



सेंट्रल बैंक ऑफ इंडिया
Central Bank of India

CENTRAL TO YOU SINCE 1911

Regional Office, Jabalpur

Address: In front of South Avenue Mall, Polipathar, Gwarighat Road, Jabalpur (MP) – 482008, Ph: 0761- 2442691

RO/SECURITY/2022-23/182

11 Apr 2022

**INSTALLATION & MAINTENANCE OF MONTHLY RENTAL BASE INTEGRATED
ALARM SYSTEM WITH INBUILT AUTO DIALER(GSM MODULE)
CBI JABALPUR & SHAHDOL REGION**

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1. **NOTICE INVITING TENDER(NIT)** - Central Bank of India, Regional Office, Jabalpur invites sealed offers under two bid system from Vendors/Firms/Suppliers/Manufacturers/Service providers for rate contract for supply, Installation and maintenance of monthly rental based GSM SIM module Integrated Alarm System with inbuilt Auto Dialer in 105 Branches situated under administrative control of **Regional Office Jabalpur & Shahdol** on as and when required.

The Tender documents and Forms can be downloaded from website: www.centralbankofindia.co.in and can be submitted along with the Techno-commercial Offer on payment of Rs 1000/- (Rupees One thousand only)(Non-Refundable) by way of Demand Draft/Bank Draft favoring **Central Bank of India payable at Jabalpur**.

Date of commencement of issue of Tender : 11/04/2022
Last date for submission of Tender : 10/05/2022 till 03.00 PM
Opening of Financial/Price bid : 10/05/2022 at 03.30 PM
Pre Bid Meeting : 19/04/2022 at 11.30 AM
Venue for Pre Bid Meeting : Central Bank of India Regional Office Jabalpur
In front of South Avenue Mall, Polipathar, Gwari Ghat Road, Jabalpur 482008(MP)
For any query please contact : Security Officer, Mob - 9522232729
Email: securityjabaro@centralbankofindia.co.in

In case of any unexpected interruption due to events beyond control of the Tender Processing Committee, the process interrupted will be continued on the subsequent working day at the scheduled time. The Bank shall be under no obligation to accept the lowest or any offer received in response to this notice. The Bank reserves its right to reject any or all offers without assigning any reasons. If the Central office or any higher office of Central Bank of India conducts Pan India Rate contract, respective Regional office will have the right to cancel the contract or work order out of this process. In such case, notice of one month will be served to the firm for termination of Rate contract and no other claims will be entertained.

2. **INSTRUCTIONS TO BIDDERS (ITB)**

2.1. **SCOPE OF THE WORK & VALIDITY PERIOD & DISCLAIMER –**

(i) **SCOPE OF THE WORK** – Rate contract for Supply, Installation and Maintenance of monthly rental based Integrated Alarm System with inbuilt GSM module Auto Dialer in Branches situated under administrative control of **Regional Office Jabalpur & Shahdol** on as and when required (New installation and existing systems under buy-back as specified). The requirements mentioned above pertain to whole Region and not to the particular center where Regional Office is located. Further, in case of any change in administrative jurisdiction/area of responsibility of Regional Offices, the firm/s will have to provide services as directed by the Bank.

(ii) **VALIDITY PERIOD** – The successful bidder/ firm/s will remain in the execution of the Bank for Jabalpur & Shahdol Region for **Three years** from the date of execution of agreement or till the completion of next process whichever is earlier. The installation/maintenance process/rates will be valid for 03 (Three) years. However, Installation and maintenance contract shall be reviewed by the committee on annual basis and the continuation of contract shall be subject to satisfactory



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completion of work/services. In the event of no further extension of the agreement or any default the bidder/firm/s shall be responsible to take back the equipment at their cost and expenses.

(iii) **DISCLAIMER** – The estimated cost of tender and subsequent calculations of all other amounts like EMD, PBG and required annual turnover are based on estimates. The actual work will be subject to annual budgetary allocation of funds within the Bank. The decision of the Bank related to procurement of either goods or services shall be final and binding on the firm/s in this respect. This is Tender proposal for rate contract. It also means that the Bank is under no obligation to issue contract /firm work orders/purchase orders/maintenance orders.

2.2. TECHNICAL BID OFFER hereinafter (TBO), PRICE BID OFFER (PBO) & GENERAL INSTRUCTIONS

- (i) **TECHNICAL BID OFFER** - The TBO should be complete in all respects. It should not contain any price information. The TBO should be submitted in a separate sealed envelope containing the following in the sequence given below;
- (a) Demand/Bank Draft towards cost of Tender Fees (As Applicable)
 - (b) Demand/Bank Draft towards EMD (As Applicable)
 - (c) Letter of undertaking as per Annexure-I
 - (d) Details of reference sites as per Annexure- II
 - (e) Profile and Pre-qualification declaration by the firm/s as per Annexure-III
 - (f) Undertaking that the specifications offered comply to the specifications required
 - (g) Documentation (Product Brochures, leaflets, manuals etc., if any)
 - (h) Attested photo copies of relevant documents/certificates as proof in support of various information submitted related to the eligibility criteria and other claims made by the Firm/s. (To be filed in a separate file). All pages of the bid including un-amended printed literature should be initialed by the authorized signatory signing the Bid. TBO details must be completely filled up. Corrections or alterations, if any, should be authenticated by the authorized signatory. Any software(s)/component which is/are left out and which may be required with the system must be indicated separately. The TBO must be submitted in an organized, numbered and structured manner. No brochures/leaflets etc should be submitted in loose form.
- (ii) **PRICE BID OFFER (PBO)** - The PBO should be submitted on the firm's printed letter head duly signed with Name and designation of the authorized signatory with seal of the company.
- (a) The bid shall be typed or written in indelible ink and shall be signed by the authorized signatory to bind the bidder to the contract. PBO details must be completely filled up. Corrections or alterations should be avoided, if unavoidable, corrections/alterations should be authenticated by authorized signatory as per Annexure - IV
 - (b) All amounts should be mentioned in Indian Rupees only and exclusive of GST/taxes.
 - (c) The PBO should be submitted in a separate sealed envelope.
 - (d) PBO of only technically qualified and short listed bidders will be opened.
 - (e) No claims except those mentioned in the TBO and PBO shall be entertained once the work order/contract is issued. All charges not mentioned in the PBO shall be considered to be catered for in the price bid offer. If any charges are not mentioned, the firm/s shall provide it without any additional cost to the Bank.



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- (f) All rates quoted for should be inclusive of all levies/duties/ transportation/ installation/labor charges etc & should be pre-approved at the time of Rate contract. Bidder is requested to quote rate for all items/accessories. If any item/accessory used but not quoted in the price bid, it will be made available to the without any additional cost to the Bank.

(iii) **GENERAL INSTRUCTIONS** – TBO & PBO should be submitted in separate sealed envelopes super scribed as 'Technical Bid Offer for Monthly Rental Based contract of GSM SIM module Integrated Alarm System with inbuilt Auto Dialer' in Branches situated under administrative control of **Regional Office Jabalpur & Shahdol** and 'Price Bid Offer for GSM SIM module Monthly Rental Based contract of Integrated alarm system with inbuilt Auto Dialer' in Branches situated under administrative control of **Regional Office Jabalpur & Shahdol** with firm/s Name, Address and contact number of authorized signatory. These envelopes containing offers should be submitted in a big sealed envelope super scribed 'Tender for supply/installation and maintenance of Monthly Rental Based contract of GSM SIM module Integrated Alarm System with inbuilt Auto Dialer in Branches situated under administrative control of **Regional Office Jabalpur & Shahdol** with firm/s Name, Address and contact number of authorized signatory. Tenders which are not in sealed envelopes will not be accepted.

The Bank reserves the right to reject an offer under any of the following circumstances;

- (a) Cost of Tender is not submitted except where exemption is claimed.
- (b) Bid security (EMD) is not submitted except where exemption is claimed.
- (c) Incomplete TBO and/or PBO and/or offers without documentary proof.
- (d) When the Offer (TBO/PBO) is not in conformity with the terms and conditions stipulated in Tender process or the offer violates any terms and conditions in the Tender document.
- (e) Offer deviating from specifications given in Tender, however, deviations resulting in higher / superior specifications may be accepted at the discretion of the committee.
- (f) TBO/PBO format differs from the format given in Tender; however additions will be accepted as mentioned in the note in relevant annexure.
- (g) The information provided in the offer is found to be false or factually incorrect.

2.3. COST OF TENDER FORMS, EARNEST MONEY DEPOSIT (EMD), PERFORMANCE BANK GUARANTEE (PBG) & ANNUAL TURNOVER

(i) **COST OF TENDER FORMS** - Cost of Tender forms of Rs. 1000/- (Rupees One thousand Only) for Monthly Rental based Integrated Alarm System with inbuilt GSM module Auto Dialer in the form of a Demand Draft/Bank Draft issued by a scheduled commercial Bank favoring Central Bank of India, payable at Jabalpur must be submitted along with the Offer. Offer/s not accompanied with cost of Tender forms will not be accepted, except in such cases where exemption is claimed with documentary proof. The registration of firms claiming exemption with NSIC or any other Government agency shall be verified with NSIC/concerned Government agency based on the submitted proof documents and if found ineligible for such exemption, the bid of such firm/s shall be summarily rejected.

(ii) **EARNEST MONEY DEPOSIT (EMD)** - Earnest Money Deposit of Rs. 50000/- (Rupees Fifty Thousand) for Rental based Integrated Alarm System with inbuilt GSM module Auto Dialer in the form of a Demand Draft/Bank Draft issued by a scheduled commercial Bank favouring Central Bank of India, payable at Jabalpur must be submitted along with the Offer. Offer/s not accompanied

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with EMD will not be accepted, except in such cases where exemption is claimed with documentary proof. The registration of firms claiming exemption with NSIC or any other Government agency shall be verified with NSIC/concerned Government agency based on the submitted proof documents and if found ineligible for such exemption, the bid of such firm/s shall be summarily rejected.

The EMD will be forfeited if the firm/s;

- (a) Withdraws its bid during bid validity period.
- (b) Refuses to honour the terms and conditions of the bid and Tender process.
- (c) Refuses to accept purchase/work order or having accepted the purchase/work order, fails to carry out its obligations mentioned therein.
- (d) Refuses to submit performance bank guarantee within 14 days from the date of issue of work order/contract.
- (e) EMD submitted by successful bidder/firm/s will be refunded only after successful completion of first work order and submission of performance bank guarantee.
- (f) EMD for unsuccessful bidders shall be refunded on completion of tender process.

(iii) **PERFORMANCE BANK GUARANTEE (PBG) -**

- (a) The selected bidder/firm/s should submit a PBG of Rs.50,000/- (Rupees Fifty Thousands only) for Monthly Rental based Integrated Alarm System with inbuilt GSM module Auto Dialer.
- (b) PBG should be valid for a period of 3 years and sixty days from the date of issue of work order.
- (c) PBG should be issued by a reputed/Public Sector bank other than Central Bank of India favouring Central Bank of India, payable at Jabalpur Region in the format given in **Annexure-V** of the Tender process.
- (d) The PBG should be submitted within 14 days from the date of issue of work order. The bidder/firm/s should ensure that the PBG is sent in the name of Regional Manager, Jabalpur to the address of Regional Office by the concerned Public Sector Bank directly under Registered Post AD/By hand.
- (e) The Bank will have the right to make good all liabilities arising out of the tender/work order/contract by invoking the PBG.
- (iv) **ANNUAL TURNOVER** - The average annual financial turnover during the last three years ending 31/03/2021 should be at least Rs. 5,00,000 (Rupees Five Lakh only).

3. **ADDITIONAL INSTRUCTIONS TO BIDDERS**

3.1. **COVID 19 - PANDEMIC SITUATION** - Bidders are expected to follow all protective measures and government guidelines against the corona virus while attending the meeting/s during the tender process as directed by the Government authorities. Wearing of mask & social distancing measures are mandatory while attending pre bid meeting, submitting tender documents and any other visit to the Bank. Firms are requested to send representative with authorization letter. These guidelines shall be followed by the bidders even after the tender process.

3.2. **GOVERNMENT GUIDELINES/NOTIFICATION & GOVERNING LAW & DISPUTES**

- (i) **GOVERNMENT GUIDELINES/NOTIFICATION** - Bidder/s are requested to follow latest guidelines to the notification of Ministry of Finance, Department of expenditure (Public Procurement Division) regarding restrictions under rule 144 of the General Financial Rules 2017.



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(a) The registration as mentioned above should be valid at the time of submission of bids and during entire empanelment period. If at any time during agreement/contract period, the validity of registration is found invalid, bank will take all actions as per law and government guidelines.

(b) Bidder/s found not eligible will not be considered for Tender process/agreement.

(c) Similarly, all applicable Government rules, regulations etc shall be strictly followed.

(ii) **GOVERNING LAW & DISPUTES** - The provisions of this tender process shall be subject to governing laws, 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 firm/s 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.

3.3.TENDER BID EVALUATION PROCESS-Offers will be evaluated in the following stages;

(i) **Stage I** - Technical Bids from bidders not accompanied with Demand Draft/Bank Draft for the cost of Tender Fees and for EMD shall be summarily rejected except for firms claiming exemption on cost of Tender fees & EMD who are registered with National Small Industries Corporation (NSIC) provided proof document for registration is submitted. The registration with NSIC of firms claiming exemption shall be verified with NSIC based on the proof documents and if found ineligible for such exemption, the bid of such firm/s shall be summarily rejected.

(ii) **Stage II** - Bidders qualifying Stage I shall be evaluated against the stipulated minimum eligibility criterion purely based on the documents submitted. Documents submitted along with the tender shall be considered as the final and conclusive proof. A comparative chart capturing information on compliance of minimum criterion shall be prepared and evaluated as per submitted proof of documents. Offer/s not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents shall not qualify this stage.

(iii) **Stage III** - Veracity of documents/facts of bidders qualifying Stage II will be further verified through site visits to the offices/service centers/tie up arrangement of the bidders. Feedback from reference sites as indicated in the tender document by the bidder shall be obtained in writing and evaluated. A comparative chart shall be prepared to capture the details of verification carried out during site visit, feedback obtained from reference sites. Bidder/s with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criteria applicable shall not qualify this stage.

(iv) **Stage IV** - A products demonstration shall be seen by the evaluation committee to check their specifications, standards and quality - the products of bidders not conforming to required standard and specification will not qualify. Bidders qualifying this stage shall be eligible on approval of the competent authority for a period of three years.

(v) **Stage V** - Price bids of only technically qualified bidders shall be opened in presence of the bidders or their authorized representatives at the given time date and place. Price bids of the bidders shall be evaluated and L1 price bid/s shall be decided from the qualifying price bids. Approval to



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allocate work to the qualified bidder/s shall be obtained from competent authority. Non qualified bidders shall be informed with reasons for non qualification.

(vi) **Note:** For administrative convenience and to prevent unnecessary delay and to prevent communication gap, all communication shall be made through email. All bidders are requested to confirm a single email address of authorized signatory for all communication related to the tender process.

3.4. OPENING OF OFFERS & PRELIMINARY EXAMINATION

(i) **OPENING OF OFFERS** - Technical Bid offers will be opened at Regional Office, Jabalpur by the Tender processing committee irrespective of the number of bidders & the Bank will continue the tender process.

(ii) **PRELIMINARY EXAMINATION** - The tender processing committee will examine the bids to determine whether they are complete, whether any computational errors have been made, whether the required information has been provided as required in the submitted bid document. Whether the documents have been properly signed, and whether bids are generally in order. Bids from bidders without proper authorization from the firm/s shall be treated as non-responsive and rejected.

(iii) Arithmetical errors will be rectified on the following basis. Lowest bidder will be finalized based on the rates quoted for complete tender process & not for each installation/services. If there is discrepancy between words and figures, the amount in the words will prevail. The bid determined as not substantially responsive will be rejected by the Bank and may not be made responsive by the bidder by correction of the non- conformity. The Bank may waive any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

(iv) **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. The Bank reserves its right to reject any or all offers without assigning any reasons whatsoever. Also, if the Central Office or any higher office of Central Bank of India conducts Pan India Rate contract, Regional office, Jabalpur will have the right to cancel the contract or work order out of this process. In such case, notice of one month will be served on the firm for termination of rate contract and no other claims will be entertained. If any Government rule, regulation which in future is made applicable in retrospective which may make it applicable to the present contract shall be binding on both parties.

3.5. **PAYMENT TO FIRMS** - The payment for supply, installation and maintenance of Monthly Rental based Integrated Alarm System with inbuilt GSM module Auto Dialer shall be made by the respective Regional Office adhering to the following;

(i) Payment shall be made to the Bank account of the firm through online/NEFT/RTGS mode only as per the rate approved by the Regional Office and on production of the bill on **Monthly Basis**. Branches/Offices shall scrutinize the bill and supporting documents for its correctness as per rates, terms and conditions of the work order/contract communicated by the respective Regional Office. In case of discrepancies, the same shall be immediately intimated to the firm for rectification/compliance

(ii) Centralized monthly payments on behalf of the Branches will be undertaken by the respective Regional Office.

(iii) Firm/s has to make own arrangement for the monitoring and follow up on all issues related to the payment from respective Regional Office. Any pending payments or issues related to payment



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should be communicated to the respective Regional Office once every quarter along with the complaint/installation visit reports within 15 days from the end of each quarter.

(iv) No advance amount will be paid to firm/s. No cash payment shall be made.

(v) All deductions shall be made and all taxes shall be paid as mandated by the governing laws, rules and regulations. No deviation from this clause shall either be demanded by the firm/s or be accepted by the Bank site/s.

4. **MINIMUM ELIGIBILITY AND QUALIFICATION CRITERIA** - The following criteria would be applied for short listing of firms. The firms must submit proof of documents along with tender. Firms not submitting proof of documents and/or not conforming to any of these criteria will not qualify for empanelment. The details are as follows;

Sl	Eligibility Criteria	Acceptable Proof documents
A	The firm should be original equipment manufacturer (OEM) or authorized channel partner or authorized dealer or authorized distributor of the company.	For authorized channel partner or authorized dealer or authorized distributor of the company, ink signed copy of authorization letter from the OEM must be submitted in original. The certificate so furnished should clearly mention the period for which such authorization is valid and firm name, address and contact details from where after sales services shall be provided to the Bank.
B	The prospective firm should be active in the concerned field with not less than 3 years of experience in dealing with products offered.	Attested copies or original work orders for last five years and work completion certificates. Attested copies of certificate of incorporation.
C	Good Product quality and Robustness: The firm must produce substantive proof for meeting BIS standards for which BIS standards exist and should conform to those standards.	Attested copy of BIS certification.
D	Good after sales service: The firms should have at least one of its own office and service center with landline telephone number having sufficient team of engineers and technicians functioning in the state. The firm should have sufficient workshop space and technical equipment's for testing, repairing and maintenance of Integrated Alarm System with inbuilt GSM module Auto Dialer.	Attested copy of certificate under Shops and establishment act of the state. An undertaking mentioning the details of the staff of engineers and technicians along with photographs of work shop and test facility.
E	Firms should have Income Tax PAN and should have filed valid IT returns for last 3 years.	Attested copy of PAN card and Income Tax return acknowledgement copy for last 3 years.
F	The firm should have a Registration for GST and should have been allotted with Registration number.	Valid registration certificate with GSTIN.



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G	The average annual financial turnover during the last three years ending 31/03/2021 should be at least Rs. 500000 (Rupees Five Lakh only) and the firm should be in profit in the last 3 years.	Audited balance sheet and Profit – loss account statement for FY 2018-19, 2019-20, 2020-21.
H	Firms should have valid test report from Regional Electronic Test Development Center and respective BIS certification (As applicable) for the Integrated Alarm System with inbuilt GSM module Auto Dialer offered by them.	Attested copies or original proof if any, should be submitted.
I	The firm should have minimum three years experience in supply/ installation/maintenance of Integrated Alarm System with inbuilt GSM module Auto Dialer in Public/Private sector Banks and Public Sector Undertakings.	Attested copies or original work orders and work completion certificates for last three years.
J	The proposed/offered Integrated Alarm System with inbuilt GSM module Auto Dialer should be of established brand and should be in the market for last three Years.	Proof documents as available.
K	Firms should not be owned or controlled by any director or officer/employee of the Bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956.	A certificate denying the ownership of Agency/Firm/Manufacturer/Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm to be submitted on letter head of the firm.
L	Firms should not have been blacklisted by any Govt. Authority/PSUs/PSBs.	An undertaking (on firm's letter head) that they have not been black listed by any Govt. Authority or PSUs/PSBs duly signed by authorized signatory with seal.
M	Registration of bidder with competent authority, if required vide Rule 144 (xi) of the GFR 2017, notified by Ministry of Finance through Press release dated 23/07/2020. If not required to be registered, bidder to provide self declaration/certificate as per the notification.	Copy of the valid registration certificate along with Certificate/Declaration for compliance of notification, if applicable. Otherwise, Certificate/Declaration by bidder for non-applicability of the notification. Declaration/ Certification as given in Annexure-I .

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5. SCHEDULE OF REQUIREMENTS –

5.1. QUALITY ASSURANCE & USE OF NEW SPARES/ ACCESSORIES/ COMPONENTS –

(i) **QUALITY ASSURANCE** - The firm/s shall give a full demonstration of offered Integrated Alarm System with inbuilt GSM module Auto Dialer at Jabalpur/Shahdol Regional Office at its own cost. It is the responsibility of the firm to satisfy the queries/doubts raised by the committee members. During the demonstration, the representative of the original equipment manufacturer (OEM) is mandatory so that all queries/doubts are cleared. In case where the firm representative is unable to satisfy the queries/doubts raised by the committee, additional demonstration shall be required to be given at own cost of the firm.

(ii) Since the specifications given are technical in nature, the firms are advised to mention the model/part number/pattern number/OEM standard number since the original equipment manufacturer generally publish the technical data on the websites. **The firm should submit the data downloaded from the website of the original equipment manufacturer so that the verification is quick and without unnecessary delay.** The committee may verify the offered details with original data publicly available on the website of the original equipment manufacturer.

(iii) If any component is offered, data of which is not publicly available on website of the original equipment manufacturer, the firm should get the technical data certified from the original equipment manufacturer.

(iv) In case of system offered/provided during demonstration is of higher specification than the prescribed specification of the Bank, higher specification may be accepted at the discretion of the committee.

(v) Bank may evaluate or audit the work undertaken and conformation to the specifications through any other third party. If there are any deviations from the offered and agreed technical specifications during its actual supply/installation or maintenance, shall be treated as breach of contract and it shall invite penalty, it may also result in black listing of the firm. The firm should assure itself and the Bank about uninterrupted supply of parts/accessories/components of the offered Integrated Alarm System with inbuilt GSM module Auto Dialer for the entire period of tender/agreement so that no deviation is made during the Tender period.

(vi) **USE OF NEW SPARES/ ACCESSORIES/ COMPONENTS** - The successful firm/s must ensure that all components used in the equipment/s supplied by the firm/s are new and original and not refurbished. The supply order from the OEM should be submitted along with the Invoices. No payment will be made if the component/ spares/ accessories are not new and are found to be reused.

5.2. **PATENTS RIGHTS** - The firm/s shall indemnify the Bank 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 or abroad. The responsibility of dealing with such claims will rest with the vendor/firm/s. The firm/s 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.

(i) The firm/s 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 firm/s shall be fully responsible for all expenses and court & legal fees.

(ii) The Bank will give notice to the firm/s of any such claim without reasonable delay, provide reasonable assistance to the firm/s in disposing the claim, and shall at no time admit to any liability



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for or express any intent to settle the claim. The firm/s 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 firm/s, including all inventions, designs and marks embodied therein in perpetuity.

5.3. TERMINATION FOR DEFAULT & TERMINATION FOR INSOLVENCY –

(i) **TERMINATION FOR DEFAULT** - The Bank, without prejudice to any other remedy for breach of tender process/agreement, by written notice of default sent to the firm, may terminate this agreement in whole or in part, if the firm/s fails to perform any obligation/s under the Tender/Work order. In the event of the Bank terminating the agreement in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the firm/s shall be liable to the Bank for any excess/additional costs for such similar services.

(ii) **TERMINATION FOR INSOLVENCY** - The Bank may at any time terminate the contract by giving written One month notice to the firm/s, if the firm/s becomes bankrupt or otherwise insolvent. In this event, termination will be without any compensation to the firm/s.

5.4. LIABILITY, FORCE MAJEURE & NUISANCE TO PUBLIC

(i) **LIABILITY** - The firm'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 firm's gross negligence/lapse or due to substandard equipment used by firm/s. The firm shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment under the agreement/work order.

(ii) **FORCE MAJEURE** - Notwithstanding the above provisions, the Successful firm/s shall not be liable for penalty or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the agreement is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the firm/s 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 firm/s shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the firm/s shall continue to perform its obligations under the agreement as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the "Force Majeure" event.

(iii) **NUISANCE TO PUBLIC** - The firm/s shall not at any time do cause or permit any of its representative to cause any nuisance at the Bank site/s or do anything which shall cause unnecessary disturbance and inconvenience to the Bank, Owners, Tenants or occupier of other properties near the site and to the customers and public in general.

6. TECHNICAL SPECIFICATIONS

**TECHNICAL SPECIFICATIONS FOR GSM SIM MODULE INTEGRATED (BURGLAR CUM FIRE)
ALARM SYSTEM WITH IN-BUILT AUTO DIALER**

Sr No	Parameters	Specifications	Remarks
1	Control Panel	Specification :- 1. one Zone with fire and smoke detectors connection 2. one zone with Panic Switch connection 3. one Zone with PIR Sensors sequence 4. one zone with Shutter / Door Sensors	



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above all features must be in other 4 zones if panel installed 8/12 zone.

Fire Alarm zone must be connect with in built PCB or inbuilt feature

Panel with LAN port (for CMS connectivity), CCTV camera connectivity port, in built Auto dialers.

Auto Arm / Disarm as per the time set. (It's required for Night mode or day mode operation).

Main Input Voltage - 230 to 250 Volt AC, 50 Hz

One Zone for 24 hour emergency zone for better security

One Zone for Day/Night Mode for Intrusion detectors with variable Entry/Exit delay selection of 15, 30, 120, upto 255 secs

Built-in tone generator and amplifier for External Speakers (min 02 Nos)

Tamper proof wiring for panic buttons, Night Sensor and Speakers/Sounders

Auto Isolation of defective zones

Testing of Wiring, Panic Buttons, Night Sensor without sounding the main speakers/sounders

Different coloured LED's for -

- a. Mains indication
- b. Battery Indication
- c. Faulty / Isolated Zones indication
- d. Alarm Indication
- e. Day / Night mode indication

Highly user friendly design

Software upgradeable for new features

Easy interface with other systems and security accessories like Magnet Switch, PIR, Vibration, Auto Dialer etc

High tolerance against noise and voice variations

Modular construction for easy servicing

Activation in case of tampering

In-built battery back-up provision

Automatic switch over from power mode to battery mode in case of power failure and vice-versa

Battery Protection-Battery deep discharge & short circuit through fuse Amplifiers

Protection against False Alarm / Anti -Rodent facility.

Certification - CE

Back-up battery -12 Volts, 7 Ah, SMF battery (Standard Make)

Reporting formats - SIA3, Contact ID & Fast Format

SMS Remote Control App compatibility

PSTN and/GSM Modem

In-built Memory logs -1250nos



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		GPRS modem for IP Communication Remote Control + App compatibility No. of Partitions - 8nos. Certifications -Environmental Class II	
2	External Speaker (with LED option)	a. 40W b. Power (65-70 db) c. 4 wired with tamper loop d. Low current consumption e. ABS Body f. Weather Proof Housing	
3	IP compatibility In-Built Auto Dialer	The Alarm system must be IP compatible for future CMS Built in Auto dialer (PSTN/GSM) , alert test mode, emergency alarm, alarm Acknowledgement, Tamper proof.	
4	Surface Mounted Magnetic Contact	a. Minimum Operating distance 15-20mm b. CE approved	
5	Dual Technology Passive Infrared Detector (PIR Sensor)	a. Microwave Frequency b. Detection range 10m x 10m c. Microprocessor Controller d. Tamper proof mounting e. Automatic temperature compensation f. Sealed Optics g. Adjustable Ring h. Wide coverage angle, Min 85 Degree i. Rodent / Pet Proof j. Good Temperature tolerance k. Superior Radio frequency, fast transient and electrostatic discharge immunity l. CE certified	
6	Panic Button	1. Micro switch rated at 5Amp, @24 VDC 2. Touch ABS Plastic 3. Output-NC,NO	
7	Magnetic Contact	1. Magnetic Contact WHITE 2. Standard Gap : 1" (25mm) 3. Adhesive / Screw Mounted 4. 12" (30cm) leads	
8	Overhead Shutter Magnetic Contact	a. Standard Gap 2" b. 24" armored cable c. Cast Magnet	



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9	PIR Motion Detector	Detection Method : Dual Element Passive Infrared Coverage : 1. Detection Zones :85 degree, 52 zones, 5 planes *a. Pet Immune lens : 52 zones 2. Pulse Processing a. Intermediate, Standard or Harsh selectable via jumper link 3. Temperature Compensation a. Advance Digital Temperature compensation adjusts for above and below body temperature 4. Tamper Proof Design a. Alarm relay cannot be compromised with a magnet 5. Detectable Walk Rate a. 0.5 - 10 ft/sec 6. Mounting Height a. 7ft (2.4m) recommendable for Pet Immune 7. Blue Wave Technology 8. Alarm Relay : Form A. SPST 90mA @ 16 VDC with 15-Ohm protective resistor 9. Input Voltage : 8-16 VDC 10. Current : 4mA (Standby) 11. Operating Temperature : Upto 95% RH (max) non-condensing 12. Certification - CE 13. Environmental Class -II	
10	Glass break Detector/ Vibration Sensor	a. Physical Dimensions : White high impact ABS plastic housing c. Range : 8m max omnidirectional, no minimum range d. Alarm Relay : Form C, 125mA, 25 VDC e. Tamper Switch : Combination of cover & wall tamper f. Power Requirements: 6-18 VDC, 12mA g. AC Ripple : 4 V peak-to-peak at nominal 12VDC h. Operating Temperature : -10 to 50 Degree i. Approvals - CE j. Angle of Coverage -360 degree k. Glass Type / Thickness : Plate, Tempered, Laminated, Wired, Coated, Sealed, Insulated, max 10mm l. Dual confirmation detection - First Impact m. Detects the frequency of glass flexing n. Detects the frequency of glass breaking	
11	Shock Sensor	Loop Voltage - 3VDC (min) to 20VDC (max) Loop Current - 100mA max Power Requirement - Less than 1 Ma Transient Suppression - 600 watts Alarm Output type - Normal-Closed solid-state output	



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		Alarm Output resistance - 20 Ohm max (closed /alarm condition) 1 Ohm minimum (open/alarm condition) Alarm Output timing - Open for 1 sec min during an alarm condition Operating temperature - 18 - 55 degree Dimensions - Wiring Leads - 22 AWG, 2 conductor zip cord Colour- White	
12	Keypad	Alpha Numeric Keypad with 2 sensor input Wiring : 4 wire Current - Standby 60mA, Activated -190mA Integrated Prox reader Internal use Prox reader	
13	External Sounder	Electronic Siren, 6-12VDC, 15 watt, 109 db Current - 100mA Output - 110db Size - 60mm x 60mmx70mm	
14	Hooter (Long Range)	Electronic Siren, 6-12VDC, 15 watt, 117 db Voltage - 12V DC Current Draw : 400mA, 6 VDC / 1.2 AMPS, 12 VDC Sound Output : 118 db, 12 VDC	
15	Battery	7 Ah battery for back-up (SI Scope)	
16	Smoke Detectors	Wide-angle, dual-color LED indication Built-in remote maintenance signaling Voltage - 12/24V non polarised Built-in test switch Operating Temperature Range = 2W-B and 4W-B: 32°F to 120°F (0°C to 49°C); 2WT-B and 4WT-B: 32°F to 100°F (0°C to 37.8°C) Operating Humidity Range = 0 to 95% RH non-condensing Thermal Sensor = 135°F (57.2°C) fixed Freeze Trouble = 2WT-B and 4WT-B only: 41°F (5°C) Input Terminals = 14 to 22 AWG	
17	Heat Detectors	Wide-angle, dual-color LED indication Built-in remote maintenance signaling Operating Voltage / Contact Rating = 6-125VAC / 3A 6-28VDC / 1A 125VDC / 0.3A 250VDC / 0.1A Maximum Installation Temperature = 5601P, 5603, 5621, and 5623: 100°F (38°C) 5602, 5604, 5622, and 5624: 150°F (65.6°C) Rate-of-Rise Threshold = 15°F (8.3°C) rise per minute	



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18	Wire / Cable / Conduit : ISI mark in conduit pipe	a. Fire Alarm cable must be FRLS - min 105 Sq MM (if Armoured to protect cutting or rat bites) b. PIR sensor cable must be 4 core min 1.5 Sq MM armoured cable to prevent false alarms. In others cases, any other cable is ok	
19	Accepted Make/Brand	Securico, Qualitronics, Digitals, Seple, Eagle, Gadsec, Taxecom, ANG, Godrej, Methodex	

OTHER ITEMS/ACCESSORIES - Alarm Panel should be securely placed at the prominent place of the Branch so that the same may operate easily. The panel should have in-built GSM SIM Module based Auto Dialer connected with UPS power supply & facility to integrate with CCTV system & CMS connection facility.

7. GENERAL CONDITIONS OF CONTRACT

7.1 TERMS OF AWARD OF CONTRACT - Only successful bidders /Short listed firm/s on the basis of 4 stages evaluation process as elaborately mentioned in Para (3.3) will be notified by e-mail and the firm/s authorized signatory or representative may be present at the time of opening of the PBO. For Integrated Alarm System with GSM SIM Module inbuilt Auto Dialer price bid comparison and for determination of L1, decided on the basis of total bidding process.

7.2 TERMS OF IMPLEMENTATION – following terms are applicable;

- The firm/s shall deliver the complete Alarm system, install the Monthly Rental based Alarm system and make it operational/functional at the respective site/locations within 30 days from date of issue of work order as per the technical specifications, dismantle existing Alarm System & old wirings under Buy-back offer.
- The firm/s shall provide prompt onsite service support as and when required during agreement period.
- On Installation/Service, the firm/s representative will train the Bank officials about the basic operations of Alarm system and clear doubts if any.
- Email shall be treated as valid means of communication from the Bank Branch/office however; all invoices should be raised in hard copy form in addition to the scanned copy through email to the concerned Branch of respective Region Office for record.
- Complaint call of Metro/Urban Branches shall be attended on next working day. The complaint of Semi Urban/Rural Branches should be resolved in 3 working days from the date of complaint. Any delay in resolving complaint shall invite penalty.
- All Invoices shall strictly be raised as per the approved rates on monthly rental basis of Branches where installation work has been successfully completed. The monthly rental will be paid from the succeeding month by respective Regional Office after authentication by the respective Branch Manager. All the invoices should be submitted to the respective Regional Office on 15th of every month after installation.
- Unless it was communicated earlier, no complaint of pending payment or claim from the firm/s shall be entertained if it is more than 90 days old from the date of completion of work.
- During the agreement period, the firm/s should provide support for various services/issues like taking Alarm log of the particular system, without any additional cost except those mentioned in the price bid/contract/work order.

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- (ix) If successful bidder/firm/s is unable to fulfill the work orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other qualified bidder/firm/s.
- (x) Any confidential information prevised by the vendor during contact period which is of commercial confidence nature, same shall not be disclosed by the vendor/ or their employees to any one and affidavit to this effect shall be executed in favour of Bank.
- (xi) Name of the Bank and its symbol shall not be used by the vendor or any of the employees of the vendor for any purpose.
- (xi) Firm/company participating in the process must have at least one Regional Office/service center in the State of Madhya Pradesh.

7.3 PRICE FREEZING & FALL CLAUSE - The rental prices once finalized shall remain valid for entire period of agreement/contract & also be valid for 3 years. Fall clause relates to a situation in which the firm has supplied the offered services of exactly same technical specifications at a price lower than the price quoted in the price bid offer submitted to the Bank or agreed price mentioned in the agreement. In such a situation the lower prices (fallen prices) shall be applicable automatically to the Bank from the date of supply of such services to other parties.

7.4 SIGNING OF CONTRACT - If the Bank decides, then the successful bidder(s) shall be required to enter into a service level agreement with Central Bank of India within "7 days" of the award of the tender or within such extended period as may be specified by respective Regional Office. Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Agreement. Bank shall have the option of terminating the contract during the contract period by giving a One month notice. In the absence of any formal agreement, the copy of work order, the tender document and other related documents will be treated as agreement.

7.5 PENALTY FOR DEFICIENCY IN SERVICE/DELAY IN PERFORMANCE - Delivery of the goods and performance of the services shall be made by the bidder/firm/s in accordance with the time schedule specified by the Bank. Any delay in performing the obligation by the firm/s will result in imposition of penalty/liquidated damages and/or termination of rate contract for default. Similarly, the law enforcement agencies may take action in accordance with the law.

- (i) Penalty for delay in installation of equipment for more than 30 working days from the date of work order, monthly rental will be paid from subsequent month.
- (ii) The technician will visit Branches on regular interval & also whenever mail by respective Branch/Regional Office, if required. If complaint is not rectified within 3 working days after the complaint in a month, full month rent of that particular Branch will not be paid by the respective Regional Office.
- (iii) The Bank reserves its right to recover the penalty amounts by any mode such as adjusting from any payments to be made by the Bank to the firm or recovery from future dues/invoices or from the Performance Bank Guarantee. Part of time period of 3 working days, will be treated as a full time period of 3 working days for this purpose. If such cases of deficiency in service are reported repeatedly, the Bank may terminate the agreement/work order. Also the Bank may get the Alarm System replaced by other firm and make good the proportionate loss by invoking the Performance



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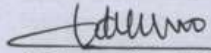
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Bank Guarantee (PBG). In case the firm technician fails to undertake preventive maintenance visit on quarterly basis, penalty should be imposed equal to One month rental for that particular Branch.

8. **STANDARD FORMATS** – In subsequent annexure -

- 8.1. **Letter of undertaking** – Annexure I
- 8.2. **Reference site details** – Annexure II
- 8.3. **Profile & Prequalification self-declaration of firm** – Annexure III
- 8.4. **Price bid format** – Annexure IV
- 8.5. **Performance Bank Guarantee format** – Annexure V


(Mahaveer Prasad Meena)
Regional Manager

