disarming via keyfob One push to arm Supports displaying zone name on the LCD screen, Support displaying the real time system status by LED indicator, temper proof cover and wall, detachable wiring for easy wiring and installation.</p>		
c.	<p><u>Auto Dialer</u> PSTN/GSM Based Minimum 1 voice message Minimum 8 telephone numbers Telephone number check facility Telephone number editing facility</p>		

Seal & Signature of Vendor



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2.	<p>PIR Sensor Optional/Automatic sensitivity Up to 18m detection range Digital temperature compensation 52 zones of 3D optics including creep-zone protection, full coverage without dead angle Selectable EOL resistors for alarm and tamper-proof wiring Sealed optics preventing insect invasion interference Global certifications available (EN Grade2/CE/FCC/CB/IC/RCM/KC) IFT technology prevents false alarms Wall/Ceiling-mounting brackets available (sold separately) 9 to 16 V wide voltage adaptation with polarity reverse connection protection <u># Rate should be quoted per unit</u></p>	Rs.
3	<p>Hooter 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></p>	<p>Rs._ _____ (for 90 dB) Rs._ _____ (for 110 db)</p>
4	<p>Magnetic Sensor ABS Body, 4 Wired with tamper loop (NC Circuit) <u># Rate should be quoted per unit</u></p>	Rs.
5.	<p>Panic Switch Sturdy built, Micro Switch Technology # <u>Rate should be quoted per unit</u></p>	Rs.
6.	<p>Vibration Sensor <u># Rate should be quoted per unit</u></p>	Rs.
7.	<p>Heat Sensor <u># Rate should be quoted per unit</u></p>	Rs.
8.	<p>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. # <u>Rate should be quoted per meter</u></p>	Rs.
9.	<p>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></p>	
10	Installation & Delivery charges	
11	Package Cost (by adding SL. 1 to SL.10)	

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12	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for 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)		
13	Warranty period for New Burglar Alarm System.		Months
14	Buy back rate for complete old system of any Brand. (When replaced with new system)		Rs
15	Reinstallation Charge of Entire System (Within the same premises)		Rs
16	Shifting/installation Charge of Entire System (In Alternate premises)		Rs

4 Zone Burglar Alarm System

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

Annual Maintenance Contract for 01 year in words : _____

Buy Back Rate for Complete Old System : _____

Place. _____ Signature of Authorised Signatory

Date. _____ Name & Designation & Seal of the Company



Seal & Signature of Vendor

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PRICE BID FOR NVR BASED CCTV SYSTEM AND COMPREHENSIVE AMC

(All rates to be quoted without GST)

Name of the Firm			
Specify Brand and Model		Specify Brand and Model	
1.	Network recorder (NVR) 4/8/16/32 Channel NVR with 2 / 4 SATA slots with each slot supporting minimum 6 TB Hard Disk. For IP cameras of 2 MP resolution minimum of 12 TB of Hard disk is recommended for adequate back up of 180 days. The NVR should support Power Over Ethernet (POE) for reduced cabling. Should support 2-way audio. Should support third party cameras. Should support recording from Minimum 6 MP IP cameras or more and conform to all other specifications mentioned above		
2.	Hard disk – Surveillance Grade 6 TB * 2 disks with 2 years warranty (Seagate / WD or equivalent)		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 15 Frames 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.
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 as 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		Rs.
7.	Network Cable Cat 6 (T P link) Cabling BIS certified (Rate for 100 Mtrs)		Rs.

Seal & Signature of Vendor



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8.	16"/17" Monitor (Make: LG/ Samsung or equivalent) Minimum Resolution: 1920x 1080 pixels full HD		Rs.
9.	Wireless Mouse		Rs.
10.	Compatible 2U/4U/6U Rack (wall mount) Power strip 6 socket power supply & conform to all other specifications mentioned above		Rs.
11	Installation & Delivery charges		Rs.
12	Package Cost (by adding SL. 1 to SL.11)		Rs. _____ (f or 90 dB) Rs. _____ (f or 110 db)
13	Annual Service Charges for 1 Year (4 mandatory quarterly visits) – Rate per system per Annum for 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)		Rs.
14	Warranty period for New NVR CCTV System.		Months
15	Buy back rate for complete old system of any Brand. (When replaced with new system)		Rs.
16	Buy back rate for old major components of any Brand (when replaced with new) viz- NVR, Camera IR Bullet, IR Dome & Monitor etc.		Rs.
17	Installation & Delivery Charge for components, when not covered in AMC (NVR, Camera, Monitor & Hard Disc)		Rs.
18	Reinstallation Charge of Entire System (Within the same premises)		Rs.
19	Shifting/installation Charge of Entire System (In Alternate premises)		Rs.

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

Annual Maintenance Contract for 01 year in words : _____

Buy back rate for complete old system in Words : _____

Place.

Signature of Authorised Signatory

Date.

Name & Designation & Seal of the Company

Seal & Signature of Vendor



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Other Terms & Conditions for NVR Based CCTV Systems

- a) Minimum warranty for all products is 1 year.
- b) Warranty for Surveillance HDD should be minimum 2 years.
- c) Cost should be inclusive of delivery, installation and commissioning. Additional charges will not be applicable.
- d) 04 quarterly visits towards preventive maintenance should be carried out during the warranty period of 1 year.
- e) Vendor should be capable for giving Annual Maintenance Contract (Comprehensive or Non Comprehensive) for at least 03 years post completion of warranty. However, awarding of AMC is fully under the discretion of Bank.
- f) EMD for an amount of **Rs. 5,000/-** in the form of Demand Draft in favour of Indian Bank Zonal Office, Udaipur payable at Udaipur should be enclosed along with the sealed quotation.

Place.

Signature of Authorised Signatory

Date.

Name & Designation & Seal of the Company



Seal & Signature of Vendor

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List of Branches & Office's

S. No.	Name of the Branch	District	Remarks
1.	AJMER MAIN	Ajmer	
2.	BEAWAR	Ajmer	
3.	FOYSAGAR ROAD AJMER	Ajmer	
4.	KISHANGARH	Ajmer	
5.	KUTCHERY ROAD AJMER	Ajmer	
6.	MADANGANJ KISHANGARH	Ajmer	
7.	PREM PRAKASH ASHTRAM TRUST	Ajmer	
8.	SARWAR	Ajmer	
9.	SAWAR	Ajmer	
10.	BALOTRA	Balotra	
11.	BANSWARA MAIN	Banswara	
12.	HOUSING BOARD BANSWARA	Banswara	
13.	BARAN	Baran	
14.	BARMER, Mahavir Nagar	Barmer	
15.	BARMER BRANCH	Barmer	
16.	BASANT VIHAR, BHILWARA	Bhilwara	
17.	BHILWARA	Bhilwara	
18.	BHILWARA BADA MANDIR	Bhilwara	
19.	MCB Bhilwara	Bhilwara	ADM Office
20.	BUNDI MAIN	Bundi	
21.	DEI KHERA	Bundi	
22.	CHITORGARH	Chittorgarh	
23.	MANDPHIA (SANWALIYA SETH)	Chittorgarh	
24.	NIMBAHERA	Chittorgarh	
25.	Sagwara	Dungarpur	
26.	JAISALMER	Jaisalmer	
27.	Bhinmal	Jalore	
28.	Jalore	Jalore	
29.	JHALAWAR	Jhalawar	
30.	BHADWASIYA JODHPUR	Jodhpur	
31.	BOMBAY MOTORS JODHPUR	Jodhpur	
32.	INDROKA	Jodhpur	
33.	JODHPUR MAIN	Jodhpur	
34.	JODHPUR PAOTA	Jodhpur	
35.	Kudi Bhagtasani	Jodhpur	
36.	DPS Circle Pal Road, Jodhpur	Jodhpur	
37.	Basni	Jodhpur	
38.	AERODROME CIRCLE KOTA	Kota	
39.	ANANTPURA (KOTA) BRANCH	Kota	
40.	KOTA MAIN	Kota	

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41.	KUNHADI KOTA	Kota	
42.	PALI MAIN	Pali	
43.	PALI MARWAR	Pali	
44.	Manhihari	Pali	
45.	BAROO	Phalodi	
46.	PHALODI	Phalodi	
47.	KARMAKHERA(ACHALPUR)	Pratapgarh	
48.	LAVA SARDARGARH	Rajsamand	
49.	NATHDWARA	Rajsamand	
50.	RAJSAMAND	Rajsamand	
51.	SERIA	Salumber	
52.	GANGAPUR CITY	SAWAI MADHOPUR	
53.	NAROLI CHAUR	SAWAI MADHOPUR	
54.	SAWAI MADHOPUR	Sawai Madhopur	
55.	ABU ROAD	Sirohi	
56.	DEOLI	Tonk	
57.	NEWAI	Tonk	
58.	TODARISINGH	Tonk	
59.	TONK	Tonk	
60.	BAPU BAZAAR UDAIPUR	Udaipur	
61.	BHOMATWARA	Udaipur	
62.	BHOODAR	Udaipur	
63.	HIRAN MAGRI, UDAIPUR	Udaipur	
64.	MANVAKHERA	Udaipur	
65.	MICROSATE KHERWARA	Udaipur	
66.	NAI	Udaipur	
67.	RAJASTHAN VIDYAPEETH	Udaipur	
68.	RIKHABDEO KESHARIYAJI	Udaipur	
69.	SEMARI	Udaipur	
70.	UDAIPUR Kherwara	Udaipur	
71.	UDAIPUR GOVERDHAN	Udaipur	
72.	UDAIPUR MAIN	Udaipur	
73.	UDAIPUR NEW FATEHPURA	Udaipur	
74.	ZONAL OFFICE	Udaipur	ADM Office
75.	RAPC & MAPC	Udaipur	ADM Office
76.	Currency Chest	Udaipur	CC
77.	Shobagpura	Udaipur	

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