REQUEST FOR PROPOSAL (RFP)PART-A

FROM PAGE NO.-2 TO 73 PAGE

EMPANELMENT OF VENDORS/ FIRMS/ SUPPLIERS FOR
ANNUAL RATE CONTRACT & ANNUAL MAINTENANCE CONTRACT(AMC) OF

(a) EMBEDDED STAND-ALONE DVR/NVR BASED CCTV SYSTEM
(b) FIRE DETECTION AND ALARM SYSTEM
(c) ELECTRONIC ALARM SYSTEM

REQUEST FOR PROPOSAL (RFP)PART-B

FROM PAGE NO.-74 TO 133 PAGE

EMPANELMENT OF VENDORS/FIRMS/SUPPLIERS

FOR SUPPLY, INSTALLATION & MAINTENACE OF FIRE EXTINGUISHERS

IN THE OFFICES/ BRANCHES/ ATMS/ OTHER PREMISES
OF UNION BANK OF INDIA UNDER REGIONAL OFFICE GWALIOR IN THE STATE Of MADHYA PRADESH
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This RFP Document contains 133 Pages including this Cover Page

Classification: Internal

Tender Reference: - RO:GWALIOR:SEC: EMP:01 :2026-27 dated 20.07.2026

Tender originating office address: -

Regional Office, Gwalior,
Union Bank of India,
2nd Floor, The Empire Estate Building,
City Center, Gwalior,
Madhya Pradesh-474011

Disclaimer:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process and in its entirety is subject to Copyright Laws. The information is provided to prospective bidders who intend to participate in tendering as per the terms and conditions mentioned in this tender document and any other terms and conditions related to such information. Bids are invited for empanelment of vendors/firms under Regional Office, Gwalior in Madhya Pradesh state for Rate contract, Annual Maintenance Contract of CCTV, Burglar alarm system, Fire alarm system, Auto dialers, Fire Extinguishers, Time Lock, Bio-Metric Access Control devices (will be called Security equipment's henceforth) on as and when required basis and AMC of Security equipment's for branches/ offices/ ATMs of the bank situated under respective regional offices. This tender is neither an agreement, nor invitation to perform work of any kind to any party. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the bank with the selected Bidder. The purpose of this tender is to furnish requirements of the Bank to all interested parties for submitting their tender. While Bank has taken due care in the preparation of the information contained herein, it does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information contained in the tender documents / forms. The Bank is not responsible if proper due diligence is not performed by the Respondents.

Union Bank of India reserves all rights to alter, amend, update or supplement the information reflected in this document or to change the process or procedure to be applied. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their tenders.

This notice is not a recommendation, offer or invitation to enter a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to adherence of selection process and execution of appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from this process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the selected Bidder/s.

The Bank reserves the right to reject any or all tender applications without assigning any reasons whatsoever. The decision of the Bank shall be final, conclusive and binding on all the parties.

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यूनियन बैंक ऑफ इंडिया
भारत सरकार का उपक्रम
Union Bank of India
A Government of India Undertaking

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Introduction

Union bank of India, a leading public sector bank, having its central office situated at Nariman point, Mumbai (herein after referred as 'Bank' or 'the Bank') has its network of branches and ATMs situated across length and breadth of the country. The bank is having structured Administrative offices situated in major cities across the country and are called Zonal and Regional offices. The Zonal and regional offices are administratively situated for administration and support of branches/offices/ATMs situated in nearby districts (as categorized by the bank).

Present Notice inviting request for proposal (RFP) is for the branches/offices/ATMs Under Regional Office, Gwalior in Madhya Pradesh state. The RFP invites applications for empanelment of Vendors /Firms /Suppliers for Annual Rate contract & Annual Maintenance Contract (AMC) of CCTV System, Burglar Alarm System, Fire Alarm system, Auto Dialer, Biometric Access Control System, & Time Lock system in Administrative Offices/Branches/Chests/ATMs of the bank under Regional Office, Gwalior in Madhya Pradesh State.

Union Bank of India, Regional Office-Gwalior invites sealed quotation (tender) under two bid system (Technical bids & Commercial Bids) for empanelment of vendors/Firms/Suppliers for Rate contract, and Annual maintenance of Embedded standalone NVR/DVR based CCTV system, Burglar Alarm system, Fire Alarm system with Auto dialer, Fire Extinguishers, Biometric Access Control System & Time Lock system in Branches/offices/ATMs under Regional Office, Gwalior Madhya Pradesh state on as and when required basis from the **reputed vendors having not less than 5 years of experience in the field of product** offered and fulfilling the Mandatory conditions/requirements mentioned in this tender document. Annual Maintenance will be awarded under Annual Maintenance Contract model and shall be applicable to all earlier installed systems too. Selected vendor must keep all Security equipment's operational all the time and must rectify the defects reported within a time bound manner. The empanelment shall be for a period of three years based on the performance and it will be at the sole discretion of the Bank, unless terminated by the Bank by serving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore.

Prospective bidders may download the RFP document from the Bank's website **www.unionbankofindia.co.in** or **eprocure.gov.in**. RFP Forms can be downloaded from bank's website and can be submitted along with the Techno-commercial Offer (two separate sealed envelopes for Technical Bid and Commercial Bid each) on payment of Rs 2500/- per bid (Non-Refundable) by way of Demand Draft/ Pay Order favouring Union Bank of India payable at Gwalior.

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[A] **Important Points: -**

RFP Reference Number	RFP No: RO:GWALIOR :SEC:EMP: 02 :2026-27, dated 20.07.2026
Date of commencement of issue of RFP	28.07.2026
Pre-Bid Meeting	**04.08.2026 at 4.00 PM** All prospective bidders may avail this opportunity to interact with the tender committee and seek necessary clarifications with regards to this RFP. No representations would be entertained at any later stage from bidders due to misinterpretation/misunderstanding of clauses and decision of the tender committee would be binding on all the bidders.
Last date for submission of RFP	**18.08.2026 up to 3.30PM**
Opening of Technical Bid	**18.08.2026 at 4.00PM Hrs (tenders will be opened in presence of bidders/their authorized representatives).**
Tender Fee	**Rs.2500/- in the form of Bank Draft/Banker's cheque in favour Union Bank of India, payable at Gwalior.**
Earnest Money Deposit	**Rs. 50000.00 (Rupees Fifty Thousand) in the form of Bank Draft/Banker's cheque in favour Union Bank of India, payable at Gwalior.**
Availability of RFP document	RFP will be available on our Bank website www.unionbankofindia.co.in and eprocure.gov.in from 28.07.2026 **to 18.08.2026 .**
Last date of submission of any query / reporting any error	All queries for discussion in pre-bid meeting to be submitted before 02.08.2026 vide email only.
Date and Time of Financial bid Opening	Date and Time will be intimated by email to the qualified vendor/vendors after the Technical Evaluation of the Bids.
Venue for Prebid meeting/ submission / opening of bids	Regional Office, Gwalior, Union Bank of India, 2nd Floor, The Empire Estate Buidling, City Center, Gwalior, Madhya Pradesh- 474011
Contact person	The Regional Security Officer Email:-rso.gwalior@unionbankofindia.bank.in
Further Addendum/Corrigendum shall be published on Bank's website only and no newspaper publication will be released. All interested vendors to monitor the bank website for any	

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addendum/amendments related to this Request for Proposal. Bidder must refer the same before final submission of the Tender.
The Bank reserves the right to reject any / all applications without assigning any reason whatsoever
In case of any unexpected interruption due to events beyond control of the Bank, the process will be continued on the subsequent working day at the scheduled time.
All terms & conditions and format of documents/Annexure mentioned in this RFP are final and not open to any modification.
Bidders are advised to read all terms and conditions carefully before submitting the proposal.
The Bidders /their representatives may be present at the time of opening of the Technical Bid Offers. No separate intimation will be sent in this regard to the suppliers for deputing their representatives. The Technical Bid offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present.

[B] **Important Definitions:** - Following terms are used in the document interchangeably to mean:

1. Bank, BANK means "Union bank of India".
2. ZO/RO means Zonal/Regional Office
3. RFP means this "Request for Proposal Documents".
4. Recipient, Respondent, Bidder, Vendor, means "Respondent to the RFP Document".
5. Tender means RFP response documents prepared by the Bidder and submitted to Union Bank of India.
6. AMC means Annual Maintenance contract
7. Security equipment's means CCTV system (DVR/NVR/XVR), Burglar alarm system, Fire alarm system, auto dialer, Fire Extinguishers, Biometric access control system and time lock.
8. Vendor or bidder means firm interested in participating current tendering process.

1. SCOPE OF THE WORK

Union bank of India, a leading nationalized bank is having its Regional office in Gwalior and the network of Branches under Regional Offices are located in the 10 Districts(Ashoknagar, Bhind, Chhatarpur, Datia, Guna, Gwalior, Morena, Sheopur, Shivpuri, Tikamgarh) (List of Branches attached). Bank intends to empanel vendors for 3 years duration, who qualifies detailed terms and conditions mentioned in this document for following works: -

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1.1. Rate contract & Maintenance CCTV system, Burglar alarm system, Fire alarm system with auto dialer, Biometric access control system and time lock with required specifications on as and when required basis.

1.2. All the branches with mandatory security equipment's viz CCTV system, Burglar alarm system and Fire alarm system with auto dialers and thus new/fresh installation during empanelment period will be as per demand basis only.

1.3. Detailed technical specifications of the Security equipment's are mentioned in **Annexure I**.

1.4. Annual maintenance contract of new systems installed by the vendor after completion of mandatory warranty period.

1.5. Annual maintenance contract of all earlier installed security equipment's in branches/offices/ATMs of the bank, irrespective of make, model, condition etc. to be maintained by the selected vendor. The AMC covers all equipment's, sub parts, camera, HDD, fire sensors, battery, NVR/DVR/XVR, monitor, all components cabling, wiring, controller, etc. Virtually the Vendor must keep the systems in functional mode with offering 4 quarterly compulsory visits during Financial Year and must attend the calls from the branches as and when required without any extra cost. The payment shall be released by the branches on production of bill/invoices supported by the AMC report duly signed by the BM/Deputy BM.

1.6. The systems shall always be maintained in working conditions during warranty / AMC period. Complaints received should be attended within 48 Hours of receipt of complaint - through WhatsApp message, telephone, letter, e-mail, etc. Any delay in attending to the complaint within the stipulated time shall attract penalty. Generally, the service contracts of the Bank are awarded/procurements are made as per Standardized rates decided after financial bidding process. However, the Bank has the right to award the work/procure supply from any of the empanelled agencies, depending on the exigencies of the work.

The vendor/s will be empanelled based on detailed criteria mentioned in the tender document. Moreover, financial bids from the empanelled vendors will be opened to decide L-1 rates as quoted in Annexure VI and negotiation with the vendors. Based on final price achieved after the process, the selected vendors/s viz; L1/ L2 / L3 may be awarded the contract in the ratio of 50:30:20 OR in case of L1 & L2 in the ration of 60:40, for 1 year, which may be extended up to 3 years based on satisfactory performance and mutually agreed terms and conditions. The selected bidders will have to supply the equipment / provide the services at L-1 finalized rates. However, it shall be the sole discretion of the bank to decide work allocation to L1, L2 & L3 or L1 & L2 in the above said ration or to assign the whole work to L1 bidder only.

2. DETAILS OF Branches:

2.1 Presently the network of branches/ATMs/Offices under Gwalior Region are located in Ashoknagar, Bhind, Chhatarpur, Datia, Guna, Gwalior, Morena, Sheopur, Shivpuri and Tikamgarh districts etc. and future expansion of branches in other districts under Regional Office-Gwalior in Madhya Pradesh state.

3. SUBMISSION OF PROPOSAL

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The Tender to be submitted in Two Sealed Envelopes as under:

3.1. Envelope I (Technical Bid): To contain complete tender document with all the relevant information for all the equipment's viz CCTV, Burglar alarm system, Fire alarm system with auto dialer. (Bio-data, General conditions, warranty clause, unpriced BOQ as per Part A, B and C of **Annexure VI,** detailed AMC terms & conditions and compliance/technical Bid) EXCEPT, PRICE-BID - duly signed & stamped on each page along-with EMD & cost of the Tender Document in the form of DD/Bank Guarantee payable at Union bank of India, Regional Officer Gwalior. The envelope should be super scribed with **"Technical Bid for Empanelment of Annual Rate contract, Annual Maintenance Contract(AMC) of CCTV, Fire Alarm and Electronic Alarm system at Branches/ATMs /Offices"**. List of documents to be submitted in Technical bid is given in **Annexure VIII**. Envelope I will be opened as per the scheduled date and time in presence of Vendors/their authorized representatives if any. Tenders without Pay Order/ Demand Draft shall be summarily rejected.

3.2. Envelope II: Should contain Price Bid for CCTV System, Security alarm system, Fire alarm system with auto dialer. Price Bid should be submitted as per format given in Annexure VI (commercial bid) only and should be duly signed on each page by the authorized signatory. Separately sealed Price bids envelope should be super scribed with **"Price Bid for Annual Rate contract, Annual Maintenance Contract(AMC) of CCTV system, Fire Alarm and Electronic Alarm at Branches/ATMs /Offices"**. Overwriting/corrections are not acceptable in Price bid, however if it is unavoidable, Corrections should be clearly marked and should be verified by cross signing by the Authorized signatory. Envelope II will be opened on a date (to be intimated later). For Biometric system, Public address system, Time lock devices the bids may be called from empanelled vendors on as and when required basis.

3.3. The above two envelopes to be put in one large Envelope III (Main envelope), sealed and submitted. Main envelope should be super scribed with name, contact number, email and other contact details of the vendor/firm.

The process of engagement and basic criteria which the Applicants should fulfil for engagement is given in subsequent paragraphs.

4. ELIGIBILITY CRITERIA FOR BIDDERS

The criterion's mentioned below would be applied for short listing/empanelment of firms/vendor/suppliers. The firms/vendor/suppliers must submit proof of documents along with tender. Bidders are also advised to attach only required documents and must not include unnecessary attachments. Bids found with irrelevant documents may be rejected by the tender committee. Vendor/suppliers not submitting proof documents and/or not conforming to any of these criteria will not qualify for empanelment/short listing or rate contract. The criterions are tabulated below along with proof documents to be submitted against each of the criteria for information and compliance:

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S No.	Eligibility Criteria	Proof Documents to be Submitted
1.	The vendor should be original equipment manufacturer or authorized channel partner /dealer/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 detail from where after sale service shall be provided to the bank. (In absence of the original certificate from the OEM the Service provider will be disqualified).
2.	The prospective vendor should be reputed in the concerned field with not less than five years **(as on date 30 June 2026)** experience dealing in the products offered.	Self-attested copy of Certificate of incorporation of the firm and authorization letter of dealership for continuous period of 5 years from the Original Equipment Manufacturer for the brand /make of product offered.
3.	**Good Product Quality and Robustness:** The products offered should have BIS certification and / or other relevant certifications mentioned in the technical specifications of the products and should conform to those standards. The vendor must produce relevant proof for meeting BIS standards and / or other certifications for the equipment / products offered by them. For BIS certified products, the Central Mark License (CML) number allotted by Bureau of Indian Standards for each product should be furnished.	Copies of the relevant certificates issued by certifying agencies as under (i) CCTV - BIS / UL / CE / FCC (ii) Fire Alarm System - BIS / UL / FM / LPCB / VdS (iii) Electronic Alarm System - BIS / UL / CE / FCC
4.	Goods after sales service: - The vendor should have at least one of its own office and service centre with Landline telephone connection, email and WhatsApp facility and adequate team of engineers & technicians functioning in the Madhya Pradesh state. The office should be in existence for past 6 months i.e the date of office execution should not be later than 30.04.2026. The office should be manned during the office hours. The vendor should have enough workshop space and technical equipment's for testing, repairing and maintenance of	Self-attested copy of Registration Certificate of own office and service centre under applicable Shop and Establishment Act under Madhya Pradesh state to be attached. Number of engineers/ technicians posted at the office in the various Districts in Madhya Pradesh state needs to be furnished on letter head of the firm.

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	equipment's.	
5.	Vender/firm should have Income Tax/ PAN and should have field valid IT return for last three years.	Self-attested copies of pan card and Income tax return acknowledgement copy of last three years i.e. 2022-23, 2023-24, 2024-25
6.	Vender should have registration for GST and should have been allotted with registration number	Self-attested copy of valid Registration Certificate with GSTIN.
7.	The vendor should have audited Balance Sheet and Profit & Loss Account Statement for the past three financial years. The average turnover of the vendor in the last three years should not be less than Rs.1.0 crore for bidding in tenders.	Copies of audited balance sheet & profit and loss statement of last three financial years i.e. 2022-23, 2023-24, 2024-25.
8.	Firm/Vender/Supplier should have earned profit during the last three years.	Same as above
9.	Firm/Vender/Supplier should have Registration under Shops & Establishments Act in state of Madhya Pradesh state.	Self-attested copy of Shops & Establishments Registration Certificate.
10.	The vendor/ firm applying for CCTV/ Fire Alarm/ EAS should have installed and overseeing the Annual Maintenance of CCTV/ Fire Alarm/ EAS System of at least two Public sector Bank/ Public sector Undertaking (other than Union bank of India) situated in Madhya Pradesh state for **last 3 years**.	Self-attested copy of empanelment & Work Order copy/letter (along with official email id of department email ID and name of Reporting official), work order and work completion Certificate for installation of security equipment's and AMC contracts. Work orders will be considered only from Public Sector Banks and Public sector undertakings for Instalation & AMC of more than 30 branches/offices/outlets for each bank/Public sector undertakings of similar nature. At least 2 such work orders from different clients are required to be attached in Technical bid. The work orders **should not be older than 3 years from 30.06.2026 .**
11.	The proposed /offered security equipment should of an established brand and should be in the market from last five year.	The vendor to submit letter from OEM on its letter head to verify that the product is available in market for at least 6 years from the date of installation.
12.	Firm/Vendor/Supplier shall not be owned or controlled by any director or officer/employee of the bank or their	A certificate denying the ownership of Agency/Firm/Manufacturer/ Dealer by any director or officer/employee of the bank or

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	relatives having the same meaning as assigned under section 6 of the Companies Act 1956.	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 (On Firm/Vender/Supplier letter head).
13.	Firm/Vender/Supplier should not be blacklisted by any PSU/ PSB/ Financial Institution/ Govt. Organization or services terminated due to poor performance.	An undertaking on Firm/Vendor/Supplier letter head by the CEO or Director in this regard will be submitted. If during period of empanelment, it comes to notice of the bank that the bidder has submitted incorrect undertaking, the bidder shall be de empanelled and will be blacklisted with immediate effect.
14.	Firm/Vender/Supplier should have undertaking from OEMs for availability of products, its spares, and accessories for next six years for the product offered.	An undertaking on Firm/Vender/Supplier letter head by the CEO or Director in this regard.
15.	Email /WhatsApp or telephonic call will be considered as valid means to report complaint and vender is bound to attend the complaint within 48 hrs.	Copies of Landline Telephone Bill and/or mobile Bill registered on firm name.
16.	If the vendor is original equipment manufacturer of the ***proposed make*** (as per the RFP document) of the system or a subsidiary company of a manufacturer company for such system, proof for the same must be provided.	
17.	If the vendor is authorized supplier of the ***proposed make*** (as per the RFP document) of equipment's, Preference will be given to the vendors having back-to-back agreement with each of the equipment Manufacturer, to give direct support for maintenance, spares and upgrades for a minimum period **of 6 years** (including warranty period).	
18.	Preference will be given to the vendor/s having Manufacturer's Authorization Form (MAF) in original with clear validity date. The copy of the same is to be attached with the documents.	
19.	All products/ equipment, the vendor proposed to supply in the Bank must **be UL** (Underwriters Laboratories Inc) / **CE** (*Conformité Européenne* ("European Conformity"). / **BIS** (Bureau of Indian Standard) certified. For BIS certified products, the Central Mark License (CML) number allotted by Bureau of Indian Standards for each product should be furnished. A proof of the same is required to be provided by the vendor	
20.	Preference will be given to the Manufacturer of the equipment having sound well documented Quality Framework. Applicant is permitted to submit a valid ISO certificate (ISO 9001:2008) (ISO14001:2004) or equivalent (**not older than 01 year**) for the Manufacturer in support of this clause, if any.	
21.	**Product Literature**: Technical Specifications/ Brochure of the product offered to be attached.	
22.	Vendor should provide reference site details as per annexure IV. Bank will obtain confidential feedback report from mentioned reference sites through email/ letter. It should be ensured that complete and correct contact numbers and email id of at least	

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	3 clients be mandatorily submitted. In case unsatisfactory/poor feedback of the vendor is received, the bid shall be summarily rejected. Confidential feedback from minimum 3 reference site will be sought and will be considered for evaluation. Feedback received will be averaged and will be considered for evaluation.
23.	The applicant should be able to supply and install the products for which engagement is sought by them. No subletting of the work is permissible.
24.	The bid of firm/company is liable to be rejected if any matter of dissatisfactory services/De-empanelment of the firm is being carried out by any of other offices of Union Bank of India.
25.	Vendors issued with poor/unsatisfactory performance letters from Union bank of India in past 3 years or having proof of supplying unbranded/less products or cheating during installation will not be entertained for empanelment process.
26.	AMC / Contract with any firm should not be terminated due to non-performance and unsatisfactory services in any Region of Union Bank of India/ other Bank/s. Firms should submit an undertaking (on their letter head) in this regard, duly signed by authorized signatory with company seal.

5. TENDER PROCESS

The process will be completed in following stages: -

5.1. Stage I

Interested parties shall submit their offers in sealed covers as per para 3. Envelope I (Technical bids) will be opened on scheduled date in presence of bidders/their authorized representatives. Bidders are required to be present for tender opening process for which, no separate communication will be sent through any means. Technical bids from bidders not accompanied with Demand Draft for cost of RFP and Demand Draft for EMD shall be summarily rejected. Vendors claiming exemption on Cost of RFP & EMD are required to refer Para 6. The vendors should submit copy of mandatory certificates and are required to produce original documents as and when asked by the bank. Envelope II shall be sealed in presence of bidders, to be opened on a future date, as decided by the bank. In case of companies, Minutes of Board resolution shall be submitted authorizing a person as bidder duly authorized to participate in the bid and bind the contract. In such case the authorized Director/Company secretary shall sign in the minutes of board resolution and copies of Articles of association and memorandum of association shall be submitted.

5.2. Stage II

Bidders qualifying Stage-I shall be evaluated against the stipulated minimum eligibility criterion purely based on proof of documents submitted. Documents submitted along with the Tender shall be considered as final & conclusive proof, thus bidders are advised to submit complete documents.

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However, bank at its own discretion may ask proof of documents as and when it is required for technical evaluation.

5.2.1. A comparartive chart capturing information on compliance of minimum eligibility criterion shall be prepared and evaluated as per submitted proof of documents .

5.2.2. Offers not complying or adhering with any of the minimum eligibility criterion or without relevant proof of documents will not qualify this stage.

5.3. Stage-III

5.3.1. Veracity of documents/facts of Bidders qualifying Stage-II will be further verified through site visits to the offices.

5.3.2. Service centre/tie-up arrangements of the bidders: Bidder/s should not have any objection to bank inspecting their manufacturing / R&D /other infrastructure or any office to verify documentary/other claims as per application process. Bank may also hold inquiries from past/existing clients of the applicant.

5.3.3. Confidential Feedback report from reference sites/ clients shall be evaluated.

5.3.4. A comparative chart shall be prepared to capture the details of verification carried out during site visit & feed back obtained from reference site.

5.3.5. Bidders with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criterias applicable shall not qualify this stage.

5.4. Stage IV

5.4.1. **Demonstration of security equipments at Regional Office-Gwalior as per date and time schedulded fixed by the bank**. The product demonstrated should be the same (in terms of Brand/Make/Manufacturer/Technical Specifications as quoted in the Techno-commercial bid) for which bid has been submitted. In case the product fails to meet laid down technical specification / feature / not found as per specifications submitted in Technical bids, the bid will be rejected. Bidders are required to ensure that the product offered and demonstrated meets the minimum laid down specifications as per bank's requirements. Models with higher/better specifications will be considered, however bidders, who demonstrate lower specifications, will not be considered for next stage. Bidders are also required to ensure that financial bids should be submitted for the required equipment with mentioned specifications only. During demonstration, if the equipment's are not found suitable as per bank's requirements, the bid shall not be considered for next level. Bank at its discretion may reject all or any model/system not found suitable to bank's requirement without assigning any reasons thereof.

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5.4.2. The firm/Vendor/supplier, if awarded contract, is bound to supply only the security equipment's of specific Brand/Make/Manufacturer which is demonstrated and shortlisted during the entire period of contract.

5.4.3. After the demonstration if the committee requests for another demonstration in another/same premises to ensure the quality of the product, the firm/vendor/supplier shall provide the same without any additional charges.

5.4.4. Preference will be given to products with good reputation and brand and comply the the norms prescribed. The offerred products/brand should be available in market for atleast 6 years.

5.4.5. Bidders qualifying this stage will be empanenlled for three years subject to annual review on satisfactory services.

5.5. Stage-V

5.5.1. Price bids of only empanelled bidders/Vendors shall be opened in presence of the bidders or their authorised representatives as per date and time decided by the bank. Bidders shall be informed through email for participation in bidding process.

5.5.2. Price bids of bidders shall be evaluated and L-1 price bid(s) shall be decided from the qualifiying price bids.

5.5.3. The L-1 bidder will be dicided after comparing of price bid as per Annexure VI and item rate in detail with L-2 and L-3 bidder. Final rates will be offerred to L-2 &/or L-3 bidders for matching normalised L-1 rates. The final normalised rates accepted by L-1 bidder will be finalised and will be called L-1 rates' in remaining tender process.

5.5.4. A written offer shall be given to L-2 &/or L-3 bidders to match normalised L-1 price and a written confirmation for matching L-1 price shall be obtained as per para 8.3 and 8.4.

5.5.5. Execution of service level contract, Allocation of work orders and handing over of earlier installed systems for Annual maintenance contract of Security equipments. New installation work orders shall be issued based on requirements from branches on, as and when required basis.

5.5.6. Tender process is for empanelment of bidders for AMC and supply of new equipments on requirement basis and as approved by the bank. The process does not guarantee any specific number of installations to be carried out during the period of empanelment.

The vendor/s will be empanelled based on detailed criteria mentioned in the tender document. Moreover, financial bids from the empanelled vendors will be opened to decide L-1 rates and negotiation with the vendors. Based on final price achieved after the process, the selected vendors/s

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viz; L1/ L2 / L3 may be awarded the contract in the ratio of 50:30:20 OR in case of L1 & L2 in the ration of 60:40, for 1 year, which may be extended up to 3 years based on satisfactory performance and mutually agreed terms and conditions. The selected bidders will have to supply the equipment / provide the services at L-1 finalized rates. However, it shall be the sole discretion of the bank to decide work allocation to L1, L2 & L3 or L1 & L2 in the above said ration or to assign the whole work to L1 bidder only.

6. EARNEST MONEY DEPOSIT & TENDER FEE

Earnest Money Deposit of Rs. 50000/- (Rupees Fifty Thousand Only) in the form of a demand draft/Fixed Deposit Receipt/ bankers Cheque issued by a scheduled commercial bank other than clientele bank, favouring Union Bank of India, payable at Gwalior must be submitted along with the Offer. Bid security (EMD) is to be submitted by all bidders except Micro and Small enterprises (MSEs) as defined in MSE Procurement policy issued by Department of Micro, small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization of the concerned Ministry or Department.

Tender Fees Rupees 2500/- (Two thousand five hundred only) non refundable is to be submitted along with the offer. Offers not accompanied with Earnest Money Deposit and tender fees will not be accepted. EMD of unsuccessful bidders will be returned to them after Financial bidding process and latest before the 30th day after the award of contract. EMD amount will be forfeited if, having been selected by the Bank for the contract, the vendor refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Vendors. The Earnest money paid by the successful Vendors will be released only after finalization of Rate contract and submission of Performance bank guarantee. In case of bidders are registered with MSE, they are eligible for waiver as per Govt guidelines. However, they need to present valid MSE Certificate/other mandatory Certificate as per Govt guidelines (original for verification) clearly mentioning that they are eligible for waiver of EMD/tender fees.

6.1. The Earnest Money Deposit will be forfeited if the vendor: -

6.1.1. Withdraws its bid during bid validity period.

6.1.2. Refuses to honour commercial bid submitted by the bidder. Bank reserves the right to place order onto vendor based on prices quoted by them.

6.1.3. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.

6.1.4. Refuses to submit performance bank guarantee on finalization of rate contract.

7. SECURITY DEPOSIT & RETENTION MONEY

Before entering into an agreement with bank, the selected vendor/s should submit performance Bank Guarantees of Rs.100000/- (Rupees One Lac only) for AMC contract of Security equipment’s, valid for 42 months period from the date of Rate contract, issued by a scheduled commercial bank other than Union Bank of India favoring Union Bank of India Gwalior. Bank/Purchaser will have the right to make good the loss arising due to Vendor by invoking the performance bank Guarantee given by the bidder. The Performance bank guarantee is kept as a security deposit for Maintenance of equipment’s and new installations.

Classification: Internal

8. TERMS AND CONDITIONS

8.1. Tenders received after the expiry of the time & date notified for receiving tenders, will not be accepted under any circumstances whatsoever. Delay in receipt of tenders due to postal/courier delay will not be considered by the bank under any circumstances, thus bidders are advised to submit their bids well in advance.

8.2. The firm quoting the tender should quote for all three equipment's i.e. CCTV system, Burglar alarm system and Fire alarm system with Auto dialer. In order to ensure the economy of efforts, the Bank wishes to empanel common vendors for all three-security equipment's so that our branches should have one-point solution for all Security equipment's. The selection of common vendor will also be cost and time effective from vendor's point of view as travelling expenses incurred by the vendor in attending quarterly visits per equipment shall also be reduced.

8.3. The vendor quoting lowest rates shall be considered for rate contract; however, Price negotiation shall be done with L-1 vendor to get the genuine rates for all three equipment's and AMC as per conditions mentioned in Commercial bid (Annexure VI).

8.4. The Bank reserves the right to distribute the work among the shortlisted firms keeping in view their relative strengths and operational convenience. Therefore, the work will be divided into three lowest quoting vendors at normalized L-1 rates in a ratio of 50:30:20 provided L-2 & L-3 vendor are willing to work at L-1 rates, terms and conditions. However, in case of unwillingness by L-1/L-2/L-3 vendors, bank reserves all rights to select or reject and distribute the work in order of precedence to other vendors as per its own discretion.

8.5. If there is any change in organizational structure of Regional offices/ relocation of branches/ merger of branches etc. the distribution of the work will be decided by the competent authority of the bank.

8.6. If the application is made by a partnership firm, a certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application. If the application is made by a limited company, it shall be signed by a duly authorized person holding the power of attorney for signing the application in which case certified copies of the power of attorney and the certification of incorporation, Memorandum of Articles of Association shall accompany the application

8.7. Technical / Commercial details must be filled up. Corrections or alterations, if any should be authenticated. **Every page of the submitted tender must have company seal & signed by the authorized person.**

8.8. Bank reserves all rights to rate & shortlist the vendors based on their quality, quantity, period in business, infrastructure, supervision, locations, business, after sales, etc. etc. The Bank reserves the right to empanel/shortlist top rated/scoring one or more vendors and have installations done at Banks'

Classification: Internal

discretion. At any point of time if the services or equipment are found unsatisfactory, the contract with the Vendors shall be terminated at Banks' discretion and Bank has all the rights to award the contract to other empanelled vendors/other vendors if ready to accept the order at same rate, terms and conditions (L-1 rate, terms and conditions). The offer shall be given subsequently to other vendors based on merit as per rates quoted by them and are willing to work at same rate, terms and conditions.

8.9. The Contractor shall pay and be responsible for payment of all taxes, duties, levies, royalties, fees or charges in respect of the works including but not limited to sales taxes, tax on works contract, GST, Excise duties and octroi, payable in respect of materials, equipment, plant and other things required for the Contract.

8.10. If a new Tax or Duty or Levy is imposed under as statute or law during the currency of the contract, the same may be reimbursed to the vendor if so, deemed fit on documentary evidence.

8.11. The Tender price should be indicated both in words and figures. In case of any discrepancy, the rates indicated in words would prevail. In case vendor has not indicated the amount in words, the Bank reserves the right to reject the Bid.

8.12. The rates quoted should be for the complete supply & installation and should include charges for labour, Freight, material, overhead, duties, installation and other charges involved. GST and other taxes as per govt. norms shall be paid extra.

8.13. The rates will be frozen for 36 months; however, bank reserves all rights to ask price quotations from all empanelled vendors at any time. The period of empanelment will be for a period of three years subject to the annual review, in order to retain efficient services on most economical basis. Before the expiry of three years period, fresh empanelment shall be done through advertised tender process. In special cases, the empanelment period can be extended beyond three years on mutual agreed terms and conditions for a specified period not exceeding one year for circumstances unforeseen.

8.14. No AMC charges will be paid during warranty period. However, the selected vendor will have to render services (including mandatory 4 quarterly visits) to the branches during Warranty period where the equipment has been installed by them.

8.15. All Tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

8.16. This Tender Notice shall form part of the contract documents.

8.17. If the central office or any higher office of Union Bank of India conducts Pan India Rate contract or issues instructions to cancel the contract agreement Regional offices shall have the right to terminate the Rate contract. 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.

Classification: Internal

8.18. If, information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the Bank later, the empanelment of such applicant will be cancelled immediately.

8.19. The Commercial Offer (CO) should contain relevant price information and the rates should be quoted in Indian Rupees only.

8.20. The offer from the supplier should be for approved make and model only. Complete system and its accessories/parts should be of the same make. The Bank reserves the right to reject any offer with multiple options.

8.21. All supporting documents in support of the necessary qualification criteria should be attached with the technical bid. Non submission of any required document, bank reserves all rights to outrightly reject the offer. Similarly, it is also expected from the bidders that only required documents should be attached with the Technical bid. Unnecessary documents (as per tender document) or duplicity of documents should be avoided to keep the Bid compact and concise.

8.22. On Installation/Servicing, vendor/representative will explain the operation of equipment and clear operational doubts of employees of the bank.

8.23. CCTV system, Burglary alarm system and Fire alarm system with Auto dialer play important role in Security of the branch and security cannot be compromised at any moment of time. Vendor shall maintain enough stock of system, spares and accessories always to meet the urgent requirement of the system installation/AMC in branches. Any liability and financial/nonfinancial loss arising due to non-maintenance within stipulated time will be Attributable to vendor and recovery if any will be made good, if required.

8.24. The place of delivery of Security Equipment’s will be communicated along with the Purchase Order. However, the Bank reserves the right to change location as per Bank's requirement, before delivery. The installation of the security equipment’s will be done as per requirement of the bank from time to time.

8.25. BANK reserves the right to accept/reject any or all application and to annul the engagement process and accept/reject all applications at any time prior to registration or any time after registration, without thereby incurring any liability to the affected applicants or any obligation to inform the affected applicants of the grounds for BANK's action.

8.26. The supplier shall not assign or sublet the work/its obligations to any other vendor, in whole or in part, to perform under the contract, except with the Purchaser’s prior written consent.

8.27. The vendor shall not be allowed to subcontract works to any contractor from a country, which shares a land border with India unless such contractor is registered with the competent authority.

Classification: Internal

8.28. Vendor should ensure that the Spares for the product offered are available for at least 6 years from the day of installation of equipment. No obsolete equipment should be supplied to the bank.

8.29. As per requirement of the Bank / Branch, if request is made by the Bank / Branch to the vendor for retrieving recording for a particular time period and preparing a CD/DVD/USB drive of the same, the vendor would make arrangements to retrieve and provide such recording on CD/DVD/USB drive within 24 Hours of the request made. The vendor will be paid by the Bank / Branch an amount as agreed upon through tender process for such retrieval, which will be over and above the AMC charges. The CD/DVD would be provided by the vendor for the purpose.

8.30. Upon merger/Closing of bank's branches, the existing systems of the merging/closing branch may be relocated in other branch as per bank's requirement and as per rates agreed upon through present tender process.

8.31. Selected vendor shall be liable to accept buy back of old system due to merger/closing of the branch. It is not mandatory that buy back of old system is accompanied with new installations. Bank reserves all rights to recover the agreed buyback amount from the selected vendor, if he refuses to pay for old system.

8.32. The vendor selected for rate contract must have to open an account with Union Bank of India in which all financial transaction with Bank will be routed. If the vendor does not have an account with the bank, the same is required to be opened within 07 days of awarding of work order, in the absence of which, bank reserves all rights to cancel the rate contract.

8.33. Review of the performance of the empanelled vendor will be done on yearly basis.

9. ANNUAL MAINTENANCE CONTRACT (AMC):

9.1. Annual Maintenance contract awarded will include; the analysis of breakdowns/faults in the hardware and repairing/service is taken care of by the service provider. This includes spare parts replacement too on chargeable basis. Apart from this preventive maintenance is also to be done, on a quarterly basis.

9.2. Bank intends to give AMC for maintenance of Security equipment's installed in branches/offices/ATMs. While quoting rates, it should be ensured by the vendor that the rates quoted by them should be for AMC as per Para 9.1. **Charges for Service/spare/hardware etc. shall be paid to the service provider on the approved rates**. **AMC for all three equipment's installed in branch, shall be awarded to one vendor only for providing one-point solution to the branches**. This will reduce travelling cost to the Service provider too. The work shall be divided as per terms and conditions mentioned in para 8.4. Allotment of work shall be done based on division of branches in defined ratio.

9.3. At the discretion of the Bank, the AMC and spares charges quoted and finalized of the shortlisted Vendor, shall apply to all OR few other earlier installed Security Systems (CCTV, Burglar alarm system and Fire alarm system with Autodialer, irrespective of Model and brand) in Branches & Offices and the Vendor

Classification: Internal

shall provide AMC services to them as well, at the quoted rates and terms and conditions. The earlier installed Systems by other Vendors shall be taken over by the vendor in as it is and where it is condition.

9.4. Any defect reported to the vendor, whether in AMC or Warranty period is to be attended within 48 Hours from the lodging of Complaint and is to be rectified within a maximum period of 7 days from the date of lodging of complaint. In case the complaint is not being rectified within 3 days, alternate system (substitute) will be installed by the vendor (free of cost) for smooth functioning of security equipment.

9.5. The selected firm/s must maintain all existing installed systems in working condition and will not be permitted to change any new system. It should also be ensured that initial visit of all branches be completed within maximum 20 days.

9.6. Life of all security equipment's are decided by the bank as per bank guidelines. However, the equipment shall not be changed based on its life criterion only. If the equipment is working fine for more than specified period, the equipment shall be covered under AMC till the operational life of the equipment. The vendor will have to maintain the equipment supplied during its operational life cycle, including warranty period at the rates quoted for AMC in Commercial Offer.

9.7. Email, telephonic call, WhatsApp message etc. to local office will be considered as valid mode of communication and all defects reported through either media shall be considered genuine. Escalation of defect to higher authority of the vendor for more than 3 times will be considered as Un-Satisfactory service.

9.8. No AMC charges will be paid during warranty period.

9.9. In case of any defect arising in system during warranty the defect is to be rectified free of cost by the vendor within the stipulated time. No charges for any spare/accessory/labour shall be paid except in case of defect arising due to Fire, short circuit or any natural mishappening.

9.10. Vendors to quote their rates for AMC understanding that it involves four quarterly visits per year for preventive maintenance and complaint visits for breakdown maintenance for which no separate charges would be admissible. Further, replacement of defective system/components with new systems/components as per technical specifications in this RFP needs to be undertaken on case to case basis irrespective of make/model/vintage of existing equipment in branches/offices for which charges would be admissible.

9.11. If any of the peripherals, components etc., are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with brand new equipment of equivalent capacity or higher capacity, during warranty period. In such cases no labor charges will be admissible and book value (as per bank norms) of old Equipment will be deducted from the cost of new equipment. Such equipment's will be treated as fresh installation and warranty and AMC clause will be applicable as brand new equipment.

Classification: Internal

9.12. If the Manufacturer/Authorized dealer is not able to rectify the system within a complaint period of 15 days, bank will have the right to get replaced the faulty equipment through any other empanelled vendor and make good the book value of the faulty system from the supplier of the faulty equipment by any means.

9.13. During AMC period the technicians should visit the branches quarterly during the year with a minimum gap of 75 days between each visit during bank working hours in addition to the emergency fault repair calls. The fault repair calls will not be treated as quarterly visits and such visits will be free of cost during AMC.

9.14. **Quarterly visit report confirming that the equipment is working properly should be sent in duplicate to Regional Security officer and concerned Branch Manager separately. The vendor will maintain one register in which he will obtain the signature of branch manager certifying that the AMC visit has been carried out and the system is in working condition. This register is to be presented to regional security officer for up dation & verification of data. Consolidated data regarding AMC of equipment's should be produced before Regional Security officer, latest by 15th of succeeding month of AMC quarter.**

9.15. If the firm fails to attend quarterly visit it will be treated as a lapse in service by the vendor and AMC charge for that quarter will be forfeited. AMC charges of such lapsed quarters cannot be claimed afterwards.

9.16. During AMC visit the representative should provide backup free of cost in DVD or any other storage device provided by the bank, if required.

9.17. During AMC visit the representative should give a technical report of system which clearly reveals the present status/condition of the system.

10. TERMS OF IMPLEMENTATION

10.1. The vendor shall deliver, install and make it operational within 10 days from the date of receipt of Purchase order at the offices as per details of delivery locations to be provided with PO.

10.2. The vendor shall provide service support as and when required during the warranty period and thereafter, if required by the Bank.

10.3. On Installation/Servicing, vendor/representative will explain the operation of equipment and clear doubts of employees of the bank.

10.4. The total duration for supply, installation and commissioning of new equipment at branches/offices/ATMs should not exceed 15 days under any circumstances except Force Majeure or else the terms of Liquidated Damages (LD) will be applicable.

10.5. L-1 for the equipment's will be decided as per details mentioned in commercial bid. In case, bank offers L-1 rate to other bidders (as per terms and conditions mentioned in Annexure VI) and award

Classification: Internal

work orders, they are bound to supply equipment of higher specifications out of three vendors as demonstrated by L-1/L-2/L-3 vendor to maintain homogeneity amongst systems installed in various branches/offices/ATMs.

10.6. AMC of the existing equipment's may be awarded to the manufacturer/authorized dealer if they are in the empanelled list at the discretion of the tender committee. The firms/vendors are to quote for AMC of CCTV, Fire Alarm system and Burglary Alarm System etc., keeping in mind that the systems presently installed in various branches/offices are of different makes/models/vintage and the empanelled firms must render AMC of these systems also. Separate payment for components/spares/system would be admissible during the period of AMC. The firm needs to undertake repair/replacement of defective systems/components/units within the ambit of AMC and no demand for separate payment sighting the vintage of equipment or any other reason would be entertained at a later stage.

10.7. The technicians of empanelled vendor for AMC need to install a STAND-BY system in branches/offices/ATMs, if the system needs to be removed and taken to workshop/service centre for repairs/maintenance. The STAND-BY system needs to adhere to the specifications of equipment as listed in the RFP. The original system/systems removed from branches/offices/ATMs and taken to workshop for repair/maintenance are to be fitted back in respective branches/offices/ATMs within 30 days after repair or else the system needs to be replaced with new system adhering to the technical specifications given in the RFP for which separate payment would be admissible. No transportation charges would be admissible for transporting the defective system to the service centre/workshop and back. The downtime of any of the systems viz. CCTV/EAS/FAS should not exceed 03 working days from the date of reporting of malfunction/defect.

10.8. Failure or refusal to offer the services/goods by the successful bidder at the price committed shall result in forfeiture of EMD/bank guarantee amount, which may be noted.

10.9. The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final short-list.

10.10. It should be ensured by the bidder that Price quoted for AMC or spare parts should be genuine as per rates quoted by the other vendors in their financial bids. The Part/spare/AMC rates should not be exorbitant to earn higher profits. In case of such exorbitant rates, bank will negotiate with the bidder for genuine rates. In case of exorbitant rates quoted above 25 % for any AMC/spare/part even after negotiation, bank reserves all rights to cancel the bid and offer subsequent bidder for matching rates.

11. MINIMUM MAINTENANCE STANDARD REQUIRED

11.1. The vendor should ensure that the equipment reported faulty on any working day is set right within 72 hours of reporting the complaint and in no case, later than three working days of the bank. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide replacement of the same till the hardware is returned duly repaired without any additional charges.

11.2. During Warranty and also during AMC period (if under AMC with the same vendor), the vendor should provide support for various issues relating to Hardware and Software, if required, taking backup

Classification: Internal

before formatting the NVR, configuring Cameras etc. without any additional cost, however DVD/CD will be provided by the bank.

11.3. The vendor should respond within 24 hrs to request made by the branch to provide necessary data to police/court without any additional charges.

11.4. All complaints/service requests will be reported/conveyed through Email/ WhatsApp message only.

12. VALIDITY OF OFFER AND PENAL CLAUSE & FALL CLAUSE

12.1. The offer will be valid for period of 180 days from the last date for submission of the offer.

12.2. The vendor shall complete the installation/work within 15 days from the date of the Purchase order at the branches/offices after receipt of order letter either by Mail/Email/WhatsApp message failing which 5 % of total work order penal charges per week from the work order subject to maximum of 20 % will be levied and deducted from the bill.

12.3. AMC visits shall be done within 7 days of due date otherwise 5 % of AMC charges as penal charges per week from the AMC charges subject to maximum of 20 % will be deducted from entire bill.

12.4. Penalty Clause for non-Compliance of AMC: If the vendor fails to provide the AMC service for either of the quarter, a penalty of **Rs.1000/- per branch per** quarter in addition to deduction of concerned quarter charges will be imposed on the service provider.

12.5. If at any point of time, vendor is found to be supplying inferior material not confirming the prescribed technical specification and unsatisfactory services in terms of the provisions of the tender, Bank shall initiate steps for blacklisting of firm with information to all PSU Banks / RBI / IBA.

12.6. The vendor shall provide service support as and when required during the warranty period and thereafter, if required by the Bank, failing which a penalty of Rs 500/- per branch per occasion will be imposed on the vendor. The same will be deducted from bills payable or will be made good by invoking Performance bank guarantee/EMD held with the bank.

12.7. **FALL CLAUSE** – At any point of time if it is observed that the vendor is supplying the said systems to other financial institutions / firms similar material / services at lower rates than offered to Union bank of India IN MADHYA STATE, then the vendor shall have to compensate the Union Bank of India by paying the difference amount and downward revise the rate of respective item / services at the time of renewal of contract as applicable.

13. CRITERIA FOR APPLICATION REJECTION/ CANCELLATION OF REGULATION

13.1. Any effort by tenderer/ empanelled vendor to influence Bank's decisions on evaluation and tender process may result in rejection of tenderer or cancellation of the empanelment.

Classification: Internal

13.2. Applications/tenders submitted without cost of Application Documents or which do not confirm unconditional validity of the application as prescribed or submission of false/fake Application Documents or if the information provided by the applicant is found to be incorrect /misleading at any stage / time during the engagement process or thereafter.

13.3. Applications/tenders received by 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 applicant shall be rejected.

13.4. Malpractice / attempt to influence / Manipulation of rates i.e quoting lower rates as compared to the market / OEM rates, shall be viewed very seriously. If such a situation comes to the notice and/or there are reasons / circumstances for BANK to believe so, the concerned applicant will be called in to give justification of rates quoted by them to the committee. If they are not able to give a proper / satisfactory justification of their quoted rates, their engagement will be cancelled.

13.5. If the System Integrator is found, after their registration and engagement, not complying with, any of the eligibility criteria.

13.6. If continuous poor performance has been observed from an applicant/tenderer.

13.7. Any other grounds as decided by BANK management after due diligence.

14. GUARANTEES

The Security Systems including all components delivered to the Bank should be brand new. The supplier should also guarantee that all the software / components supplied by the supplier is licensed and legally obtained.

15. PATENTS RIGHTS

15.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

15.2. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

15.3. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.

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

Classification: Internal

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

16. INDEMNITY

16.1. The successful bidder shall at its own expenses, indemnify, defend and hold harmless Union Bank of India and its officers, directors, employees, representatives, agents respective directors, and assigns from and against any losses and liability (including but not limited to liabilities, judgments, damages, losses, claims, costs and expenses, including attorney's fees and expenses that may be occurring due to, arising from or relating to:

16.1.1. A breach, non-performance or inadequate performance by the successful bidder of any of the terms, conditions, covenants, representations, undertakings, obligations or warranties under this Agreement; or

16.1.2. The acts, errors, representations, misrepresentations, wilful misconduct or negligence of the successful bidder, its employees in performance of its obligations under this Agreement; or

16.1.3. Any deficiency in the services of the successful bidder or

16.1.4. Violation of any applicable laws by the successful bidder, its agents, employees, representatives etc. Damage caused to bank's property/premises during transportation and installation which is also liable to be recovered from payment of bills.

16.2. In the event of the successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by Union Bank of India, the Bank has right to recover the amounts due to it under this provision from any amount payable to the vendor under this project.

16.3. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this agreement.

17. TERMINATION

17.1. Bank shall have the option to terminate this RFP and / or any subsequent agreement and/or any order, in whole or in part by giving Vendor at least 30 days prior notice in writing. It is clarified that the Vendor will not have any rights to terminate the work contract or any subsequent Agreement for convenience.

17.2. This Tender and subsequent Agreement shall be deemed to have been terminated by either Party one day prior to the happening of the following events of default:

17.2.1. The other Party becomes unable to pay its debt as they fall due or otherwise enters any composition or arrangement with or for the benefit of its creditors or any class there of;

Classification: Internal

17.2.2. A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the other Party and such appointment continues for a period of twenty-one (21) days;

17.2.3. The other Party is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing by the other Party; or

17.2.4. The other Party becomes the subject of a court order for its winding up.

17.3. The Bank, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part without prejudice to any other remedy for breach of Contract if the Vendor fails to deliver any or all of the Design, Goods, Works and Services, within the period(s) specified in the Contract or within any extension thereof granted by the Bank. Also, if services of anyone/more selected firm/vendors viz L-1/L-2/L-3/…. are found unsatisfactory during the contractual period, the contract shall be terminated, and the allotted work shall be distributed amongst remaining firms/vendors.

17.4. Upon the termination or expiry of this Tender and subsequent Agreement the rights granted to Vendor shall immediately terminate.

17.5. In the event the Bank terminates the Contract in whole or in part, the Bank may, among other applicable remedies, procure Goods, Works or Services similar to those undelivered upon such terms and in such manner as it deems appropriate, and hold the Vendor liable to the Bank for any excess costs for such similar Goods, Works or Services. However, the Vendor shall continue to perform the Contract to the extent not terminated.

17.6. 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.

18. LIABILITY

Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard equipment's used by vendor. Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment's under the agreement / purchase order.

19. WARRANTY

19.1. The offer must include comprehensive on-site warranty of preferably three years but not less than two years from the date of installation and commissioning of the equipment's however there should not be any additional cost for the warranty period.

Classification: Internal

19.2. The offer must include comprehensive on-site warranty for batteries too from the date of installation and commissioning of the equipment's however there should not be any additional cost for the warranty period.

19.3. Warranty should not become void if Bank buys any other supplemental hardware which is not discussed in this document from a third party and installs it with these equipment's. However, the warranty will not apply to such hardware items installed. The vendor is expected to ensure same maintenance standards clause.

19.4. Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of equipment, accessories etc. covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

20. SIGNING OF CONTRACT

20.1. If Union Bank of India decides, then the successful bidder(s) shall be required to enter into a contract with the bank within 7 days of the award of the tender or within such extended period as may be specified by Union Bank of India's Regional Offices, on the basis of the tender document, the 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 form of contract.

20.2. In the absence of any formal contract, the copy of PO, the RFP document and other related documents shall be treated as contract.

21. EVALUATION CRITERIA

21.1. Technical Bids (Offers): -

21.1.1. The Technical offer (TO) should be complete in all respects and contain all information asked for in this document. It should not contain any price information. However, TO should confirm that all required rates have been quoted in Commercial Offer (CO), without showing the actual amounts in the TO. Any software(s) supplied either free of cost along with the system must be indicated separately and specifically.

21.1.2. Any software(s)/ component which are left out and may be required with the system must be indicated separately and specifically.

21.1.3. The information provided by the Bidders in response to this RFP will become the property of bank and will not be returned. Incomplete information in bid document may lead to non-consideration of the proposal.

21.1.4. The TO must be submitted in an organized, numbered **and an index of all attachments with total number of pages in the bid must be attached**.

Classification: Internal

21.1.5. In a structured manner (spiral binding will be appreciated). No brochures/leaflets etc. should be submitted in loose form. It should also be ensured that unnecessary/irrelevant documents should not be submitted in Technical bid.

21.1.6. Bank at its discretion may reject the bid containing unnecessary documents/ more than 1 copies of same document.

21.1.7. Bank reserves the right to reject an offer under any of the following circumstances:

21.1.7.1. Document/RFP cost is not submitted.

21.1.7.2. Bid security (EMD) as applicable is not submitted.

21.1.7.3. Offer is incomplete and/or not accompanied by all stipulated documents.

21.1.7.4. Offer is not in conformity with the terms and conditions stipulated in this document.

21.1.7.5. Specifications stipulated in RFP are not met with. However, deviations resulting in higher/superior configuration will be accepted.

21.1.7.6. Commercial Offer is not submitted separately along with Technical Offer.

21.1.7.7. If any concession in terms of %age or amount, is offered/mentioned, the Price bid shall be rejected.

21.1.7.8. Commercial Offer format differs from actual Commercial Offer format.

21.1.7.9. Or violates any terms and conditions in the RFP document.

21.1.7.10. Or If found that the information provided in the offer is bogus/False.

21.1.7.11. Acceptance of Terms and Conditions as per Annexure-II and V are not submitted.

21.1.7.12. Declaration that the Firm is not blacklisted by any Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal is not submitted.

21.1.8. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney to participate in the tender. Bids signed by representatives who don't have written power of attorney to participate in the tender shall be rejected. All pages of the bid including un-amended printed literature shall be initialled by the person or persons signing the Bid.

21.1.9. Self-attested Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor should be submitted in Technical bid.

Classification: Internal

21.1.10. The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any vendor in the final short-list.

21.1.11. If required, normalization/negotiation of TO would be undertaken based on technical evaluation, before opening the Commercial Offers.

21.1.12. No submissions for erasures or alteration will be entertained. However, if a bidder submits two bids the bid received first will be opened and second bid shall be returned by post, unopened.

21.2. Commercial Bids: Commercial bids of only technically qualified /short listed bidders will be opened. Bank's evaluation of the commercial bids will consider the status of compliance of terms and conditions.

21.2.1. Price-Bids: To include TOTAL & COMPLETE cost of Supply, Installation, Commissioning Training of one unit 4,16 channel NVR based CCTV system, Burglary alarm system, Fire alarm system with Auto dialer etc., with Specified equipment's viz. NVR, Monitor, Mouse, IP Cameras (as per Annexure VI), Wiring/Cabling, specified Software, etc., etc. including any other Charges & Taxes. AMC charges for 3 years will be considered o**f L-1 rates. Note:- (Bank may decide L1 bidder based on other component cost of CCTV, FAS,SAS and AMC charges, less buy back cost), Hence bidders are quote rate very carefully.**

21.2.2. The Price-Bids of only those Vendors shall be opened whose Hardware & Software specifications & details match and conforms to our minimum complete tender requirements and qualify in the demonstration, resolution (required/best quality), backup, etc.

21.2.3. AMC charges quoted shall apply to all other previous installed systems.

21.2.4. Less quantity of cameras/Accessories/system installed: **At the time of installation** if number/s of Dome cameras/accessories (Specified) to be installed are reduced the relevant quoted cost of camera/accessories, as per 'Price-List of Accessories' (submitted) would be reduced from the total quoted price and accordingly charged. Wiring will be charged on actual usage only and will be reduced/added in package.

21.2.5. Accessories are also to be quoted and should strictly conform to the given technical specifications, wherever applicable. The quoted rates of accessories should be comparable to the quoted rates for the system. The vendor should quote price of each item which forms part of the system and can be used at any point of time. If at any point of time during contract and AMC period, the vendor claims that if any accessory is required to be installed/ replaced with the system, which is not part of Price bid, the said item will be provided by the vendor free of cost; else the vendor will install complete new system in place of defective one at their cost.

Classification: Internal

21.2.6. While quoting commercial bid, it should be ensured that the price of accessories/spares quoted should match the Package cost. If it is observed that the cost of spares/accessories does not matches to the cost of complete package, the package cost will be re-evaluated based on individual price of spares/accessories and the revaluated cost shall be considered for price comparison.

21.2.7. The accessories of items shall not form criteria for short-listing, however, negotiable.

21.2.8. The Bank reserves the right to accept / reject the lower quotes or any or all tender received without assigning any reasons thereof.

22. INSURANCE

The supplier should get the hardware items insured for a period of 6 months from the date of delivery in the name of the Bank at no extra cost. The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective branches covering all risks.

23. GUIDELINES FOR THE OEM

23.1. OEM should have online dedicated support centre available and during working hours and a fully equipped repair and maintenance office in India. Document details to be submitted for the same for verification.

23.2. Documents of Manufacturing license/ Excise Registration of the OEM factory need to be submitted for verification.

23.3. Product Certification copies to be attached as per the specifications.

23.4. To evaluate the offered solution/products, Proof of concept (POC) will be conducted by technical committee. POC date(s) will be intimated separately after evaluation of Technical bids of prospective bidders.

23.5. Vendor will be responsible for non-genuine products. 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, as a service support to Bank.

23.6. OEM to have presence in India since the last 6 years.

23.7. OEM will have the responsibility to provide system support/technical support for at least 6 years to all empanelled vendors of the banks to keep the system operational in case of change in vendor/s. An undertaking in this regard to be submitted by the OEM on letter head along with the Technical bid.

Classification: Internal

24. FORCE MAJEURE

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

25. GOVERNING LAW AND DISPUTES

25.1. The provisions of this tender shall always be subject to government notifications, any rules/ guidelines that may be in force from time to time.

25.2. 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 them amicably, the same shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

25.3. During the arbitration proceedings the vendor shall continue to work under the contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

25.4. The venue of the arbitration shall be concerned area of the respective Regional offices under Gwalior Region of the Bank.

26. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology optimum for the bank's usage.

27. PAYMENT TERMS

Classification: Internal

No advance amount will be paid to vendor. Payment will be released by respective offices/branches only against completion of work and submission of satisfactory installation certificate.

28. COVENANTS OF THE SUCCESSFUL BIDDER

28.1. The successful bidder shall deploy and engage suitably experienced and competent personnel as may reasonably be required for the performance of the services. During the currency of project, the successful bidder shall not substitute the key staff identified for the services.

28.2. The successful bidder shall forthwith withdraw or bar any of its employee/s from the provision of the services if, in the opinion of BANK:

28.2.1. The quality of services rendered by the said employee is not in accordance with the quality specifications stipulated by BANK; or

28.2.2. The engagement or provision of the services by any employee is prejudicial to the interests of BANK.

28.3. All employees engaged by the successful bidder shall be in sole employment of the successful bidder and the successful bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BANK be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.

28.4. The successful bidder: -

28.4.1. Shall be responsible for all negotiations with personnel relating to salaries and benefits and shall be responsible for assessments and monitoring of performance and for all disciplinary matters.

28.4.2. Shall not knowingly engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in the provision of services under this Agreement.

28.4.3. Shall always use all reasonable efforts to maintain discipline and good order amongst its personnel.

28.4.4. Shall not exercise any lien on any of the assets, documents, instruments or material belonging to BANK and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from BANK.

Classification: Internal

28.4.5. Shall regularly provide updates to BANK with respect to the provision of the services and shall meet with the personnel designated by BANK to discuss and review its performance at such intervals as may be agreed between the Parties.

28.4.6. Shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and agents (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.

28.4.7. Shall not violate any proprietary and intellectual property rights of BANK or any third party, including without limitation, confidential relationships, patent, trade secrets, copyright and any other proprietary rights in course of providing services hereunder.

28.4.8. Shall ensure that the quality and standards of materials and services to be delivered or rendered hereunder will be of the kind, quality and timeliness as designated by the BANK and communicated to the Service Provider from time to time.

28.4.9. Shall not work in a manner which, in the reasonable opinion of BANK, may be detrimental to the interests of BANK and which may adversely affect the role, duties, functions and obligations of the successful bidder as contemplated by this RFP.

28.4.10. Shall be liable to BANK for all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the successful bidder while providing the services to the BANK.

28.4.11. Shall itself perform the obligations under this RFP and shall not assign, transfer or sub-contract any of its rights and obligations under this Agreement except with prior written permission of BANK.

SCOPE OF WORK – ANNUAL MAINTENANCE CONTRACT

SCOPE OF ANNUAL MAINTENANCE CONTRACT – CCTV SYSTEM

MANDATORY WORKS TO BE DONE DURING EACH QUARTERLY CAMC VISITS	
Camera & Housing:	
1.	Camera / lens focus and auto iris is to adjusted properly.
2.	Camera field of view is to be adjusted to Bank's requirements.
3.	Camera / housing viewing window is to be cleaned, inside and out.
4.	Camera lens is to be cleaned and made dust free.
5.	Interior of camera enclosure is to be cleaned and made dry.

Classification: Internal

6	Check the recordings in memory (storage) card of the cameras. This should be checked for all the cameras provided with memory card.
Wire & Cable:	
7	Check wiring and cable harnesses for wear and fray. Harnesses / connectors to be replaced if required
8	Check that the Power supply to CCTV is tapped from UPS Supply and the system cannot be switched off without opening the Network Rack. If required, make necessary changes.
9	Check to make sure cable is dressed properly. If not dressed properly, to be rectified
10	Check connectors and cable entry points for loose wiring. If loose wiring found, to be rectified
11	Coaxial cable is transmitting an adequate video signal to DVR. Signal should be free of distortion, tearing, hum-bars, Electro Magnetic Interference and rolling, etc.
12	Make sure all coaxial connectors are insulated from conduit and pull boxes.
Control Equipment (DVR / NVR)	
13	Check recorded images of last 180 days are available in the CCTV system. Start date of the recording available in the system is to be noted in the service report. Technician to mention recording available in every single camera & System is on Dual Password.
14	All the cameras are set for recording at 25 fps or more with resolution of 1080P.
15	DVR / NVR are functioning properly and provided distortion free recording.
16	All control equipment is operational. Switchers allow proper sequencing and call-up. Multiplexers are properly encoding and decoding.
17	Clean monitor screens, control panels, and mouse.
18	Monitors are free from picture burn-in, and distortion. Have proper contrast and brightness
19	Activation of True WDR (120 dB) in all cameras. Video compression of H.265+ enabled
20	Check all connectors on the back panels for loose connections.
21	Monitor is not in the direct view of customers. If required location, angle of view of the monitors is to be adjusted.
22	Check all power connections to ensure AC plugs are not loose or power cables frayed.
23	Ensure DVR/NVR Date & Timings match with Finacle/CBS Date & Timings on real time basis.
DVR / NVR Network Rack / Cabinet:	
24	Check DVR/ NVR is secured inside a metallic rack / cabinet with locking facility
25	Check the function of magnetic sensor fitted on the network rack door / Cabinet door. Activate Branch's Electronic Alarm by opening the metallic rack door, keeping the Alarm System in night mode.
26	Check the cooling fan(s) of the rack is functional.
Switch Mode Power Supply (SMPS)	
27	Check all the connections to the POE Switch / SMPS for any loose connections. If loose connections observed, rectify.
28	Check each channel of the SMPS output is working and LED indication is glowing Check each port of the POE Switch is working and LED indication is glowing / flashing.

SCOPE OF ANNUAL MAINTENANCE CONTRACT – FIRE DETECTION AND ALARM SYSTEM

Smoke / Heat / Flame Detectors	
1	Open the detector housing and clean the unit
2	Check all the detectors are working

Classification: Internal

3	Interior of detector enclosure is clean and dry.
Control Panel	
4	Check all the indicators (On / Off / Zone / Test / Alarm / Silence) are functioning
5	Test the system using the Test button provided
6	Activate the Alarm System by activating one of the detectors. The detectors should be numbered and the serial number of the detector checked should be entered in the log book.
Wire & Cable:	
7	Check wiring and cable harnesses for wear and fray.
8	Check to make sure cable is dressed properly.
9	Check connectors and cable entry points for loose wiring.
Auto-dialer:	
1	Check the Mobile Numbers of the present branch staff is fed in the Auto-dialer. If the staff of the Members has been changed after the last quarterly visit, Mobile Numbers of new staff is to be stored in the Auto-dialer. Similarly, Mobile Numbers of the transferred-out staff is to be deleted from the auto-dialer.
1	On updating the auto-dialer, the list of the mobile numbers is to be entered in the Auto-dialer log sheet. This log sheet is to be kept in the Alarm Panel.
Battery Backup:	
1	Check the batteries, for a minimum of 8 hours backup
1	Voltage of the batteries is to be recorded
1	If required, replace the batteries
Hooters:	
1	Activate the Alarm system and check the sound of alarm of all the hooters is clearly audible up to 500 meters

SCOPE OF ANNUAL MAINTENANCE CONTRACT – ELECTRONIC ALARM SYSTEM

Sensors :	
1.	All sensors installed in the system should be checked for proper connection
2.	Check all the sensors are working
Control Panel:	
3.	Check all the indicators (On / Off / Zone / Test / Alarm / Day-Night Mode) are functioning
4.	Activate the Alarm System by activating any five of the sensors. The sensors should be numbered and the serial number of the sensors checked should be entered in the log book. ATM outer door magnetic sensor, PIR sensor and strong room door magnetic sensors are to be checked and activated during all CAMC visits
Wire & Cable:	
5.	Check wiring and cable harnesses for wear and fray.
6.	Check to make sure cable is dressed properly.

Classification: Internal

7.	Check connectors and cable entry points for loose wiring.
Auto-dialer:	
8.	Check the Mobile Numbers of the present branch staff is fed in the Auto-dialer. If the staff members have been changed after the last quarterly visit, Mobile Numbers of new staff is to be stored in the Auto-dialer.
9.	On updating the auto-dialer, the list of the mobile numbers is to be entered in the Auto-dialer log sheet. This log sheet is to be kept in the Alarm Panel.
Battery Backup:	
10.	Check the batteries, for a minimum of 4 hours backup
11.	Voltage of the batteries is to be recorded
12.	If required, replace the batteries
Hooters:	
13.	Activate the Alarm system & check the sound of alarm of all the hooters is clearly audible up to 500 Mtr

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

SCOPE OF WORK – SITC OF SECURITY EQUIPMENT

The vendor shall deliver the security equipment within 07 days from the date of the Purchase order at the sites as per details of delivery locations provided with PO. Manufacturing date of the new security equipment and all system components should be within 12 months.

SCOPE OF WORK – SITC(supply, installation, testing & commissioning) OF CCTV SYSTEM

Power supply for CCTV system (NVR, Monitor, SMPS Units, PoE Switches and all units / components) should be drawn from branch UPS and is to be taken directly from the UPS through an MCB. Option for switching of the CCTV system should be provided only inside the NVR housing rack.

NVR of the CCTV System is to be secured inside a wall mounted 6U network rack. The rack is to be fastened / fixed on to the wall at a concealed location. A magnetic switch (door contact) to be fitted on the network rack doors and is to be connected to the branch's electronic alarm system.

Classification: Internal

All the vulnerable areas of the Branch are to be covered by the CCTV system. Cameras are to be positioned in such a way that entire branch premises including the ATM lobby, ATM entrance, Branch entrance, Strong Room (inside S/R focusing on gold / cash safe), strong room door outside, cash counter, Gold Appraiser desk, Gold Loan Processing Officer, BM Cabin (if desired) and customer lobby is covered under CCTV surveillance, without any blind spot.

CCTV cameras are to be mounted on camera junction boxes conforming to vandal proof and weatherproof ratings. The rates quoted for the cameras should be inclusive of the camera junction boxes etc.

CCTV camera of ATM should cover the lobby entrance and also the face of a person operating the ATM, but not the ATM console, particularly the screen and the keypad so as not to compromise on the confidentiality of the transaction. 01 CCTV Camera per Machine needs to be affixed on rear side of the machine positioned so as to ensure capturing of Facial Recognition of the User, 01 Camera needs to be affixed on the adjacent wall of ATM premises so as to capture the withdrawal/deposit of Cash by the User. An additional camera should cover outside area of the ATM.

Approved type of power / signal / CAT 6E cables is to be laid in PVC conduits. Cables from the existing system are not to be used for installation of the new CCTV system. All the cables (both power and video) are to be concealed at all places and should be laid inside PVC conduit pipes with proper connectors.

LED monitor of the CCTV is to be wall mounted in branch manager's cabin. During installation care should be taken to ensure that the monitor is not in direct view of customers.

NVR and all the cameras are to be set for continuous recording at resolution (1080P), 25 fps, True WDR (120 dB) and video compression H.265+.

After installation of a new CCTV system in a premises, the old system is to be dismantled and removed completely including cables / wires. If, the purchase order for the new CCTV system is with buy-back clause, the old system (except Hard Disk) is to be taken back by the vendor. The existing Hard Disks is to be handed over to the Branch Head, which can be collected back from the branch after 180 days.

Testing and commissioning of the CCTV System is to be done in the presence of the Branch Staff and the operation of the system is to be demonstrated to the Staff. Following actions are to be explained to the Branch Staff after SITC of the System.

a. Identifying various alarms / warnings / beep sounds generated by the system due to video loss, hard disk failure, etc. Procedure for taking back-up to external medium

b. Passwords / PIN required for user level operation is to be shared with Branch Head and Deputy Branch Head.

On completion of SITC of the CCTV System, photographs of the system are to be forwarded to Regional Office by email. The photographs should be taken post installation at site and must include:-

a. Photographs of all equipment's / components [(i) NVR, (ii) NVR Rack, (iii) Monitor, (iii) POE Switches, (iv) all cameras and (v) cabling]

Classification: Internal

b. Photographs of system screen indicating [(i) NVR make, model #, serial #, (ii) Hard Disk Capacity, (iii) Cameras settings like fps/ resolution, WDR, (iv) video compression]

c. The photographs are to be forwarded along with the installation report as a single PDF document with a maximum file size of 4 MB.

After the CCTV System is set to work for 10 days, the vendor shall check the system for the estimated number of days recording that would be available. A report with following details is to be forwarded to Regional Security Officer:

a. NVR and all cameras are recording continuously at 25 fps, 1080P, true WDR and H 265+.

b. All the HDDs installed in the NVR are functioning normal.

c. Storage capacity in GB used by the system and the free space available in the system.

d. Estimated days of recording with the current configuration and HDD. Storage of 180 days recording is the minimum requirement of backup for all sites of the Bank

Payment will be made by the respective branches on successful completion of supply, installation, testing and commissioning (SITC) of the equipment against submission of GST Invoice, Warranty Certificate, Installation Report and clearance from respective Regional Offices.

SCOPE OF WORK – SITC OF FIRE ALARM SYSTEM

Power supply for Fire Alarm system should be drawn from branch UPS and is to be taken directly from the UPS Room through an MCB. Option for switching of the Fire Alarm System should be provided only inside the Fire Alarm Control Panel. Guidelines for installation of the system components are as under:

Fire Alarm control panel to be installed in the Banking Hall in staff area, in a location easily accessible to the Bank Staff. Rechargeable SMF Batteries having 10-12 Hours residual backup are to be housed inside the control panel Branch premises is to be divided as four parts and detectors from each of these four parts is to be connected to one separate Zone in the 4 Zone Master control panel.

Auto-dialer is to be installed adjacent to the control panel. Mobile numbers of Branch Staff are to be stored in the Auto-dialer to receive alert calls / text messages on activation of the Alarm System.

Smoke detectors are to be installed on the ceiling with a spacing of 24 ft between two detectors and 12 ft from the wall. Smoke detectors should be installed in all enclosed rooms / cabins like strong room, UPS Room, Record Room, Stationery room, BM Cabin, Cash Counter, onsite ATM, etc.

Heat detector is to be installed in the UPS / Battery Room.

Flame Detectors to be installed in the Banking Hall near Strong Room / Safe Room door & in customer lockers area.

Response Indicators (RI) are to be provided for smoke detectors installed inside rooms, above false ceiling. The Response Indicators are to be sited at a visible prominent place outside the room in which the smoke detector is installed.

Classification: Internal

Manual Call Points (MCP): One MCP is to installed in the banking hall, the second one in staff area & the third one in close proximity of branch/office entrance.

External hooters: One Hooter is to be installed in the Banking Hall (inside premises). One Hooter outside the premises, on the front side near branch entrance.

1.5 sq.mm copper armored cable secured with metal saddles is to be used for connecting the detectors. Distance between the saddles should not exceed 60 Cms.

Testing and commissioning of the Fire Alarm System is to be done in the presence of the Branch Staff and the operation of the system is to be demonstrated to the Staff. All the sensors / detectors of the system are to be activated and the same is to be recorded in the service report.

After installation of a new Fire Alarm system in a premises, the old system is to be dismantled and removed completely including cables / wires. If, the purchase order for the new Fire Alarm system is with buy-back clause, the old system is to be taken back by the vendor immediately.

During testing of the system, it is to be verified that all the Branch staffs are receiving alert calls in their mobile numbers by activating the Fire Alarm System. Same is to be recorded in the Service Report.

Following actions are to be explained to the Branch Staff after SITC of the System.

a. Daily testing procedure to ensure that the system is fully functional.

b. If the alarm is activated, how to identify which zone / sensor / detector is activated.

c. Silencing the alarm, System resetting procedure, disable a particular Zone, Switching off the System.

On completion of SITC of the Fire Alarm System, installation report and photographs of the system is to be forwarded to respective Regional Offices by email. The set of photographs must include that of Control panel, MCP, RI, Auto-dialer, all sensors & detectors and cabling. The photographs are to be forwarded along with the installation report as a single PDF document with a maximum file size of 2 MB.

Payment will be made by the respective branches on successful completion of supply, installation, testing and commissioning (SITC) of the equipment against submission of GST Invoice, Warranty Certificate, Installation Report and clearance from Regional Office.

SCOPE OF WORK – SITC OF ELECTRONIC ALARM SYSTEM

Power supply for Electronic Alarm system should be drawn from branch UPS and is to be taken directly from the UPS Room through an MCB. Option for switching of the Electronic Alarm System should NOT be provided. Guidelines for installation of the system components are as under:

Control panel of Electronic Alarm System to be installed in a secured area, preferably concealed. Rechargeable SMF Batteries are to be housed inside the control panel

Auto-dialer is to be installed adjacent to the control panel and connected to the Branch's Landline Connection or GSM SIM. Mobile numbers of Branch Staff are to be stored in the Auto-dialer to receive alert calls & SMS on activation of the Alarm System.

Classification: Internal

Panic switches are to be installed (a) Branch Head Desk, (b) DBH Table, (c) One amongst every two work stations, (d) Cash Cabins, (e) Strong Room / Safe Room, (f) Record Room, Wash room / toilets, (g) UPS / Battery Room, (h) Pantry / Lunch / Tea Room

Two PIR Sensors to be installed inside SDV Room / Strong room where lockers /Cash & Gold Safes are kept. One additional pair of PIR Sensor to be installed outside Strong room near strong room door.

Vibration (motion) sensor on the inside walls of strong room. One Vibration (motion) sensor is to be installed on the Onsite ATM. (machine rear side)

Magnetic contact sensors are to be installed on strong room door, cash safe, gold safes, ATM outer cover door, ATM hood and CCTV NVR Rack door.

Magnetic contact sensors are to be installed on strong room door, cash safe, gold safes, ATM outer cover door, ATM hood and CCTV NVR Rack door.

The sensors installed on the ATM (01 Vibration Sensor and 02 Magnetic Door Contact) to be connected through an override switch / key. This override mechanism is for bypassing the Electronic Alarm in Night (Armed) mode.

Cabling ISI marked copper cables are to be laid in rigid PVC conduit with ISI mark, fixed with metal saddling at every 60 Cms.

Electronic Alarm System should have the feature for Changeover of “Day (Unarmed)” and “Night (Armed)” Mode both in Auto & Manual Mode.

Testing and commissioning of the Electronic Alarm System is to be done in the presence of the Branch Staff and the operation of the system is to be demonstrated to the Staff. All the sensors / detectors of the system are to be activated and the same is to be recorded in the service report.

After installation of a new Electronic Alarm system in a premises, the old system is to be dismantled and removed completely including cables / wires. If, the purchase order for the new Electronic Alarm system is with buy-back clause, the old system is to be taken back by the vendor immediately.

During testing of the system, it is to be verified that all the Branch staffs are receiving alert calls in their mobile numbers by activating the Electronic Alarm System. Same is to be recorded in the Service Report.

Following actions are to be explained to the Branch Staff after SITC of the System.

a. Daily testing procedure to ensure that the system is fully functional.

b. If the alarm is activated, how to identify which zone / sensor / detector is activated.

c. System resetting procedure.

d. Passwords / PIN required for user level operation and maintenance is to be shared with Branch Head and Deputy Branch Head.

e. Factory set Passwords / PIN are to be changed before handing over the system to the Branch.

Classification: Internal

On completion of SITC of the Electronic Alarm System, installation report and photographs of the system is to be forwarded to Regional Office by email. The set of photographs must include that of Control panel, Auto-dailer, all sensors & detectors and cabling. The photographs are to be forwarded along with the installation report as a single PDF document with a maximum file size of 2 MB.

Payment will be made by the respective branches on successful completion of supply, installation, testing and commissioning (SITC) of the equipment against submission of GST Invoice, Warranty Certificate, Installation Report and clearance from Regional Office.

Classification: Internal

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FORMAT OF AMC SERVICING - CCTV SYSTEM

Branch Name : ____________________ SOL ID _______________ Date of AMC Visit: _____________________

DVR Make				**DVR Model No.**			
				DVR Serial Number			
DVR Mfg. Yr.				**No. of Channels in DVR**			
Hard Disk capacity	2TB x			Recording (Backup status)	Available from date:		
	4TB x				Available to date:		
	6TB x				Number of days rec available:		
	8TB x						
	Total	TB					
Recording Resolution				Recording speed (FPS)			
System Status	Working / Not Working			Any Alarm / beep sound from DVR / NVR	Yes / No		
Camera Status							
Camera No.	**Location**	**OK**	**Not OK**	**Camera No.**	**Location**	**OK**	**Not OK**
Camera -1				Camera -9			
Camera -2				Camera -10			
Camera -3				Camera -11			
Camera -4				Camera -12			
Camera -5				Camera -13			
Camera -6				Camera -14			
Camera -7				Camera -15			
Camera -8				Camera -16			

	Yes	No
Whether the power supply to the CCTV System is taken from UPS Line?		
Whether CCTV DVR is installed inside a network rack and locked?		
Whether magnetic switch installed on the cover door of DVR Rack and connected to Electronic Alarm System?		
Checked the Date / Time settings and the CMOS battery is OK.		
Checked the power supply, proper earthing and complete cabling for any loose / hanging cables.		
Cleaning of cameras, lens, BNC connectors done; the system is properly recording		
Proper recording, functioning and playback of the system checked.		
Explained the system operation / functioning to authorized officers of Branch.		

Remarks	
Technicians Name and Signature	Branch Head's Sign & remarks with office seal

To be filled in triplicate:
1. One Copy of Service Report to be filed in Branch CAMC File
2. Second Copy to be forwarded to Regional Office by vendor
3. Third Copy to be retained by CAMC Vendor

Classification: Internal

FORMAT OF AMC SERVICING - FIRE ALARM SYSTEM

Branch Name : ________________________ SOL ID _______________ Date of AMC Visit: _____________________

Fire Alarm Control Panel Make and Model No.		Control Panel Mfg. Yr.	
Auto-dialer Make / Model No		Auto-dialer GSM / PSTN No.	
No. of Zones in Control Panel		GSM SIM validity date	
System Status		Working / Not Working	

Details of Sensors / Detectors					
Detector	**Location**	**Detector**	**Location**	**Detector**	**Location**
Smoke Detector-1		Smoke Detector-9		Flame Detector-1	
Smoke Detector-2		Smoke Detector-10		Flame Detector-2	
Smoke Detector-3		Smoke Detector-11		Flame Detector-3	
Smoke Detector-4		Smoke Detector-12			
Smoke Detector-5		Smoke Detector-13			
Smoke Detector-6				External Hooter-1	
Smoke Detector-7		Heat Detector-1		External Hooter-2	
Smoke Detector-8		Heat Detector-2		External Hooter-3	

Mobile nos. stored in auto dialer			
Name of Staff / Designation	**Mobile No.**	**Name of Staff / Designation**	**Mobile No.**
1		4	
2		5	
3		6	

LEDs of all Sensors / detectors are flashing	Yes / No
No. of smoke detectors activated, and location of the smoke detectors activated.	
Whether the power supply to the Fire Alarm System is taken from UPS Line.	Yes / No
Status of inbuilt battery of Fire Alarm System	OK / Not OK If not OK, Battery is to be replaced during CAMC visit
Adequate number of Sensors / detectors are provided in the Branch	Yes/ No. If no, mention the location in which sensors are required
Auto dialer connected & configured	Yes / No. If no, give reason:
Whether Auto Dialer was activated during CAMC visit and test call received on Branch Heads and Deputy Branch Heads Managers Mobile	
Remarks	Any defects / complaints reported by the Branch:
Technicians Name and Signature	Branch Head’s Sign & remarks with office seal

To be filled in triplicate: 1. One Copy of Service Report to be filed in Branch CAMC File
2. Second Copy to be forwarded to Regional Office by vendor
3. Third Copy to be retained by CAMC Vendor

Classification: Internal

FORMAT OF AMC SERVICING - BURGLAR (ELECTRONIC) ALARM SYSTEM

Branch Name : ________________________ SOL ID _______________ Date of CAMC Visit: _____________________

Electronic Alarm Control Panel Make and Model No.		Control Panel Mfg. Yr.	
Auto-dialer Make / Model No		Auto-dialer GSM / PSTN No.	
No. of Zones in Control Panel		GSM SIM validity date	
System Status		Working / Not Working	

Details of Sensors / Detectors					
Detector	**Location**	**Detector**	**Location**	**Detector**	**Location**
Panic Switch-1		Panic Switch -10		PIR Sensor-1	
Panic Switch -2		Panic Switch -11		PIR Sensor-2	
Panic Switch -3		Panic Switch -12		Shutter Sensor	
Panic Switch -4		Panic Switch -13		Vibration Sensor -1	
Panic Switch -5				Vibration Sensor -2	
Panic Switch -6		Magnetic Switch -1			
Panic Switch -7		Magnetic Switch -2		External Hooter-1	
Panic Switch -8		Magnetic Switch -3		External Hooter-2	
Panic Switch -9		Magnetic Switch -4		External Hooter-3	

Mobile nos. stored in auto dialer			
Name of Staff / Designation	**Mobile No.**	**Name of Staff / Designation**	**Mobile No.**
1		4	
2		5	
3		6	

Whether the power supply to the Electronic Alarm System is taken from UPS Line.	Yes / No
Magnetic switch installed on the outer cover of ATM door and connected to Electronic Alarm	Yes / No. If no, magnetic switch is to be installed on the outer cover of ATM during CAMC visit.
Magnetic switch installed on the cover door of DVR Rack and connected to Electronic Alarm	Yes / No If no, magnetic switch is to be installed on the cover door of DVR Rack during CAMC visit.
Whether Auto Dialer was initiated during CAMC visit and test call received on Branch Head's and Deputy Branch Head's Mobile	Yes / No
No. of Panic Switches activated, and location of the switch activated.	
Status of inbuilt battery of Electronic Alarm System	OK / Not OK If not OK, Battery is to be replaced during CAMC visit
Adequate number of Sensors / detectors are provided in the Branch	Yes/ No If no, mention the location in which sensors are required
Remarks	
Technicians Name and Signature	Branch Head's Sign & remarks with office seal

To be filled in triplicate:
1. One Copy of Service Report to be filed in Branch CAMC File
2. Second Copy to be forwarded to Regional Office by vendor
3. Third Copy to be retained by CAMC Vendor

Classification: Internal

FORMAT OF INSTALLATION REPORT - CCTV SYSTEM

Branch Name : ______________________ SOL ID _______________ Date of Installation: _____________________

DVR Make		**DVR Model No.**	
		DVR Serial Number	
DVR Mfg. Yr.		**No. of Channels in DVR**	

Hard Disk capacity	8 TB x ____ Nos	____ TB	Recording (Backup status)	Available from	
	Total	____ TB		Available to	
	Used Space	____ TB		Number of days rec available:	
	Free Space	____ TB			
H.265+ enabled in all cameras (Y/N)			WDR enabled in all cameras (Y/N)		
Recording Resolution			Recording speed (FPS)		

Camera Status

Camera No.	Location	Type of Camera (Dome / bullet)	Storage Card Capacity in GB	Camera No.	Location	Type of Camera (Dome / bullet)	Storage Card Capacity in GB
Camera -1				Camera -9			
Camera -2				Camera -10			
Camera -3				Camera -11			
Camera -4				Camera -12			
Camera -5				Camera -13			
Camera -6				Camera -14			
Camera -7				Camera -15			
Camera -8				Camera -16			

	Yes	**No**
Whether the power supply to the CCTV System is taken from UPS Line?		
Whether CCTV NVR is installed inside a network rack and locked?		
Whether magnetic switch installed on the cover door of NVR Rack and connected to Electronic Alarm System?		
Checked the Date / Time settings and the CMOS battery is OK.		
Old CCTV System, cameras, cables, monitor and all components dismantled and removed		
DVR / NVR and Hard disk handed over to the Branch		
Explained the system operation / functioning to authorized officers of Branch.		
Date of completion of installation and commissioning of the new CCTV System		

Remarks	
Technicians Name and Signature	Branch Head's Sign & remarks with office seal

To be filled in triplicate:
1. One Copy of Service Report to be filed in Branch AMC File
2. Second Copy to be forwarded to Regional Office by vendor
3. Third Copy to be retained by AMC Vendor

Classification: Internal

FORMAT OF INSTALLATION REPORT – FIRE ALARM SYSTEM

Branch Name : ______________________ SOL ID ______________ Date of Installation: ____________________

Fire Alarm Control Panel Make and Model No.		Control Panel Mfg. Yr.	
Auto-dialer Make / Model No		Auto-dialer GSM / PSTN No.	
No. of Zones in Control Panel		GSM SIM validity date	
System Status		Working / Not Working	

Details of Sensors / Detectors installed					
Detector	**Location**	**Detector**	**Location**	**Detector**	**Location**
Smoke Detector-1		Smoke Detector-9		Flame Detector-1	
Smoke Detector-2		Smoke Detector-10		Flame Detector-2	
Smoke Detector-3		Smoke Detector-11		Flame Detector-3	
Smoke Detector-4		Smoke Detector-12			
Smoke Detector-5		Smoke Detector-13			
Smoke Detector-6				External Hooter-1	
Smoke Detector-7		Heat Detector-1		External Hooter-2	
Smoke Detector-8		Heat Detector-2		External Hooter-3	
Smoke Detector-1		Smoke Detector-9		Flame Detector-1	

Mobile nos. stored in auto dialer			
Name of Staff / Designation	**Mobile No.**	**Name of Staff / Designation**	**Mobile No.**
1		4	
2		5	
3		6	

	Yes	**No**
Whether Auto Dialer was initiated after installation and test call received on Branch Heads and Deputy Branch Heads Managers Mobile		
All the detectors / sensors activated after commissioning of the system		
Whether the power supply to the Fire Alarm System is taken from UPS Line.		
Old Fire Alarm System, cables and all components dismantled and removed		
Date of completion of installation and commissioning of the new Fire Alarm System		
Explained the system operation / functioning to authorized officers of Branch.		
Technicians Name and Signature	Branch Head's Sign & remarks with office seal	

To be filled in triplicate:

1. One Copy of Installation Report to be submitted at the Branch
2. Second Copy to be forwarded to Regional Office by vendor
3. Third Copy to be retained by AMC Vendor

Classification: Internal

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FORMAT OF INSTALLATION REPORT - BURGLAR (ELECTRONIC) ALARM SYSTEM

Branch Name : ________________________ SOL ID ________________ Date of Installation: ______________________

Electronic Alarm Control Panel Make and Model No.		Control Panel Mfg. Yr.	
Auto-dialer Make / Model No		Auto-dialer GSM / PSTN No.	
No. of Zones in Control Panel		GSM SIM validity date	
System Status		Working / Not Working	

Details of Sensors / Detectors					
Detector	**Location**	**Detector**	**Location**	**Detector**	**Location**
Panic Switch-1		Panic Switch -10		PIR Sensor-1	
Panic Switch -2		Panic Switch -11		PIR Sensor-2	
Panic Switch -3		Panic Switch -12		Shutter Sensor	
Panic Switch -4		Panic Switch -13		Vibration Sensor -1	
Panic Switch -5				Vibration Sensor -2	
Panic Switch -6		Magnetic Switch -1			
Panic Switch -7		Magnetic Switch -2		External Hooter-1	
Panic Switch -8		Magnetic Switch -3		External Hooter-2	
Panic Switch -9		Magnetic Switch -4		External Hooter-3	

Mobile nos. stored in auto dialer			
Name of Staff / Designation	**Mobile No.**	**Name of Staff / Designation**	**Mobile No.**
1		4	
2		5	
3		6	

	YES	NO
Whether the power supply to the Electronic Alarm System is taken from UPS Line.		
Magnetic switch installed on the outer cover of ATM door and connected to Electronic Alarm System		
Magnetic switch installed on the cover door of DVR Rack and connected to Electronic Alarm System		
Whether Auto Dialer was initiated after installation and test call received on Branch Head's and Deputy Branch Head's Mobile		
Old Electronic Alarm System, cables and all components dismantled and removed		
Date of completion of installation and commissioning of the new Electronic Alarm System		
Explained the system operation / functioning to authorized officers of Branch.		

Technicians Name and Signature	Branch Head's Sign & remarks with office seal

To be filled in triplicate: 1. One Copy of Service Report to be filed in Branch AMC File
2. Second Copy to be forwarded to Regional Office by vendor
3. Third Copy to be retained by CAMC Vendor

Classification: Internal

Annexure I

TECHNICAL REQUIREMENTS

A. **Product Certification**:- The products of the bidder should have certification, as the case may be, of quality given by the Bureau of Indian Standards BIS, UL, FCC, CE and tested at Electronic Regional Test Laboratory or any other industry recognized certification as applicable and acceptable to bank. Preference shall be given to products having security certification. The products should be based on latest technology for the specific requirement.

B. **OEM Certificate**: - The applicant should have OEM certificate along with confirmation that they would supply spare parts for the quoted model for minimum next 6 years from the date of installation. OEM letter to be in Original and no photocopy or coloured Xerox will be acceptable (In absence of the original certificate from the OEM the Service provider will be disqualified).

C. **Branded Products**: - Only branded products with at least 5 years of presence in market and having Service centres across Madhya Pradesh state will be preferred over dominion products. Widely available products with proper service support will be an advantage to the bank as the same can be repaired/maintained easily and thus branded products will be given priority. Proprietary articles with limited service support will not be considered for bidding.

D. The tender committee at its discretion after demonstration process will finalize the brand/make/model of security equipment's to be installed in branches to maintain homogeneity of the equipment's and the decision of tender committee in this regard would be final and binding on all bidders. No complaint/representation in this regard will be entertained under any circumstances.

E. Price bids may be called again as per the brand and model finalized. Tender committee at its discretion may ask for resubmission of price bids, if large disparity of price in comparison to other bidders/market price is observed in financial bidding.

i. BURGLAR ALARM SYSTEM

1	System should have provision of arming/disarming through sensor based/ remote operation in addition to manual operation. System with provision of automatic/programmed arming/ disarming at specified date and time will also be considered.
2	The control panel shall provide the ability to Auto Arm and Disarm different Areas at pre-programmed time on selected days. In addition to Auto Arming/Disarming the panel should have provision for Manual Arming/Disarming. The control shall provide the ability to program the time delays required for different functions according to the site requirements. Manual arming/disarming should be user friendly and should not be key based operation.
3	Should have day mode with provision for 8 or more panic switches.
4	Should have night mode with provision for Passive infrared sensor, Vibration (motion) detectors, magnetic sensors and other sensors used for anti-burglary measures.

Classification: Internal

5	Should have programmable time delay of alarm activation in day mode and night mode. Provision of different time delays for day mode and night mode.
6	2 Hooter (the sound of alarm should be clearly audible up to 500 meters (with at least 110 dB volume) and one in-build hooter.
7	Burglar Alarm should be tampering proof. There should be provision of alarm activation in case if tempering or wire disconnection for Panic switches or Sensors or Hooters or any other connected accessory of the system.
8.	Test report by the Regional Electronic Test Development Centres or BIS certification is mandatory wherever applicable.
9.	Control Panel should be compatible with all types of standard sensors and panic switches available in the market.
10.	The system should be user friendly and should be easy to operate.
11.	Burglar alarm system should be compatible to be integrated with GSM Auto dialer.
12.	Programming menu should be user password protected for safety.
13.	Panel should have in built battery for battery backup in case of mains power failure along with battery charger with over charging and deep discharging protection.
14.	The system should work on quad linear technology and Cross zoning/double knocking feature to avoid false alarm activation.
15.	The System should be pet immune with immunity against Rats/Lizards/cats.
16.	System with provision to connect wireless sensors shall be preferred over conventional system.
17.	The system should have programmable silence feature to silence the Hooter/Siren after given time.
18.	The system should have inbuilt SMPS circuit to prevent false alarming against any voltage Fluctuations and Voltage transients.
19.	System Should have provision to record minimum 100 event log to keep track of all events and Authority levels. The logs should be accessed from system panel only and no additional hardware should be required for accessing the log.
20.	The Burglar Alarm panel should have the capability to connect to software-based alarm receiver interface. The alarm system should be capable of being integrated with third party monitoring software/CMS system.
21.	Option to add wireless module having provision for Cordless Switch to activate the alarm system
22.	In the event of any zone getting faulty or switch getting isolated, it should give indication on the LCD display and the system to remain functional.
23.	Auto Reset feature after activation – 05 minutes (Day & Night Mode)
24.	At least 4 zone should be present to cater for day mode and night modes separately.
25.	System should have provision of force arming in night mode in which faulty zone can be bye-passed and system should activate with remaining working zones. In such case the display should indicate details of faulty zone.
26.	System should have provision for factory reset settings using passcode.

Classification: Internal

ii. FIRE ALARM SYSTEMS

1	4 Zone/2 Zone Master Control Panel and repeater control panel as per latest IS specifications (IS 2189-2008) with and without separate GSM Auto Dialer (as per requirement) (with facility to dial at least 5 phone no's each and voice message of at least 20 seconds), Hooter (the sound of alarm should be clearly audible up to 500 meters), zone indicator and Rechargeable battery backup.
2	Test report by the Regional Electronic Test Development Centers or BIS certification is mandatory for Burglary fire alarm System. The panel and detectors should have approvals /listing of BIS/Ul/LPCB/FM/VDS.
3	On activation it should initiate Audio alarm (The sound characteristic of the alarm should be continuous and similar throughout the protected premises) as well as visual signal on sector/zonal panel of the control panel.
4	Alarm Activation by Flame detectors, Ionization Smoke Detector (ISD), Optical Smoke Detector (OSD), Heat Detector and other compatible sensors with provision of Response Indicator (RI), Manual Call Point with break glass arrangement (MCP) etc. All the smoke detectors shall conform to latest IS specifications and shall be compatible with conventional fire alarm system/panel.
5	All the wiring should be done using Fireproof Armoured wiring/cables.
6	Panel should be compatible with all type of standard conventional detectors.
7	The control panel should have Test facility, ON - OFF indicators, acknowledge button, where required cancel/reset/isolation button, related fuses.
8	It should have a manual OFF switch for manual operation in case of continuous fault alarm.
9	Sounder should be silenced by Acknowledge /Silence button.
10	All LED can be checked at once with Lamp test button.
11	Panel should have LED/LCD display for status of the system
12.	The system should have provision to Reset the complete system from Control Panel.
13.	The Panel should be easy to operate. Auto dialer should be easy to operate for updating the contact numbers.
14.	Panel should have the feature of Master reset of settings and should be password protected.
15	Panel should have feature of continuous uninterrupted power supply in case of External Power supply failure. The battery backup with built battery charger for not less than 10-12 hours normal working.
16.	The system should be provided inbuilt with SMPS with spike/Transient reduction circuit, to avoid any False alarming in case of transient/abrupt Voltage fluctuations.
17.	System should have double knocking feature so that system can activate alarm only when system get alert twice in period of 3-5 secs to avoid false alarming.
18.	In built GSM Auto dialer as per requirement with facility to dial at least 5 Mobile Nos. each and voice message of at least 20 secs.
19.	System Should have provision to record minimum 50 event log to keep track of all events and Authority levels. The logs should be accessed from system panel only and no additional hardware should be required for accessing the log.
21.	The panel should have test certificate with details like model no., Serial No., Zones, etc.

Classification: Internal

22.	All the wiring shall be by means of 2 core 1.5 sq. mm copper conductor FRLS Armoured and shielded copper cable.

iii. CCTV

MINIMUM TECHNICAL SPECIFICATIONS/STANDARDS OF CCTV SYSTEM (NVR)

1. Network Video Recorder (NVR):

System Parameter	Technical Specification
Main Processor	Quad-core embedded processor
Operating System	Embedded LINUX
IP video input	4 / 8 / 16 / 32 channel
Compression	H.265+/H.265/H.264+/H.264
Recording resolution	12 MP/8 MP/6 MP/5 MP/4 MP/ 3 MP/1080P/D1
Incoming Bandwidth	min 256 Mbps
Outgoing Bandwidth	min 256 Mbps
Decoding Capability	16ch @ 1080P (25FPS)
Synchronous playback	1/2/9/16/32 Channel
On-Screen Display	Camera title, time, video loss, camera lock, motion detection recording
Search mode	Date/Time/Alarm/Motion detection
Backup mode	USB Device/Network/Internal SATA/ eSATA device.
Internal Storage (Branch Site)	Surveillance grade HDDs of 64 TB storage capacity (8 x 8 TB HDD, 8 SATA min)
Internal Storage (ATM Site)	Surveillance grade HDDs of 32 TB Storage capacity (4 x 8 TB HDD, 4 SATA min)

Classification: Internal

Network protocol	TCP/IP, DHCP, DNS, DDNS, NTP, RTSP, SMTP, SNMP, NFS, iSCSI, UPnP™, HTTP, HTTPS, OnVIF
Network interface	One RJ-45 10/100 Mbps self-adaptive Ethernet
USB interface	3 ports (2 X USB 3.0, 1X USB 2.0
Certification	BIS / UL / CE / FCC.

2. **2MP IP based IR Dome/Bullet Camera:**

Parameter	Technical Specification
Image Sensor	1/2.8" Progressive scan CMOS
Resolution	1920 X 1080
Min. Illumination	Colour: 0.005 Lux @ (F1.6, AGC ON),0 Lux With IR
Wide Dynamic	120 dB True WDR
Day & Night	IR Cut Filter with auto switch
Lens Type	Varifocal lens, 2.8 to 12mm motorized @ F1.4
Stream Profile	Triple Stream o First Stream -25 FPS (1920*1080) o Second Stream -25 FPS (640*480) o Third Stream -1 FPS (352*240)
Storage	Built-in memory card slot, up to 256 GB
Audio Recording	Facility to record audio mandatory
Audio In	Inbuilt / External mic
IR Range	Up to 40 m
Weatherproof	IP67
Ingress Protection	IK10 (Dome – outer Glass dome based)
Certification	BIS / UL / CE / FCC

Classification: Internal

3. PoE + Switch (8/16/24 Channel):

Interface	8/16/24 X 10/100 Mbps PoE ports, Uplink Port 2 X10/100/1000
Port Standards & Functions	Port 1 to 4 compliant with 802.3at & Port 5 to 16 compliant with 802.3af

4. OTHER COMPONENTS OF CCTV

Monitor	
Type	LED supporting full HD (1080p).
Size	32-inch screen or more for branches/Offices/Campus 19 – inch screen or more for offsite ATMs
Speaker	Built in Speaker (4w * 2)
Resolution (Min)	Minimum 1920 x 1080 Pixels – full HD
Operating Temperature	-10 degree to +55 degree
Certification	FCC/UL/CE
Cables/ Wirings/Conduits/Racks	
Data cable	CAT-6E
Power cable	2 Core/36 power cable (ISI marked)
Conduit/Strip	Conduit pipes /Strips (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

Classification: Internal

	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.

<u>**Note**</u>: -

a) Only NVR based CCTV system with technical specification mentioned above to be installed in branches/offices/offsite ATMs.

b) The NVR based CCTV systems for branches/offices should be of minimum 16 Channel and of 04 channel for Bank's own Off-Site ATMs even if the number of cameras required is less so that it can cater for future requirement of additional cameras with HDD capacity of storing minimum 180 days recording without a break at all times within the system.

c) All cameras except pin-hole/hidden camera should have night vision capability, i.e. they should be Infrared (IR) cameras.

d) Bullets cameras should be installed to cover external areas of a branch/ATM site like branch/ATM frontage, parking etc. Dome cameras should be installed to cover internal sensitive areas of a branch/ATM site.

<u>**Other Requirements**</u>

a) **<u>Wide Dynamic Range</u>: - The indoor camera facing intense background light behind the subject as in case of the camera focusing towards open doors/windows should support wide Dynamic range (WDR) function to filter out the bright backlight and to provide clear images even under backlight circumstances.**

b) **If technical specification given anywhere in this document contradicts the above specification then higher specification whichever is, will prevail. The vendors/manufacturers submitting their bid against this RFP are to ensure mandatory presence of OEM technical representatives during demonstration of equipment being offered.**

c) **All the CCTV camera and NVR should be STQC certified.**

Classification: Internal

Annexure – II

LETTER OF UNDERTAKING ON COMPANY LETTER HEAD

To

The Deputy General Manager,
Regional Office, Gwalior
Union Bank of India,
The Empire Estate Building, City center
Gwalior

DECLARATION

1. I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, 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.

2. I / We agree that the decision of Union Bank of India in selection of Vendors will be final and binding to me / us.
3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.
4. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

5. I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.

6. We hereby undertake and agree to abide by all the terms and conditions stipulated by the bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

7. 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.
8. That I/We ………………………………………………………………………………………… name of Director/ all Partners is not convicted or facing any criminal proceedings in Court/competent authority under Law of the land.
9. I/We hereby certify that we are not Blacklisted/Debarred from any other Firm.

10. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.

11. We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you.

Place :
Date :

SIGNATURE
NAME & DESIGNATION
SEAL OF ORGANISATION

Classification: Internal

Annexure III

BIO – DATA OF VENDOR / FIRM

1. a) Name of the Firm :
   b) Address :
   c) Telephone Nos.
      Office :
      Mobile:
      Fax :
      E-Mail :

2. a) Whether Proprietary/Partnership/ Pvt. Ltd.: / Public Ltd. (Certificate of Registration / Partnership Deed to be enclosed)

   b) Name of the Proprietor, Partners, Directors:
      i)
      ii)
   c) Year of establishment :

3. a) Registration with Central and /or State Govt authorities
      I. Income, PAN/TIN, TAN No. :
      II. GST Reg. No. :
      III. EPF Reg. No. :
      IV. ESI Reg. No. :
      V. Any other as applicable :
      (Enclose self-attested copies)

   b) Address, Cell/Tel. Nos. of Offices/Branches in Gwalior, and Nos. of Employees, Name, Qualification, Designation, posted at each locations:

Name, Address & Tel. / Cel. Nos. of Centres	Nos. of Employees at each Centre	Names of Employees	Qualification	Designation

4. Names of the Bankers with address & telephone numbers:

5. Furnish copies of Audited Balance Sheet & Profit & Loss A/C for Latest 3 years (Enclose self-attested copies for FY 2022-23, 2023-24, 2024-25)

Classification: Internal

6. Empanelled with Govt. / Public Sector / Banks (attach self-certified copies of empanelment letter/work order)

Name of the Organization	Year since empanelled	For equipment (CCTV, Fire alarm system, Burglar alarm system)	Whether AMC/Maintenance

7. Give details if involved at present in litigation in similar type of contracts:

Sr. No.	Name of Project	Name of Employer	Nature of work	Work Order dated	Date of completion of work	Value Rs.

8. Details of civil suit, if any, that arose during execution of contract in the past 10 years :

9. Specify maximum value of single value project executed during the last three years :

10. Name & relation, if any, with any staff member of Union Bank of India :

11. Details of Total Work Executed during the last 5 years:

Type of work	Name of Client	Nature of work (in brief)	Location	Value Rs.	Duration of work with dt. Commence, Completion		If work left incomplete or terminated, give reasons

Self-attested copies of Work Orders/Client Certificate, TDS certificate, satisfactory Completion Certificate from Clients are to be attached.

Classification: Internal

12. Details of work, ON HAND (copies of Performance Certificate, Work Orders/ Client Certificate, Banks (preferably), Govt., Semi-Govt. Bodies to be enclosed.

Type of work	Name of Client	Contact Numbers of Officer with Designation for Feedback	Nature of work (in brief)	Location	Value Rs.	Duration of work, stipulated time	Present stage of work

13. LIST OF NAME/S OF PROPRIETOR / PARTNERS & EMPLOYEES responsible for Gwalior Region (Region wise separately).:

Name	Qualification	Experience	Particulars of work done	Employed in your Firm since	Value of work done

14. Whether the firm is ISO certified. :

15. Any other relevant information:

NOTE:

- Tender without copies of documents, certificates of Registration, Performance Certificates, Work-Orders, Details, Credentials, Supporting Documents, etc., duly stamped and signed, your application is liable to be rejected without assigning any reason.
- Details to be filled up in all columns.

Classification: Internal

Annexure IV

REFERENCE SITE DETAILS (Details of minimum 4 clients to be submitted)

Name of the Public/Private sector Bank	
Address of the bank's Central/Zonal/Regional Office	
Name, designation of contact person with telephone No. and e-mail id	Name: Designation: Landline No.: Cell No.: E-mail id:
Details of Security equipment's supplied in last 3 years (Ref. No., date of order and quantity)	

1. Please mention all asked data as mentioned above including contact details. Email id should be from bank/Government Portal/PSU domain only. Emails from gmail, rediffmail and other similar domains will not be accepted under any circumstances.
2. Clients will be considered only those Public/Private sector banks/PSU undertakings/Govt. organizations, for whom, the bidder has completed work /Goods /Maintenance of at least 3 Lakhs in a FY. The said work must be completed by vendor prior to 31 March-2025.
3. It should be ensured that contact details of genuine officer, posted in Client office should be submitted. If required bidder to obtain updated contact details and submit.
4. Confidential feedback (Quantitative) from the clients will be undertaken from mentioned email id/Physical mail/courier only.
5. Reference site details of at least 4 Clients should be given in above format for which additional sheet may be used. In case positive feedback (more than 60 %) from at least two reference sites is not received within 15 days of our communication, the feedback will be considered unsatisfactory. It shall be ensured that at least one reminder (at least 10 days after initial correspondence) be sent to concerned clients. Tender committee reserves all rights to consider single feedbacks on case to case basis, in case 2 feedbacks are not received for any vendor.
6. To ensure transparency, confidential feedback from Union Bank of India will not be considered for evaluation and thus the bidder should not provide reference site details from these regional offices.
7. If poor or unsatisfactory feedback (less than 60% marks) is received for any vendor from reference clients or from any other sources, the bid shall not be considered for empanelment. No complaint in this regard will be entertained under any circumstances.

AUTHORISED SIGNATORY

Classification: Internal

Annexure V

(Letter to the bank on the Supplier's letterhead)

COMPLAINCE ON TECHNICAL SPECIFICATION OF SECURITY EQUIPMENTS

1. It is to certify that the Security equipment's/services offered by us conforms to the technical specifications stipulated by you with the following deviations (if any):

List of deviations with reasons.
(Deviations will be accepted only if the offered specification is higher than requirement)

1. CCTV/Burglar alarm/Fire alarm system
   b) ____________________
   c) ____________________
   d) ____________________
   e) ____________________

(If left blank it will be construed that there is no deviation from the specifications given above)

2. Further, it is to inform that, new Security equipment's, its component & accessories shall be of the Brand/Make/Model as per asked specifications mentioned in Annexure 1 and as enumerated in the table below:

CCTV: -

S.No	Description	Make	Model No.
1.	Embedded Stand-alone NVR – 4 Channel		
2.	Embedded Stand-alone NVR – 16/32 Channel		
3.	Surveillance grade NVR HDD (1/2/4/6/8 TB)		
4.	Colour infrared HD Dome Camera (Vari-focal)		
5.	Colour infrared HD Bullet Camera (Vari-focal)		
6.	Colour infrared IP Dome Camera (Vari-focal)		
7.	Colour infrared HD Dome Camera (Fixed-focal)		
8.	Colour infrared HD Bullet Camera (Fixed-focal)		
9.	Colour infrared IP Bullet Camera (Fixed – focal)		
10.	Colour HD Pinhole/Hidden Camera		
11.	Full HD LED Monitor 19"(1080P or more)		
12.	Full HD LED Monitor 32"(1080P or more)		
13.	CAT 6 cable with ISI marking		
14.	RG-6 Co-axial cable with ISI marking		
15.	2 Core/36 Power cable with ISI marking		
16.	PVC conduit pipe/Channel/casing with ISI marking		
17.	NVR cabinet		
18.	Wall Mount for monitor		
19.	Wireless Mouse – complete set		

Classification: Internal

Burglar alarm system: -

S.No	Description	Make	Model No.
1.	Burglar Alarm System (BAS) **Control Unit**		
2.	Passive infrared sensor		
3.	Vibration (motion) detectors		
4.	magnetic sensors		
5.	Day mode panic switch		
6.	Rechargeable battery of appropriate voltage/Ah		
7.	High power Hooter		
8.	Wiring cable specifications		

Fire alarm system: -

S.No	Description	Make	Model No.
1.	Fire Alarm System (FAS) **Control Unit**		
2.	User programmable GSM based Auto dialer compatible with FAS and BAS		
3.	GSM SIM based Auto dialer compatible with FAS and BAS		
4.	Optical type smoke detector - per piece		
5.	Heat detector - per piece		
6.	Flame Detector (UV/IR type)- per piece		
7.	Response Indicator - per piece		
8.	Electronic Hooter - per piece		
9.	Manual call Point (Glass Break Type)- per piece		
10.	Wiring ISI marked		

Authorized Signatory

(Name & Designation, seal of the firm)

Classification: Internal

Regional Office, Gwalior
Union Bank of India,
2nd Floor The Empire
Estate Building, City
center,Gwalio474011

REQUEST FOR PROPOSAL (RFP)

FOR

EMPANELMENT OF VENDORS

FOR SUPPLY, INSTALLATION & MAINTENANCE OF SECURITY EQUIPMENTS

IN THE

THE BRANCHES / OFFICES /ATMS OF UNION BANK OF INDIA
Gwalior Region

PART - II

PRICE BID

Classification: Internal

Annexure VI

COMMERCIAL BID.

Name, Address, Contact Nos. of Firm	

1. It is not mandatory to bid for all the security related systems viz., CCTV, FIRE, SECURITY ALARMS, BIOMETRIC ACCESS CONTROL OR DIGITAL TIME LOCK. The vendors may submit their bid for any security related system/s in which they are dealing. Commercial bid shall be submitted in separate sealed envelope and will consist of total 5 parts (A, B, C, D and E). The contract period for Supply, Installation and Maintenance of Security Equipment will be for three years subject to the annual review. The rates arrived through this tender process for Supply, Installation and Maintenance **will remain fixed for a period of contract including extension beyond three years.** In order to generate healthy competition and get the best price the following procedure shall be adopted for awarding rate contract.
2. Commercial document is consisted of various price components including price of package of CCTV system, Fire alarm system, Burglar alarm system etc. and their AMC charges. In order to award contract, the reasonable lowest bid, will be considered.
3. In case the higher disparity in rates for any equipment/s due to earnestly quoted rates by any vendor, if the disparity in rates is beyond 20 %, the tender committee may decide to discard the erroneous quoted rates.
4. The financial bids from the empaneled vendors will be opened to decide L-1 rates after the Price evaluation of price quoted and negotiation. Based on the final price achieved after the process, the selected vendors/s viz; L1/ L2 / L3 vendors may be awarded the contract in the ratio of 50:30:20 OR in case of L1 & L2 in the ration of 70:30, for 1 year, which may be extended up to 3 years based on satisfactory performance and mutually agreed terms and conditions. However, it shall be the sole discretion of the bank to decide work allocation to L1, L2 & L3 or L1 & L2 in the above said ratio or to assign the whole work to L1 bidder only. The selected bidders will have to supply the equipment / provide the services at L-1 finalized rates.

Part A(i)- BOQ CCTV System

Sl. No.	Accessories- (as per specifications mentioned in Annexure 1)	Make, Brand & Model	Price per unit
A1.	NVR/DVR without Hard disk		
i.	4 Channel ATM NVR		Rs.
ii	8 Channel NVR with 4 SATA potrs		Rs.
ii.	16 Channel NVR with 8 SATA ports		Rs.
iii.	16 Channel DVR with 8 SATA ports		Rs.
iv.	32 Channel NVR with 8 SATA ports		Rs.

Classification: Internal

v.	Metallic NVR cabinet 6U x 600 cm Rack (Wall mount) with cooling fans, power strip of 6 socket power supply and magnetic switch		Rs.
vi.	Metallic DVR cabinet and should have provision for Lock and key and to be installed at roof height including installation charges.		Rs.
A2.	SMPS for single camera		Rs.
	SMPS compatible to NVR offered		Rs.
A3.	Hard Disk (Seagate SV 35/WD AV, series)		
i.	4000 GB		
ii.	6000 GB		Rs.
iii.	8000 GB		Rs.
A4.	DVD Writer/Player		Rs.
A5.	Camera including necessary cable/wiring, channel, installation, etc.		
i.	HD Colour Dome, fixed focal camera 2 MP		Rs.
ii.	HD Colour Bullet outdoor, whether proof vari-focal camera 2 MP		Rs.
iii.	HD Colour Dome, fixed focal camera 4 MP		Rs.
iv.	HD Colour Bullet outdoor, whether proof vari-focal camera 4 MP		Rs.
v.	Pin hole Camera		Rs.
vi.	Automatic number plate recognition camera.		Rs.
vii.	IP colour dome Fixed focal camera, which can support memory capacity upto 256 GB and external mic		Rs.
viii.	IP colour dome vari-focal camera, which can support memory capacity upto 256 GB and external mic		Rs.
ix.	IP colour Bullet Fixed focal camera, which can support memory capacity upto 256 GB and external mic		
x.	IP colour Bullet vari-focal camera, which can support memory capacity upto 256 GB and external mic		
xi.	SD card compatible to IP Dome camera 64 GB		Rs.
xii.	SD card compatible to IP Dome camera 128 GB		Rs.
xiii.	SD card compatible to IP Dome camera 256 GB		Rs.
A6.	Monitor including necessary cable/wiring, channel, installation, etc preferably Branded Item.		
i.	Monitor LCD/LED 19” or higher		Rs.
ii.	Monitor LCD/LED 32” or higher		Rs.
iv	VGA Extender for additional Monitor (10 meter) with cable		Rs.
V	HDMI extension for monitor (excluding length of CAT 6 cable)		Rs.
A7.	Mouse		Rs.
i	USB Mouse		Rs.
ii	Wireless Mouse		Rs.
A8.	Un-armoured Co-axial & Power cable and PVC Conduit/Channel		
i.	Un-armoured RG-6 Co-axial cable - supply & laying in ISI-marked PVC Channel		Rs. per mtr
ii.	2 core 14/36 power cable - supply & laying in ISI-marked PVC Channel		Rs. per mtr

Classification: Internal

iii.	CAT 6 cable supply & laying in ISI-marked PVC Channel		Rs. per mtr
iv.	PVC Channel (Casing Caping)		Rs. per mtr
A9.	Shifting Charges		
i	Shifting Charges (Entire System, within same premises)		Rs.
Ii	Shifting Charges (Entire System, to alternate premises including transportation)		Rs.
A10.	Backup taking charges in PEN DRIVE/HDD WHICH will be provided by the branch/office		Rs.
	Total of All above		
A11.	Buy Back price, irrespective of make, model, capacity etc.		
i	Buy Back of old NVR/DVR 4 channel without Hard disk		Rs.
Ii	Buy Back of old NVR/DVR 8 channel without Hard disk		Rs.
iii	Buy Back of old NVR/DVR 16 channel without Hard disk		Rs.
iv	Buy Back of old Monitor irrespective of make and model		Rs.
v	Buy Back of old dome Camera (irrespective of make model and specs)		Rs.
vi	Buy Back of old IR Bullet proof Camera (irrespective of make model and specs)		Rs
Vii	Buy back of old IP camera (irrespective of make model and specs)		Rs
	Total of A11(I to vii)		

Part A(ii) Package Cost Of CCTV system

Ser	Description	Deno	CCTV PACKAGES				
			A	B	C	D	E
			4-Channel NVR with 4 Cameras	16-Channel NVR with 12 Cameras	16-Channel NVR with 14 Cameras	16-Channel NVR with 16 Cameras	32-Channel NVR with 32 Cameras
1.	04 Channel NVR	No.	1	-	-	-	-
2.	16-Channel NVR with 8 SATA Ports	No.	-	1	1	1	
3.	32-Channel NVR with 8 SATA Ports	No.	-	-	-	-	1
4.	Surveillance HDD – 8 TB	No.	2	4	5	6	8
5.	2 MP IR IP Based Dome Camera with built-in micro SD Card Slot	No.	2	10	11	12	24
6.	2 MP IR IP Based Bullet Camera with built-in micro SD Card Slot	No.	2	2	3	4	8
7.	Micro SDXC Memory Card – 256 GB	No.	2	4	4	4	8

Classification: Internal

8.	PoE Switch (with 8 PoE Ports and 2 Uplink Ports)	No.	1	2	2	3	5
9.	32" or More Full HD LED Monitor	No.	-	1	1	1	1
10.	19" or More Full HD LED Monitor	No.	1	-	+	+	+
11.	HDMI Cable	Mtr	05	10	10	10	10
12.	6U x 600 cm Rack (Wall mount) with cooling fans, power strip of 6 socket power supply and magnetic switch	No.	-	1	1	1	1
13.	2U Rack (Wall mount) with cooling fans, power strip of 6 socket power supply and magnetic switch	No.	1	-	-	-	-
14.	Wireless Mouse with extender	No.	1	1	1	1	1
15.	CAT 6E cable in PVC conduit	Mtr	50 Meters	110 Meters	120 Meters	150 Meters	200 Meters
16.	Power cable in PVC conduit	Mtr	As required	As required	As required	As required	As required
17.	Aluminium alloy Junction box	No.	1	3	3	3	3

Note:- The above items should be as per specification given in Annexure I, part III(technical specification /standard of CCTV system(NVR)

[I]	**Total Package cost for SITC of CCTV Systems above [Table-I]**	
(a)	COST OF PACKAGE "A" =	₹
(b)	COST OF PACKAGE "B" =	₹
(c)	COST OF PACKAGE "C" =	₹
(d)	COST OF PACKAGE "D" =	₹
(e)	COST OF PACKAGE "E" =	₹
A12	**TOTAL [I] = (a) + (b) + (c) + (d) +(e) +**	**₹**

Classification: Internal

Part 'B' Burglar alarm system

S No	Minimum Requirement (as per specifications mentioned in Annexure 1)	Your brand and technical specification	Cost including all levies/Freight /installation charges etc except GST.
B1.	Burglary Alarm System (EAS) Control Unit with required batteries.		
B2.	Passive infrared sensor		
B3.	Vibration (motion) detectors		
B4.	magnetic sensors		
B5.	Day mode panic switch		
B6.	Rechargeable battery of appropriate voltage/Ah irrespective of numbers as required by the system.		
B7.	High power Hooter (the sound of alarm should be clearly audible up to 500 meters)		
B8.	Labor charges for shifting the entire system from one premises to another.		
B9.	Wiring Per meter with specifications		
B10.	Buy back price of old system (irrespective of make and model including control panel and accessories)		
B11.	Installation charges for complete Burglar alarm system (system provided by the bank in case of procurement through GeM portal)		
B12.	Any other component left out		

Ser	Description	PACKAGE-A EAS Without Auto-dialer	PACKAGE-B EAS With GSM Auto-dialer
1.	4 Zone microprocessor-based Electronic Alarm Control panel	1 No.	1 No.
2.	GSM Auto-dialer	-	1 No.
3.	Rechargeable SMF Batteries (7 Ah) for minimum 10 hrs. power backup	1 Set	1 Set
4.	Magnetic Contact Sensors – For Rolling Shutters of the Branch, ATM Machine, Safe/Strong Room Door, Cash/Gold safe	4 Pairs.	4 Pairs.
5.	Panic Switches	10 Nos.	10 Nos.
6.	Passive Infra-Red (PIR) Sensors (with Quad PIR + Microwave Technology)	3 Nos.	3 Nos.
7.	Vibration Sensors	3 Nos.	3 Nos.
8.	External hooters	2 Nos.	2 Nos.
9.	Smoke detectors	1 No.	1 No.

Classification: Internal

10.	4 Core Multi strand .75 sq. mm wire laid in ISI marked conduit pipes	90 Meters	90 Meters

[I]	**Total Package cost for SITC of Burglar alarm system above [Table-I]**	
(a)	COST OF PACKAGE "A" =	₹
(b)	COST OF PACKAGE "B" =	₹
B 13	**TOTAL [I] = (a) + (b)**	**₹**

Part C- Fire alarm system

S No	Minimum Requirement (as per specifications mentioned in Annexure 1)	Your brand and technical specification	Cost including all levies/ Freight / installation charges etc except GST.
C1.	Minimum 4-zone, microprocessor-based control panel with required RMF batteries with inbuilt GSM-based Auto dialer.		
C2.	Minimum 4-zone, microprocessor-based control panel with required RMF batteries without inbuilt auto dialer		
C3.	GSM SIM based Auto dialer with Minimum 05 Tel Nos and 2 Message capabilities with SIM (to be provided by the vendor along with the system).		
C4.	Optical type smoke detector - per piece		
C5.	Heat detector - per piece		
C6.	Flame Detector (UV/IR type)- per piece		
C7.	Response Indicator - per piece		
C8.	Electronic Hooter - per piece		
C9.	Manual call Point (Glass Break Type)- per piece		
C10.	ISI marked 2 core armoured cable *per meter*		
C11.	Power supply for control panel		
C12.	PVC conduit pipe		
C13.	Rechargeable battery of appropriate voltage/Ah irrespective of numbers as required by the system.		
C14.	2 core FRLS wire for auto dialer per mtr		
C15.	Shifting (Labor) Charges (Entire System, within same premises/ to alternate premises)		
C16.	Installation charges for complete Fire alarm system (system provided by the bank in case of procurement through GeM portal)		

Classification: Internal

C17.	**Total of all above**		
C18.	Any other components / parts		
C19.	Buy back rate for old system Control Panel and other accessories.		

Ser	Description	PACKAGE-A FAS Without inbuilt GSM Auto-dialer	PACKAGE-B FAS With inbuilt GSM Auto-dialer
1.	4 Zone microprocessor-based Fire Alarm Control Panel	1 No.	1 No.
2.	GSM Auto-dialer	1 No.	-
3.	Rechargeable SMF Batteries (14 Ah) for 10 hrs. power backup	1 Set	1 Set
4.	Smoke detectors	12 Nos.	12Nos.
5.	Flame Detector	1 No.	1 No.
6.	Heat detectors	1 No.	1 No.
7.	Response Indicators	4 Nos.	4 Nos.
8.	Manual Call Points (MCP)	3 Nos.	3 Nos.
9.	External hooters	2 Nos.	2 Nos.
10.	Cabling -1.5 sq.mm copper armoured cable in ISI marked conduit pipes	100 meters	100 meters

[I]	<u>**Total Package cost for Fire alarm Systems above [Table-I]**</u>	
(a)	COST OF PACKAGE “A” =	₹
(b)	COST OF PACKAGE “B” =	₹
C 21	**TOTAL [I] = (a) + (b)**	**₹**

Final price of Fire alarm system Package cost (C 21)

<u>**Part D:-**</u>

<u>**Annual Maintenance Charges: -**</u>

SL No	Annual Maintenance Charges		Rate quoted (Rs.)
D1.	CCTV system irrespective of make, age, specifications/number of cameras installed etc.	4 Chnl	
		8 Chnl	
		16/32 Chnl	
	Sub Total		
D2.	Burglar alarm system irrespective of make, specifications, age etc		
D3.	Fire alarm system including Auto dialer irrespective of make,		

Classification: Internal

	specifications, age etc	
D4.	Bio-metric access Control System – Dual control	
D5.	Digital Time Lock System	
D6.	Visiting charges per branch (in case the number of visits exceeds 8 free visits (including AMC visit) to any branch)	

Part E:-

Sl. No.	Other Security System	Make	Rate per Unit
1.	Bio-metric access Control System – Dual control		
2.	Digital Time Lock System		

Note:-

a) Unit prices of all items, including optional items must be quoted in WORDS AND FIGURES. All the above-mentioned rates quoted should be inclusive of freight, installation charges and other charges etc. GST as per Govt guidelines will be paid extra.

b) In case of any discrepancy, unit prices quoted in words will be considered.

c) Bank reverses the right to reject the bid, in case the vendor resorts to a cutthroat market practices and quotes inappropriate AMC rate/ price of the Hardware/software which are above/below 25 % of rates prevailing in the market. If Vendor resorts to any unethical pricing, the bid is liable to be rejected

d) In case of NEW INSTALLATION, if less items are installed in any branch, the pro rata amount of the same will be deducted from packaged rate as per given in accessories rates. Thus, **it should be ensured that the offered rate of package should match the rate of individual components compounded. If it is observed that the cost of individual components/spares do not sum up to package cost, and the bidder have intentionally quoted higher rates of accessories/ components/ spares, Bank reserves all rights to out rightly reject the bid.**

e) In case the firm fails to make mandatory quarterly AMC visit to any branch or branches, an amount pro rata to quarterly charges shall be levied as fine to ensure regular AMC visit. Further no amount for that quarter shall be paid to the firm.

f) You are requested to give all possible accessories rates. Later, if it is informed that any accessory is not quoted by the bidder, the component will be supplied free of cost by the vendor.

g) You can use extra paper for accessories if it is not enough.

h) Length of CAT 6E cable/armed/4 Core Multi strand .75 sq. mm wire in PVC conduit as given in package is non chargeable, beyond the package it is chargeable. Also the the wiring as mentioned as required is also not to be chargeable, additional wiring if any will be charged on actual usage basis.

i) Visiting charges quoted in D5 should be genuine and will be applicable if the number of visits to any branch exceeds 8 visits (including 4 mandatory AMC visits).

Authorized Signatories

Date:

(Name & Designation, seal of the firm)

Classification: Internal

Annexure VII

FORMAT OF PERFORMANCE BANK GUARANTEE
(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act.
3. This Performance Bank Guarantee should be furnished within 15 days of the notification of the award of the Contract.

To
Union Bank of India,
____________________,
____________________,
____________________,

Dear Sir,
In consideration of Union Bank of India, ____ placing an order for implementation of & on ___________________ having registered office at ______________________ (hereinafter called the firm) as per the work order entered into by the firm vide work order no. ____________ dated __________ (hereinafter called the said contract), We ________________(Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at __________ presently located at ____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply, Installation, Maintenance of____at ____.
If the said firm fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____________ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.
We ______________(Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until ______________ , whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before ______________, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the firm and at our discretion, provided such request is served on the bank on or before ______________.
Failure on part of the vendor in this respect shall be treated as a breach committed by the firm and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

Classification: Internal

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the firm or any other forbearance act or omission on your part or any indulgence by you to the firm or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the firm hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the firm, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e., ___________________ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

I) Our liability under this bank guarantee shall not exceed Rs.________/- (Rupees ________________ Only)

II) This bank guarantee shall be valid up to ______________.

III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____________ 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature …………………………………

Name ………………………………………
(In Block letters)
Designation ………………………………
(Staff Code No.)……………………………..

Official address:
(Bank's Common Seal)
Attorney as per power of Attorney No.
Date:
WITNESS:

1……………………………………………… (Signature with Name, Designation & Address)

2……………………………………………… (Signature with Name, Designation & Address)

Classification: Internal

Annexure VIII

CHECK LIST OF DOCUMENTS TO BE SUBMITTED
To be attached with Technical Bid

S NO	PARTICULARS	TICK IF ENCLOSED
1	Certificate of Registration of Company / Partnership deed.	
2	MSE / NSI / KIV certificates and documents, if applicable	
3	Earnest Money Deposit DD / Pay Order	
4	Cost of Tender document / Tender fee	
5	Shop & Establishment Certificate of Local Office	
6	Certificates of registration with Income Tax, GST, EPF, ESI and VAT / TIN authorities, etc.	
7	Details & nos. of Company owned Registered Offices/Service Centres in Madhya Pradesh state with Names of employees, Address, Tel./Cel. Nos., etc.	
8	Audited Balance Sheet & Profit & Loss A/c. Statement for last three years	
9	Details of five years dealing in the products offered	
10	Self-attested copies of Work Orders/AMC/Client Certificate, relevant TDS Certificate, and satisfactory Completion Certificate with value of work from Public sector Bank /Public Sector Unit in Madhya Pradesh state for last three years.	
11	Details of Work ON-HAND Performance Certificate, Work Order/Client Certificate, etc. from Banks	
12	Details of Pre-Qualification Works.	
13	ISO/BIS/CE/UL/ERTL certificate.	
14	Customer Reference/Certificate from minimum two Public Sector Banks/Public Sector Unit on Installation, Quality of After-Sales/AMC Services, etc. with Name, Address, Tel./Cell. Nos. etc.	
15	Undertaking certificates on company's letter head as per annexures.	
16	Undertaking regarding blacklisting and ownership (regarding Union bank employee/relation)	
17	Undertaking from OEMs for availability of products, its spares and accessories for next six years	
18	Documentation: Product Brochures, Leaflets, Manuals, warranty conditions etc.	
19	Document in support of any other information	
20	Reference Site details (data related to minimum 4 clients)	

NOTE: In ABSENCE of any of the information/enclosures OR any FAKE, WRONG, FICTICIOUS, FALLACIOUS, etc. reporting, the tender is likely to be rejected.

The Vendor shall produce/provide original of any document, required by the Bank for verification.

Classification: Internal

Tender Reference: - RO: Gwalior:SEC: EMP:001:2026-27 dated 20.07.2026

Regional Office, Gwalior
Union Bank of India,
2nd Floor, The Empire Estate Building, City Center Gwalior , (Madhya Pradesh)-474001

REQUEST FOR PROPOSAL (RFP) PART-B

FOR

EMPANELMENT OF VENDORS/FIRMS/SUPPLIERS

FOR SUPPLY, INSTALLATION & MAINTENACE OF FIRE EXTINGUISHERS

IN THE

BRANCHES / EXTENSION COUNTERS /OFFICES/ATMS OF UNION BANK OF INDIA

GWALIOR REGION

PART - I

PRE-QUALIFICATION CUM TECHNICAL BID

This RFP Document contains 59(74- 133) Pages including this Cover Page

Classification: Internal

यूनियन बैंक ऑफ इंडिया
भारत सरकार का उपक्रम
Union Bank of India
A Government of India Undertaking

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1. BID DETAILS

RFP Reference No. and Date	:	RO:GWALIOR:SEC: EMP:02 :2026-27 dated 20.07.2026
RFP Title	:	Request for Proposal (RFP) for Empanelment of Vendors for Supply, Installation & Maintenance of Fire Extinguishers – Gwalior Region
Document Cost	:	Rs. 2500/- (Rupees Two Thousand only)
Earnest Money Deposit (EMD)	:	Rs. 15000/- (Rupees Fifteen Thousand Only) in form of DD, Bank Guarantee issued by a scheduled commercial bank favouring Union Bank of India, payable at Gwalior
Tender Start Date	:	**28.07.2026**
Last date and time for Receipt of Bidding Document	:	18.08.2026 at 03.30 P.M. Bid document to be deposited in the Tender Box at Regional Office – Gwalior before the stipulated date & time.
Technical Bid opening date / time	:	18.08.2026 at 04.00 P.M.
Place of Tender opening	:	Regional Office, Gwalior Union Bank of India, 2nd Floor, The Empire Estate Building, City Center Gwalior 474001
Pre-bid Meeting Date / Time	:	04.08.2026 at 04.00 P.M. at Union Bank of India, Regional Office Gwalior
Last Date for submission of Query/Reporting of any error	:	02.08.2026
Address for communication	:	Regional Office, Gwalior Union Bank of India, 2nd Floor, The Empire Estate Building, City Center Gwalior 474001 Rso.gwalior@unionbankofindia.bank
Contact to Bidders	:	Interested Bidders are requested to send email to Regional Security Officer Email:- Rso.gwalior@unionbankofindia.bank containing following information, so that in case of any clarification same may be issued to them. Name of company, contact person, mailing address with Pin Code, Telephone No., email address, Mobile No. etc.

The detailed information regarding, eligibility norms and tender document shall be available during aforesaid period at the Bank's website www.unionbankofindia.co.in and Govt. portal at www.eprocure.gov.in. The Bank reserves the right to reject any or all applications without assigning any reasons whatsoever. Any corrigendum, addendum for the subject tender will be available at banks website and Govt. portal.

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DISCLAIMER

The information contained in this RFP document or any information provided subsequently to Bidder(s) either verbally or in documentary form by or on behalf of Union Bank of India, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Union Bank of India in relation to the provision of services.

This RFP is neither an agreement nor an offer and is only an invitation by Union Bank of India to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This is not an offer by Union Bank of India but only an invitation to bid in the selection process initiated by Union Bank of India. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of Union Bank of India and the Bidder.

All the proposals received in response to this RFP are relevant & binding on this RFP and associated documents only and any reference to any other Request for Proposals by Union Bank of India will not be acceptable for evaluation of the proposal.

Notwithstanding the fact that eligibility criteria in any other previous Requests For Proposals/tender issued by Union Bank of India and whatever manner the same had been interpreted or evaluated therein, shall have no bearing on this case for evaluation and this RFP/tender shall be evaluated only as per the definition/stipulations contained herein in this RFP/tender. Union Bank of India reserves the right not to reopen previous Request for Proposals/tenders on this account.

This document is the property of Union Bank of India and is meant for the exclusive purpose of bidding as per the Specification, Terms, Condition and Scope indicated herein. It shall not be copied, distributed or recorded on any medium, electronic or otherwise, without written permission thereof. The use of the contents of this document, even by the authorized personnel/agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under Indian Law.

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2. REQUEST FOR PROPOSAL (RFP)

2.1. INTRODUCTION

Union Bank of India (hereinafter referred to as the 'Bank' and/or 'UBI'), is one of the leading Nationalized Banks in India and has its Central Office at 239, Vidhan Bhavan Marg, Union Bank Bhavan, Nariman Point, Mumbai – 400021 invites sealed tenders in TWO–BID system i.e. Technical Bid and Commercial/Price Bid in the prescribed format from eligible bidders for empanelment of Vendors for supply, installation & maintenance of Fire Extinguishers in the Branches/ Offices/ATMs of Gwalior region Branches/ATM/Offices.

The tender documents can be downloaded from Bank's corporate website: www.unionbankofindia.co.in and also from Central Public Procurement Portal: www.eprocure.gov.in. If soft copy of the format is required, please mail to rso.gwalior@unionbankofindia.bank. Please refer banks website and Govt. portal regarding any corrigendum, addendum for the subject tender till finalization.

2.2. SCOPE OF THE TENDER

The broad scope of the tender is as under:

2.2.1. Empanelment of Vendors for supply, installation, and maintenance of portable fire extinguishers in the Branches/ Offices/ATMs of Gwalior Region: The branches are 46 as on date spread in various districts of Madhya Pradesh

.

Note: Approximate number of branches / Currency Chest / ATMs / Offices in Gwalior Region are 46.

2.2.2. Rate Contract (RC) with one or more of the shortlisted vendors for supply and installation of Fire Extinguishers for a period of 3 years subject to annual review of services and products.

2.2.3. Annual Maintenance Contract (AMC) with one or more of the shortlisted vendors for Maintenance of Fire Extinguishers for a period of 3 years subject to annual review of services.

2.2.4. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

2.3. LOCATIONS TO BE COVERED

2.2 The services will be required to be provided for the branches, ATMs and offices of Gwalior RO spread in various districts of Madhya Pradesh state. As mentioned above. The scope of this RFP covers the existing Branches / Offices / ATMs of the Bank in the above Region and those opened during the tenancy of the contract. Presently branches/ATMs/Offices is located in 10 Districts (Ashoknagar, Bhind, Chhatarpur, Datia, Guna, Gwalior, Morena, Sheopur, Shivpuri, Tikamgarh) and future expansion of branches in other districts under Regional Office-Gwalior in Madhya Pradesh state.

2.4. LIST OF FIRE EXTINGUISHERS

The empanelment procedure for purchase and maintenance of following Types of Fire Extinguishers will be carried out during the tendering process.

S. No.	Description of Item

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1.	CO_2 Portable 2/3 kg Fire Extinguisher with floor stand
2.	CO_2 Portable 2/3 kg Fire Extinguisher with suspension wall bracket
3.	CO_2 Portable 4.5 kg Fire Extinguisher with floor stand/trolly
4.	CO_2 Portable 4.5 kg Fire Extinguisher with suspension wall bracket
5.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 90 Based) with floor stand
6.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 90 Based) with suspension wall bracket
7.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 50 Based) with floor stand
8.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 50 Based) with suspension wall bracket
9.	Automatic Modular Fire Extinguisher (ABC Type – MAP 90 Based) 5 KG with ceiling mount bracket of minimum 2 feet length
10.	Automatic Modular Fire Extinguisher (ABC Type – MAP 90 Based) 5 KG with suspension wall bracket of minimum 2 feet length
11.	Automatic Modular Fire Extinguisher (ABC Type – MAP 50 Based) 5 KG with ceiling mount bracket of minimum 2 feet length
12.	Automatic Modular Fire Extinguisher (ABC Type – MAP 50 Based) 5 KG with suspension wall bracket of minimum 2 feet length

Products shall comply the IS Standards is **IS 15683 or the latest revised IS standards.** If an extinguisher is not available in the specified weight the next higher capacity cylinder should be supplied.

2.4.1. Marking – In addition, fire extinguisher shall be clearly and indelibly marked by means as stated in IS 15683 with the following-

a. Name or Trademark of manufacturer
b. BIS License number (CM/L- xxxxxxx)
c. Empty mass in kg
d. Full mass in kg/ Gross mass with tolerance or Min & max gross mass in kg
e. Year of manufacture
f. Operating, recharging, inspection and maintenance instructions in the form of an etched or embossed metal name plates or band or an acceptable pressure sensitive nameplate or by silk screening of paint. Operating instructions also to be shown by pictorial view.
g. Name of Clean agent to be marked on the label of fire extinguisher
h. In case of extinguishers covered by Gas Cylinder Rules, stamp of approval should be embossed on the neck of cylinder.

2.4.2. The CO_2 cylinder should have certificate from CCE and the serial no. should be embossed on the cylinder. While supplying the CO2 fire extinguisher to the branch the vendor shall supply a self-attested copy of certificate from CCE.

2.4.3. Bids will be rejected if their technical Bid fail to fulfil the minimum technical requirement given in the document or doesn't conform to the latest IS Standards / BIS specification as on bid date.

2.5. **ELIGIBILITY CRITERIA FOR SHORT-LISTING (EMPANELMENT)**

For empanelment of vendors and/or for contracting, the minimum eligibility criteria and their relevant proof of documents are as under:

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Ser	MINIMUM ELIGIBILITY CRITERIA	PROOF OF DOCUMENTS TO BE SUBMITTED
1	The vendor should be Original Equipment Manufacturer (OEM) or Authorized channel partner or Authorized dealer or authorized distributor of the company **For vendors offering own products [Original Equipment Manufacturer (OEM)]** The product offered should not be exclusively made for the OEM and/or sister concern/s. Products which are not available in the open market shall not be considered. For qualifying, minimum 25 % of the products sold should have been purchased by another System Integrator/s, who are not sister concerns during FY 2025-26. All spares of such products offered shall be available in the open market for ensuring after sales support. The OEMs should have minimum two authorized channel partner / dealer / distributor in the state of Madhya Pradesh . If any OEM, does not meet the above conditions, they may participate by quoting products of other companies.	1. List of channel partners/dealers /distributors in the state of Madhya Pradesh 2. GST bills for sale of products to channel partners/dealers /distributors in the state of Madhya Pradesh .
2	**For authorized channel partner/dealer /distributor** Ink signed or digitally signed 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 vendor name, address and contact details from where after sales services shall be provided to the Bank. The certificate should be submitted for each of portable fire extinguishers.	Ink signed or digitally signed authorization letter from the OEM
3	The vendor should be active in the field of supply and maintenance of fire extinguishers for minimum five years as on 30.04.2026	Copies of Empanelment letters issued by Banks / PSUs / Government Departments etc..
4	**Goods Product Quality and Robustness:** The products offered should have BIS certification and / or other relevant certifications mentioned in the technical specifications of the products and should conform to those standards. The vendor must produce relevant proof for meeting BIS standards and / or other certifications for the equipment / products offered by them. For BIS certified products, the Central Mark License (CML) number allotted by Bureau of Indian Standards for each product should be furnished.	Copies of the relevant certificates issued by BIS / certifying agencies
5	**Goods after sales service:** The Firm should have at least one of its own office or service centre with landline telephone functioning in Madhya Pradesh. The vendor should also have enough workshop facility and technical equipment for testing, repairing and maintenance of equipment. Vendors having its own Office or Service Centre in Madhya Pradesh state may bid for that state. This RFP is limited to vendors having own office or service centres in Madhya Pradesh state.	Proof of having office and service centre in Madhya Pradesh state.
6	The Firm should have at least 2 technicians trained and certified by OEM for each portable fire extinguishers for Gwalior Region.	Copies of the certificates issued by the OEMS to the technicians
7	The vendor should have an Income Tax/ PAN and should have filed valid IT returns for last three years.	Proof documents Copy of valid PAN Card and IT

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		Return Acknowledgement copy for last three years
8	The vendor should have a Registration for GST and should have been allotted with Registration number	Valid Registration Certificate with GSTIN
9	The average annual financial turnover during the last three years, ending 31st March 2026, should be 22 Lakhs.	Audited Balance Sheet and Profit & Loss Account Statement for the past three financial years.
10	Firms should have Registration under Shops & Establishments Act in Madhya Pradesh .	Attested copies of Registration Certificates of Shops & Establishments Act in Madhya Pradesh .
11	The vendor should have minimum five years' experience of work of similar nature in minimum 02 Public / Private Sector Banks / Public Sector undertakings / Government Departments	Empanelment letters issued by Banks / PSUs / Government Departments
12	The proposed/offered portable fire extinguishers should be of an established brand and should be in the market for last five years. The portable fire extinguishers and spares of the products offered should be available in the open market.	List of the sales outlet of the products offered

2.6. RESTRICTIONS UNDER RULE 144 (XI) OF THE GENERAL FINANCIAL RULES (GFRS), 2017

Refer Ministry of Finance, Department of Expenditure (Public procurement Division) notification F.No.6/18/2019-PPT dated 23 July 2020 regarding restrictions under Rule 144 (xi) of the General Financial Rules (GFRs), 2017. Bidders are to check the restrictions, if any, applicable to their firm before submitting the bids. Bidders not found eligible will not be considered for empanelment.

2.7. DOCUMENT COST

Document Cost will be accepted in the form of Demand Draft only, payable at Gwalior for the value of Rs. 2500.00 (Rupees Two Thousand Five hundred only), in favour of Regional Office, Union Bank of India Gwalior and the same must be submitted along with the filled tender documents. **The tender fee is non-returnable.**

2.8. EARNEST MONEY DEPOSIT (EMD)

Earnest Money Deposit of Rs.15000/- (Rupees Fifteen Thousand Only) in the form of a demand draft / bank guarantee order issued by a scheduled commercial bank favoring Union Bank of India, payable at Gwalior must be submitted along with the Offer. Vendors who are registered with National Small Scale Industries (NSIC) or vendors falling under the category of Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department and are exempted for EMD against submission of valid certificate/s.

Offers not accompanied with Earnest Money Deposit will not be accepted. Bank Guarantee in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Vendors. The Earnest money paid by the successful Vendors will be released only after finalization of Rate contract upon submission of Bank Guarantee. Bank Guarantee in lieu of Demand Draft/Pay order/ Fixed Deposit Receipt will not be accepted.

The Earnest Money Deposit will be forfeited if the vendor: -

a. Withdraws its bid during bid validity period.
b. Refuses to honour commercial bid.
c. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.

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d. Refuses / fail to submit bank guarantee on finalization of rate contract within a period of one month from the date of issue of supply / work order.

2.9. **BID SECURITY**

As per Rule 170 of GFRs 2017, the Bidders are required to sign a Bid Security Declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids documents, they will be suspended for a period of 3 Years and will not be eligible to submit Bids for contracts for Gwalior Region during this suspended period. Format of Bid Security Declaration enclosed.

2.10. **PERFORMANCE BANK GUARANTEE (PBG)**

Before entering into an agreement, the empaneled venders should submit a Performance Bank Guarantee (PBG) at respective Regional Offices. Performance Bank Guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, for a period of 42 months from the date of Rate contract. This bank guarantee should be furnished on stamp paper value as per Stamp Act as per the format. FD receipts or guarantee in any other form is not acceptable. As part of risk mitigation measures, Bank has decided not to accept PBG issued by Union Bank of India. The Performance Bank Guarantee should be furnished within 14 days of the notification of the award of the Contract; else the vendor will be de-panelled.

Value of the Performance Bank Guarantee (PBG) to be submitted is Rs. 30000.00 (Rupees Thirty Thousand Only) at Regional Offices awarding contract. Failure or refusal to offer the services/goods by the successful bidder at the price committed shall result in forfeiture of the bank guarantee amount.

2.11. **BIDDING PROCESS (TWO STAGES)**

The response to the tender is to be submitted in two parts, Technical Bid containing the General Terms & Conditions including compliance to technical specifications and Commercial Bid containing the price / cost details. Both the parts should be submitted in separate sealed covers duly super scribed **"Technical Bid for Fire Extinguishers.**

The bidder will have to submit the Technical Bid and Commercial Bid Portion of the Bids separately in sealed envelopes. The validity of the bids for acceptance shall be 180 days.

2.12. **SUBMISSION OF BIDS**

Tender documents shall be signed wherever provided for and on all pages by the tenderer by the authorized signatory. Tenders not so signed by the authorized signatory of the bidder shall be rejected. The tenders shall be submitted in sealed covers addressed to The Deputy General Manager, Union Bank of India, Regional Office Gwalior at the above-mentioned address. The full name and postal address of the tenderer shall be written on the bottom left hand corner of the sealed cover.

Firms should drop their bids in the Tender Box at Union Bank of India, Regional Office – Gwalior, at the above-mentioned address. Latest by the last date & time for submission of offers.

Late Bids: Any bid received after the deadline for submission of bid prescribed by the bank will be rejected and/or returned unopened to the bidder, if bidder desire so. Bidders can collect such rejected bids from Regional Office against submission of authorization letter.

2.13. **EXCEPTIONS & DEVIATIONS WHICH TENDERER MAY DESIRE TO STIPULATE**

Tenderers are advised to submit the tenders strictly based on the conditions of contract and specifications contained in the tender documents and not to stipulate any deviations. Should it however, become unavoidable, deviations may be stipulated. The Bank reserve the right to reject such deviations or evaluate the cost for such deviation as may be determined by the Bank.

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2.14. **TECHNICAL BID OFFER (TO)**

The Technical Bid Offer (TO) should be complete in all respects and contains all information asked for in this document. It should not contain any price information. However, TO should confirm that all required rates have been quoted in Commercial Offer (CO), without showing the actual amounts in the TO. Both technical and commercial bid should be submitted duly signed with name and designation of the authorized person with seal of the company. The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney/ Minutes of Board resolution / conditions in Partnership deed to participate or legally valid authorisation to participate in the tender, copy of the same to be submitted along with the tender. Bids signed by representatives who don't have legally valid authorisation to participate in the tender shall be rejected. All pages of the bid including un-amended printed literature shall be signed by the person or persons signing the Bid. Self-Attested Photocopies of relevant documents / certificates as proof in support of various information submitted in the bids and other claims made by the vendor. The TO must be submitted in an organized, numbered and structured manner.

The entire Technical Bid Offer (TO) should be in a single binding (Spiral or Hard Binding) with serially numbered pages, leaving no scope for insertion or removal of pages. Technical Bid Offer not submitted as single binding document or if brochures/ leaflets submitted in loose form will be rejected.

2.15. **COMMERCIAL BID**

2.15.1. Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are qualified, will be opened. The bidder should quote the price for each item required by Bank. Any component which is left out and which may be required with the equipment / systems must be indicated separately and specifically along without the cost. Cost of such parts should be quoted in price bid. If no part is quoted in the bid separately bank shall presume that such parts will be free of cost. Bank's evaluation of the commercial bids will consider the status of compliance of terms and conditions.

2.15.2. The Price Bid should contain all relevant rates and charges (Including Service charges & installation Charges) and the rates should be quoted in Indian Rupees only. The only component which is to be excluded is GST. GST will be paid extra as per Govt norms. (GST will be paid at the applicable rate against tax invoice mentioning the HSN / SAC Code of the item / services).

2.15.3. The Price Bid should also contain price for all components (Including Service charges & installation /transportation/courier charges) which may be needed in installation/servicing/repair of the equipment even if the same is not provided in the format. The only component which is to be excluded is GST. GST will be paid extra as per Govt. norms.

2.15.4. There should not be any kind of hidden charges for supply/installation and servicing/repair of the equipment.

2.15.5. If there is discrepancy between words and figures in the Commercial bid, the lower of the two will prevail.

2.16. **PRE-BID MEETING AND OPENING OF OFFERS**

2.16.1. Pre-bid meeting. A Pre-bid meeting will be held at Regional Office, Gwalior for clarification of queries on the RFP published. The bidders may seek clarifications on issues pertaining to the RFP, various clauses, design parameters and specification of products, expected warranties, Annual Maintenance Contract and all other related issues of the bidders. All bidders are advised to participate in the pre-bid meeting. No bidder shall thereafter take a plea of not having understood /clarified any issue and make it a basis of providing sub-standard product or deficient service.

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2.16.2. The Technical Bid Offers will be opened at the time and date stipulated above irrespective of the number of bidders or their representatives present. The bidders / their representatives may be present at the time of opening of the Technical Bid Offers. In case of any unexpected interruption due to events beyond control of the committee, the process will be continued on the subsequent working day at the scheduled time.

2.16.3. No separate intimation will be sent for pre-bid meeting and opening of technical bid to the bidders for deputing their representatives.

2.17. PRELIMINARY EXAMINATION

Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from vendors without proper authorization from the Original Equipment Manufacturer (OEM) shall be treated as non-responsive. 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 informality 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.

2.18. EVALUATION PROCESS

The tender committee will open the bids in the presence of bidders or their authorized representatives if any, on the date & time defined in this RFP. Initially only technical bids of bidders will be opened and evaluated. The sealed price bids of only technically qualified vendors will be opened after completion of technical evaluation for empanelment process to decide the L-1 bidder/s. The technical bids & price bids will be evaluated in stages given below:

STAGE I

2.18.1. Technical bids from bidders not accompanied with Demand Draft for cost of RFP will be summarily rejected except for vendors claiming exemption on Cost of RFP who are registered with National Small Industries Corporation (NSIC) provided proof document for registration is submitted. Bids will be rejected in any of the following circumstances:

a. Either Bid security declaration or document charges are not submitted.
b. Offer is incomplete and/or not accompanied by all stipulated documents.
c. Offer is not in conformity with the terms & conditions stipulated in the RFP.
d. Technical Bid Offer not submitted as single binding document (Spiral or Hard Binding) or if brochures/ leaflets submitted in loose form will be rejected.
e. Technical Bid Offer is not duly signed with name and designation of the authorized person with seal of the company in all the pages.
f. Specifications stipulated in RFP are not met with. However, deviations resulting in higher/superior configuration will be accepted.
g. Commercial Offer is not submitted separately but submitted along with Technical Offer.
h. Violates any terms and conditions in the RFP document.
i. If the bidder has not executed all the Purchase Orders / Work Orders for Fire Extinguishers placed by this Office during the current/ previous empanelment.
j. Or if found that the information provided in the offer is bogus.

2.18.2. The registration with NSIC of vendors claiming exemption will be verified with NSIC based on the proof documents and if found ineligible for such exemption, the bid of such vendors will be summarily rejected.

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STAGE II

a. Bidders qualifying Stage-I will be evaluated against the stipulated minimum eligibility criteria purely based on proof of documents submitted. Documents submitted along with the Tender will be considered as the final & conclusive proof
b. A comparative chart capturing information on compliance of minimum eligibility criteria will be prepared and evaluated as per submitted proof of documents.
c. Offers not complying or adhering with any of the minimum eligibility criteria or without relevant proof of documents will not qualify this stage.

STAGE-III

a. Veracity of documents/facts of Bidders qualifying Stage-II will be further verified through site visits to the offices/service centre/tie-up arrangements of the bidders.
b. Feedback from reference sites as indicated in the tender document by the bidders will be obtained in writing and evaluated.
c. A comparative chart will be prepared to capture the details of verification carried out during site visit; feedback obtained from reference site.
d. Bidders with unsatisfactory feedback from reference sites or documents/facts not found in order on verification as per stipulated criteria applied will not qualify this stage.

STAGE – IV

a. The certification of the products offered will be ascertained from the websites of Bureau of Indian Standards and other Certification Agencies. Products listed in the official websites of these Certification Agencies will be selected for product demonstration.
b. A product demonstration will be seen by the evaluation Committee to check their specifications, standards and quality. The products of bidders not conforming to required standards and specification will not-qualify. Product demonstration is to be arranged by the vendor at Gwalior or any other convenient site / location suitable to the bank.
c. Bidders qualifying this stage shall be eligible for empanelment on approval by the competent authority for a period of three years.

STAGE-V

a. Price bids of only empanelled bidders will be opened in presence of the empanelled bidders or their authorized representatives at the given date, time and place.
b. Price bids of bidders will be evaluated, and L-1 price bid(s) shall be decided from the qualifying price bids.
c. A written offer will be given to L-2 /L-3/bidders to match L-1 price and a written confirmation for matching L-1 price shall be obtained.
d. Approval to allocate work to the qualified bidder(s) (L-1, L-2, L-3,) shall be-obtained from the competent authority of the Bank.
e. Non-qualifying bidders will be intimated with reason(s) for non-qualification.

2.19. EMAPANELMENT OF VENDORS

Vendors who qualify the technical evaluation may be empaneled by the Bank for supply, installation, AMC of Fire Extinguishers. Empanelment of Vendor should in no way be construed as work order.

2.20. DETERMINATION OF L1 BIDDER AND AWARDING OF CONTRACT

Classification: Internal

On completion of evaluation process of technical bids, Bank will open commercial offers of successful bidders and Rate contract may be awarded to the lowest bidder.

2.20.1. L-1 will be determined in supply, Instalation and maintenance fire extinguishers as per Annexure enclosed.

2.20.2. The Bank reserves the right to distribute the work among the shortlisted firms: In case of distribution of work to vendors other than L-1 who are willing to accept the L-1 Rates, the L-1-rate Vendor will get approx.. 50% of the work contract and the remaining work orders shall be distributed among L-2 & L-3 Vendors in ration of 30:20, provided they accept the L-1 Rates. If L-2 and /or L-3 are not willing to match L-1 Rates; Bank at its discretion may consider L-4 and/or L-5 vendors for the same.

2.20.3. Price preference for MSE vendors as per Procurement Policy for Micro and Small Enterprises, 2012: If the price quoted by MSE vendor/s is within L-1 (who is other than MSE) + 15%, then they may get up to 20% of the total work contract, if they match L-1 price.

2.20.4. Work Orders to the empanelled vendors will be issued by Regional Offices for the branches, offices and ATMs under the administrative control.

2.20.5. If during the currency of the contract, the vendor reduces their presence in an area by either reducing manpower or office / service centre, Regional Offices reserves the right the cancel the work order and re-allot the same to other eligible vendors.

2.20.6. If any of the shortlisted Vendors is unable to fulfil the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other shortlisted Vendors after giving 15-days' notice to the defaulting Vendor. If there is more than one L-1 Vendor, then the work orders shall be split equally among them.

2.20.7. The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals without assigning any reasons whatsoever. Similarly, it reserves the right not to include any vendor in the final short-list in light of the terms and conditions of the tender.

2.21. ERASURES OR ALTERATIONS

No submissions for erasures or alteration will be entertained after submission of tender document. If a vender submits two bids the lowest rates will be considered provided both bids have all the documents as per the RFP.

2.22. VALIDITY OF EMPANELMENT

The empanelment shall be for a period of three years subject to the annual review, in order to retain efficient services on most economical basis. In special cases, the empanelment period will be extended beyond three years for a specified period not exceeding one year for circumstances unforeseen if both parties are willing to continue the contract.

2.23. TERMS OF IMPLEMENTATION

2.23.1. The vendor shall deliver the equipment / systems within 07 days from the date of the Purchase order at the sites as per details of delivery locations to be provided with PO.

2.23.2. The vendor shall install these equipment as per Bank's requirement and make them operational at the respective locations within 3 days after delivery; else the terms of Liquidated Damages (LD) will be applicable.

2.23.3. The vendor shall provide service support as and when required during the warranty period and thereafter, if required by the Bank.

Classification: Internal

2.23.4. On Installation of new equipment and during AMC servicing visits, the vender shall explain the operation of equipment / systems and clear the doubts of employees of the bank.

2.24. RATE CONTRACT

The rates arrived through this tender process for Supply, Installation and Maintenance of Fire Extinguisher will remain fixed during the contract period. The contract period for Supply, Installation and Maintenance will be for one year and may be extended up to three years subject to the annual review of the goods and services.

2.25. ANNUAL MAINTENANCE CONTRACT (AMC)

Annual Maintenance Contract (AMC) should be done adhering to Latest IS Specifications. On-site maintenance charges, for the post warranty period, must be quoted on annual basis, in the Commercial Offer. During Annual Maintenance, vendor will do maintenance/servicing of portable fire extinguishers installed in the branches by half yearly AMC visits, which should be evenly spread over the complete year. There should be at least 5 months difference between two successive visits and should not be more than 6 months to a branch, office or ATM. Vendors should be willing to take the Annual Maintenance of existing Fire Extinguishers, irrespective of make and vintage. General safety precautions for maintenance as per latest IS standards should be adhered to by the vender.

All the portable fire extinguishers will be under periodic servicing/maintenance arrangement in the form of Annual Maintenance Contract (AMC). The empaneled vendors should also be required to

2.25.1. Take over the work from any vendor who has provided unsatisfactory services to the Bank within a contract period as per discretion of the Bank.

2.25.2. Accept the AMC of any existing equipment as per the requirement of the Bank.

2.25.3. Accept extension of the contract period beyond three years for a specified period not exceeding one year for circumstances unforeseen.

2.26. GENERAL GUIDELINES – ANNUAL MAINTENANCE CONTRACT

2.26.1. Comprehensive on-site maintenance charges, for the post warranty period, must be quoted on a yearly basis, in the Commercial Offer. The vendor will have to maintain the equipment during the AMC period at the same rate quoted in Commercial Offer.

2.26.2. All the repairs and replacements of spares shall be carried out which are necessitated due to usage of system as per tender stipulations. AMC covers maintaining all types of fire extinguisher (irrespective of make and model). Virtually the vendor must keep the Fire extinguishers in without charging anything extra to the Bank other than the AMC charges agreed upon. The selected vendor must do the maintenance of existing fire extinguishers of any brand (Make / Model) at the approved AMC rates.

2.26.3. The AMC Service reports are to be filled in the format given in this RFP only and are to be filled in triplicate. Distribution of the AMC Service reports is as under:

a. One Copy of Service Report to be filed in Branch AMC File
b. Second Copy is to be forwarded to Regional Office by vendor. Service reports of all the allotted branches are to be forwarded to Regional Security Officer by 10th of the next month after completion of a half year. i.e. by 10th July and 10th January irrespective of the date of commencement of Annual Maintenance Contract.
c. Third Copy to be retained by AMC Vendor

2.27. MINIMUM MAINTENANCE STANDARD REQUIRED – AMC

2.27.1. The vendor should ensure that any Fire extinguishers due for servicing/ refilling on any working day is set right within 48 hours of reporting the complaint and in no case, later than three

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working days of the bank. The vendor should complete the maintenance tasks, as per the maintenance schedule / time interval. All complaints/service requests will be reported/ conveyed through letters, emails or over telephone.

2.27.2. The vendor shall inspect the equipment at least once in 6 months (half yearly) as part of preventive maintenance. This is apart from any breakdown visits (emergency repair/refill calls) that may be required which may emanate in between the two preventive maintenance inspections. The fault repair calls will not be treated as half yearly visits and such visits will be free of cost during AMC.

2.27.3. AMC Exclusions: If the fire extinguisher has completed life span, such equipment will be decided by the Regional Office. Vendor must submit service reports of such equipment with their remarks / recommendations to the respective Branches and Regional Office of the Bank on the same day of AMC visit.

2.27.4. The maximum breakdown time for the equipment shall be 48 hours from the time of receiving the complaint over phone /email. During the break down calls, the nature of repair carried out, parts replaced etc. shall be recorded in the logbook.

2.27.5. If the vendor is not able to set right the defect or repair and put back the system / equipment to working condition within 48 hours, a standby unit to suit the tender parameters should be provided immediately.

2.28. HALF YEARLY GENERAL SERVICING TASKS

Half Yearly Maintenance Tasks of all portable fire extinguishers irrespective of make / model / vintage are to be done adhering to latest IS standards. General guidelines for half yearly maintenance tasks of portable fire extinguishers is as under:

2.28.1. Carbon-Dioxide Type Extinguishers:

a. See that the extinguisher is in the allotted place and kept as per the plan.
b. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
c. Examine the extinguisher body for any corrosion or mechanical damage.
d. Examine that the safety clip is in position.
e. Clean the exterior of the cylinder with a dry and then a wet cloth.
f. Weigh the extinguisher. Compare the weight with the weight of a fully charged extinguisher, which is marked on the body. If the loss is more than 10 percent, send the extinguisher for recharging.
g. Clean and polish externally.
h. Examine hose and horn assembly. In case of trolley mounted extinguishers, examine the wheel carriage for free movement. Change the defective ones.
i. Make sure that the extinguisher is in proper condition and is not accidently discharged.

2.28.2. ABC powder Type Portable & ABC Modular Fire Extinguisher

a. See that the extinguisher is in the allotted place and kept as per the plan.
b. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
c. The extinguisher should be opened in a dry room and for a minimum possible time to avoid effect of atmospheric moisture on powder.
d. Check the piercing mechanism in the cap and check that the washer in the cap is soft and intact.

Classification: Internal

e. Examine and verify that the pressure gauge indicator or any other pressure indicating device fitted in is indicating the internal pressure correctly. If the extinguisher shows a less pressure of more than 10 percent, fill the pressure with nitrogen gas.
f. Examine the extinguisher body internally and externally for corrosion and replace corroded or damaged extinguishers
g. Check the operating mechanisms for free movement and clean, rectify or replace if necessary.
h. Replace the safety clip /wire seal or equivalent as originally fitted.
i. Make sure that the extinguisher is in proper condition and is not accidently discharged.

2.28.3. The vendor is expected to ensure same maintenance standards as mentioned in maintenance standards

2.28.4. During AMC period the technicians should visit the branches half yearly during bank working hours in addition to the emergency fault repair calls.

2.28.5. During AMC visit the representative should explain the operation of Fire extinguisher to the employees during all half yearly visit which is a mandatory obligation. Demonstration of water type and one Co2 fire extinguisher has to be done and the Co2 fire extinguisher has to send for refilling, after providing suitable standby cylinders.

2.28.6. During AMC visit the representative should give a technical report of Fire extinguisher as given below which clearly reveals the present status/condition. Illegible and blank reports will be rejected.

2.28.7. Each fire Extinguisher shall have a tag or Label securely attached that indicates the month and year of recharging and AMC visit which identifies the person performing the service.

2.28.8. The vendor will maintain one register in which he will obtain the signature of branch manager certifying that the servicing of the extinguishers has been carried out and is in working condition. This register is to be presented to Regional Security Officer for updating & verification of data.

2.29. **REFILLING SCHEDULE AND PERFORMANCE TEST**

Following extinguishers should be operated for performance test and refilled as per the below mentioned schedule as a matter of routine:

Sl. No.	Type of extinguisher	Refilling interval years
a	ABC Powder (Modular and Portable type)	3
b	Carbon Dioxide (CO2 type)	5

2.29.1. Performance test and refilling the above type extinguishers should be carried out along with half yearly servicing at branches and offices and this occasion should also be used to familiarize the branch/office staff in understanding and handling these extinguishers.

2.29.2. Apart from routine refilling, if any extinguisher is used either on a real fire or for training purpose, it should be refilled immediately.

2.30. **HYDRAULIC PRESSURE TESTING SCHEDULE**

2.30.1. Every extinguisher installed in the premises should be hydraulically pressure tested as per following schedule:

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Sl. No.	Type of Fire Extinguisher	Test Interval	Test Pressure Kg/cm^2	Pressure maintained for Minutes
a	ABC Powder (Stored pressure) Modular and Portable type	3	35	2.5
b	Carbon Dioxide (CO2 type)	3	250	2.5

2.30.2. If no record of hydraulic pressure testing is available for the testing equipment. It should be done during first AMC visit and will be treated as a part of AMC Work. No Charges will be paid additionally.

2.30.3. 1.3. Refilling and annual maintenance task may be carried out inside branch/office premises but as an accident pretention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/ customers. In case of carbon dioxide extinguishers, if there is loss of more than 10% mass, these should be sent for recharging and shall be pressure tested every time cylinder sent for recharging.

2.30.4. 1.4. There should not be any leakage or visible distortion during the pressure test. Extinguishers, which fail this requirement, should be replaced.

2.30.5. 1.5. In case store pressure type ABC Powder extinguishers, the stipulations and directions given by the manufactures should be adhered for refilling and pressure testing.

2.31. **REFILLING, PERFORMANCE TEST AND PRESSURE TESTING – TIMELINE**

2.31.1. To ensure refilling, performance testing and pressure testing of all the extinguishers are done as per the schedule.

2.31.2. Refilling and annual maintenance task may be carried out inside the branch/office premises, but as an accident prevention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/customers. The fire extinguisher should be place inside a container during hydraulic pressure testing.

2.31.3. For all extinguishers, the stipulations and directions given by the manufacturers should be adhered to for refilling and pressure testing.

2.32. **LIFE OF FIRE EXTINGUISHERS**

2.32.1. Life of fire extinguishers as stipulated by the Bureau of Indian Standard is given below.

a. Powder Type Extinguisher (ABC & DCP) 10 Years
b. Carbon Dioxide Extinguisher 15 Years
c. Water Type Extinguisher 10 Years

2.32.2. Life of extinguishers shall be considered from the date of manufacture of extinguishers. In case of failure in hydraulic pressure testing, extinguishers shall be rejected immediately before the lifetime given above.

2.32.3. While submitting half yearly AMC reports to Regional Office, the manufacturing date of each of the extinguisher is to be mentioned. Further, if any of the extinguishers has exceeded the life period, it has to be highlighted in the report.

2.33. **GOOD PRODUCT QUALITY AND ROBUSTNESS:**

2.33.1. The vendor must produce substantive proof for meeting BIS standards for the products and should conform to those standards.

2.33.2. The fire extinguishers offered should be of an established brand and should be in the market for last five years.

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2.33.3. If the bidder (vendor) is an Original Equipment Manufacturer of the equipment offered, substantial proof that the product and the spare products are available in the market is to be submitted. Towards this the bidder (if an OEM) would be required to submit following documents:

a. List of channel partner/dealer /distributor in Madhya Pradesh.
b. Proof of sales of the equipment to a system integrator during the last financial year is to be submitted. For qualifying, minimum 25 % of the products should be purchased by another System Integrator/s, who are not sister concern of OEM.

2.33.4. Venders must provide spare products during the life span of the equipment, failing which vendors would be required to provide a new equipment free of cost.

2.34. **GOODs AFTER SALES SERVICE:**

The vendor should have their own employees, infrastructure, network and branch offices in Madhya Pradesh . The Branch Office should have a landline telephone connection and Email facility. The branch/office should be manned during the office hours. Email/watsapp message/SMS will be considered as valid means to report compliant and vender is bound to attend the complaint within 48 hrs.

2.35. **WARRANTY:**

All products should have at least 12 Months comprehensive on-site warranty from the date of installation and commissioning of the equipment. 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.

2.35.1. The vendor should ensure that in case the equipment cannot be repaired within the stipulated period, a replacement should be provided till the defective equipment / systems are returned duly repaired.

2.35.2. No AMC charge will be admissible in warranty period, however quarterly service visit is mandatory during warranty period.

2.36. **DELAYS IN THE SUPPLIER'S PERFORMANCE**

Delivery of the goods and services (AMC visits and maintenance) shall be made by the vendor in accordance with the time schedule specified by the Bank. Any delay in performing the obligation by the vendor will result in imposition of liquidated damages and/or termination of rate contract for default.

2.37. **LIQUIDATED DAMAGES FOR DELAY IN INSTALLATION**

Notwithstanding the Bank's right to cancel the order, liquidated damages at 1% of the total cost of the equipment per case will be charged for every week's delay in delivery of new equipment / system, subject to maximum 10% in each case. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the firm. Part of day will be treated as a day for this purpose. Email / telephonic compliant will be considered as valid means to report compliant.

2.38. **ASSIGNMENT OF OBLIGATION / NO SUBCONTRACTING**

The vendor shall not assign, in whole or in part, its obligations to perform under the contract, except with the Banks' prior written consent. **Contractor shall not use any subcontractor for supply of the products, maintenance of the products or to perform any of the contract obligations.**

2.39. **PENALTY**

Bank will levy penalty for any deficiency in services or quality of materials supplied without prejudice to any of BANK's other rights and remedies. The penalty amount will be deducted from the quarterly AMC payments payable to the vendor. The penalty will be calculated as per details given in the table below:

Classification: Internal

S.No.	Deficiency in services criteria	Target Penalties
(a)	Availability /Uptime of fire extinguishers including its accessories (Availability/ Uptime will be calculated on quarterly basis)	Penalty will be deducted from the AMC amount payable for the quarter for each portable fire extinguishers is as under Downtime of less than 02 days = NIL Downtime 03 to 05 days = 25 % **If downtime is more than 05 days AMC payment of the equipment will not be paid for that half year**
(b)	Delay in complaint resolution beyond time limit of 48 hours of reporting the complaint during warranty period	Rs. 200/- per day for delay of each day for each system beyond time limit of 48 hours of reporting the complaint
I	Delay in complaint resolution beyond time limit of 48 hours of reporting the complaint during AMC	Rs. 100/- per day for delay of each day for each system beyond time limit of 48 hours of reporting the complaint
(d)	Penalty, once the maximum penalty ceiling of 25% of AMC amount is breached.	Bank may terminate the contract and Forfeit the Retention Amount submitted as PBG.

2.40. **TERMINATION FOR DEFAULT**

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the vendor, may terminate this contract in whole or in part, if the vendor fails to perform any obligation(s) under the contract. In the event of the Bank terminating the Contract 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 vendor shall be liable to the Bank for any excess costs for such similar services.

2.41. **CANCELLATION CONTRACT / ORDER:**

Bank will have the right to cancel the Order, Contract and de-panel the vendor;

2.41.1. If the vendor fails to deliver and/or install new equipment / systems within 15 days or the extended date communicated by the Bank, it will be a breach of contract and Bank reserves its right to cancel the contract and de-panel the vendor.

2.41.2. If the vendor fails to complete the maintenance tasks, within 15 days of the scheduled date of maintenance, it will be breach of contract and Bank reserves its right to cancel the contract and de-panel the vendor.

2.41.3. If the new equipment installed by the vendor are not in conformity with the technical specifications of this RFP or if the equipment installed is not as per the approved Make / Model, it will be a breach of contract and Bank reserves its right to cancel the contract and de-panel the vendor.

2.41.4. If the AMC Service Reports, half yearly (in the format given in this RFP) of all the Branches allotted to the vendor is not submitted at Regional Office within 30 days of completion of the previous half year, it will be breach of contract and Bank reserves its right to cancel the contract and de-panel the vendor.

2.41.5. If Bank's Corporate Office or any higher office of Union Bank of India conducts Pan India or a centralized empanelment / Rate Contract / AMC which is under the scope of this tender, Bank will have the right to cancel full or part the proposed contract under this tender process. In such cases also, notice of one month will be served to the firm for termination of the contract and no other claims will be entertained.

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2.41.6. Contractor using any subcontractor for supply of the products, maintenance of the products or to perform any of the contract obligations.

2.41.7. In the event of deficiency being such that the 25% penalty ceiling is breached, the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/ PBG as deemed fit and reasonable by the Bank. However, this penalty shall not be imposed in case of delays in restoration of system caused by Natural calamities or so-called acts of God, like Earthquake, Tsunamis, Riots, and War, Bandhs, Civil Disturbances, any of which affect either the Vendor's nearest service Centre or the site of installation.

Further, Bank will also have the right to cancel the Contract issuing one-month notice without giving any reason for such cancellation.

2.42. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the vendor, if the vendor becomes bankrupt or otherwise insolvent.

2.43. LIABILITY

Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury (including death) and damage to real property (due to explosion/accidents due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard equipment used by vendor. Vendor shall be liable for any indirect, consequential, or special damages due to malfunction/explosion of the equipment / systems under the rate agreement / purchase order.

2.44. PATENTS RIGHTS

2.44.1. The vendor shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India. Towards this,

2.44.2. The vendor 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.

2.44.3. The vendor shall, expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible for, including all expenses and court and legal fees.

2.44.4. 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 will not admit to any liability for or express any intent to settle the claim.

2.44.5. 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 items, provided by the vendor, including-all inventions, designs and marks embodied therein in perpetuity.

2.45. PAYMENT TERMS

Payment will be released only against completion of work by the respective branches. Payment will be made to the vendor's Bank Account through online/NEFT/RTGS mode against GST Invoice. No advance amount will be paid to vendor.

2.45.1. Payment towards AMC service will be paid by the respective branches on half yearly basis after successful completion of the AMC. The vendor must submit a copy of the AMC service report

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along with the AMC bill latest by 5th of the succeeding month of the previous half year. The claim period of AMC payment shall be 12 months from the date of AMC visit.

2.45.2. Payment towards procurement of new fire extinguishers will be made by the respective branches on successful completion of supply, installation, testing and commissioning (SITC) of the fire extinguishers against submission of following documents.

a. GST Invoice
b. Warranty Certificate
c. Installation Report

2.45.3. Vendor shall submit the invoices within one month of completion of the work, which is applicable for AMC as well as new procurement. Any claim for AMC payment or new procurement after 12 months of AMC visit or new procurement will not be entertained by the branches.

2.46. PRICES

All prices should be quoted in INR (Indian Rupees) exclusive of taxes. Price will be inclusive of insurance against loss or damage by fire, theft or other usual risks during transit, and till the completion of work at site and handing over to the Bank in all respects according to the true meaning and intent of the contract. All the employees of the Vendor who will visit Branches/ Offices etc. will also have to be insured and in case of any eventuality Bank will not be liable for payment towards their insurance. The rates quoted must be correct and sufficient to cover the vendor's costs, overheads and profits etc., completely for the individual items of work including cost for all necessary materials and labour, cost of installation, transportation, travelling, training but GST or duty levied by the Local/State/ Central Government as on the date of submitting quotations, if and as applicable. The Vendor will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government (Central/ State) taxes, etc. or the benefit of discounts, if any, announced in respect of the cost of the items for which orders have been placed during that period. However, upward revisions due to market conditions will not be borne by the Bank.

2.47. FORCE MAJEURE

Notwithstanding the above provisions, the vendor shall not be liable for penalty or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the vendor and not involving the vendor'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 vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

2.48. GOVERNING LAW AND DISPUTES

The provisions of this tender shall always be subject to government notifications, any rules/ guidelines that may be in force from time to time. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. However, there is a provision of appeal if either party is not satisfied with the arbitration award. During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. The venue of the arbitration shall be at the place where the respective contracted

Classification: Internal

Regional Office of the Bank is located.

2.49. **SIGNING OF CONTRACT**

The successful bidder(s) shall be required to enter into a contract with Union Bank of India within 7 days of the award of the tender or within such extended period as may be specified by Union Bank of India, Regional Office, Gwalior, on the basis of the Tender Document, the 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 Form of Contract. Bank shall have the option of terminating the contract during the contract period by giving a 1 months' notice. In the absence of any formal contract, the copy of PO, the RFP document and other related documents will be treated as contract.

Conforming to the aforesaid terms and conditions, company and firms should drop their offers in the Tender Box at Union Bank of India Regional Office- Gwalior, at the above-mentioned address latest by the last date & time for submission of offers.

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3. FORM OF TENDER

(Technical Bid Offer – Forwarding Letter)

From,

To,

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor, The Empire Estate Building,
City Center ,Gwalior
Pin-474011

Dear Sir,

Reg.: Our bid for Empanelment, Supply, Installation & Maintenance of Fire Extinguisher's – Union Bank of India –Gwalior

With reference to the tenders invited by Union Bank of India, Regional Office, Gwalior for Supply, Installation & Annual Maintenance Contract(AMC)of Fire Extinguisher's, we submit our Bid Document herewith.

We understand that

(a) You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.

(b) If our Bid for the above job is accepted, we undertake to enter and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

(c) If our bid is accepted, we are responsible for the due performance of the contract. We are willing to take the Annual Maintenance of existing portable fire extinguishers in branches / offices / ATMs irrespective of make and year of manufacturing.

(d) Vendor means the bidder who is decided and declared so after examination of commercial bids.

(e) I / We have read the instructions appended to the Performa and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, 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.

(f) I/We hereby certify that we are registered under Shops & Establishments Act in Madhya Pradesh state.

(g) I/We hereby certify that we have our own office and service centre with landline telephone having sufficient team of Engineers and Technicians functioning in Madhya Pradesh, located at Gwalior______________________ .

(h) You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

(i) I/We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this tender including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

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(j) I/We hereby certify that we are not Blacklisted/Debarred from any other Firm.

(k) I/We understand that, If we withdraw or modify the Bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or we fail to submit a performance security before the deadline defined in the RFP, we will be suspended for a period of 3 Years and will not be eligible to submit Bids for contracts during this suspended period.

(l) I/We understand that, if we are awarded the contract, we will submit a Performance Bank Guarantee issued and we fail to sign the contract, or we fail to submit a performance security

(m) I / We agree that the decision of Union Bank of India in selection of Vendors will be final and binding to me / us.

(n) All the information furnished by me hereunder is correct to the best of my knowledge and belief.

(o) I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

(p) I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.

(q) I / We hereby certify that I / we are the authorised signatories of our firm and the proof is attached herewith

(r) I / We adhere to the bank norms/rules relating to tender.

(s) I / We have enclosed following documents / annexure with this technical bid.

List of Annexures with Technical Offer:

Annexure no.	Particulars	Enclosed (Yes / No)
I	Entire tender document (un-amended literature) signed in all pages by the authorised signatory with company seal	
I-A	Certificates of Registration under Shops & Establishments Act in Madhya Pradesh State	
I-B	Certificate of registration of Company / Partnership deed.	
I-C	Copy of Registration Certificate with GSTIN	
I-D	Copy of PAN Card and IT Return Acknowledgement copy for last three years.	
I-E	Audited Balance Sheet AND Profit & Loss A/c. Statement for last three years.	
I-F	Copies of empanelment letters from PSB / PSUs (issued during the last **5 YEARS ONLY**)	
Pre-qua		
I-H	Details of pre-qualifying works	
II	Confidential report from clients for the qualifying work (In sealed envelope)	
III	Declaration for Compliance	
III-A	Undertaking for not being blacklisted	
III-B	Undertaking regarding product support from OEM vendor	
III-C	Bid Security Declaration	
IV	Ink signed copy of authorization letter from the OEM of Fire Extinguishers	
V	List of deviations from Technical specifications	
VI	Technical specifications of equipment / systems offered	
VII	Certificate denying the ownership of the Firm by any director or officer or employee of UBI	
VIII	Test report /BIS certification for the equipment offered.	
IX	Documentary proof (Certificates) for meeting BIS standards and certifications for the products offered	
X	List of channel partner/dealer /distributor and GST bills for sale and service to channel partners. (Applicable only if the vendor is also an OEM of the product offered)	

Classification: Internal

XI	Document Cost (Pay Order / Demand Draft No. ________________ ________________	

The Technical Bid Offer submitted by us consists of _________ **Pages** (Enter the total number of pages) and is submitted as a single binding (Spiral / Hard Binding) Document in Envelope No. II.

In absence of any of the above Annexures, I / we understand that our application is likely to be rejected.

Yours faithfully,

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

4. BIO – DATA OF CONTRACTING AGENCY

1.	Name of the firm			
1 a)	Address (Head Office)			
	Telephone No. (landline)			
	Mobile			
	E-Mail			
1 b)	Address (Branch Office in Madhya Pradesh State) (Certificates of Registration under Shops & Establishments Act in Madhya Pradesh State to be enclosed, **Annexure I-A)**			
	Telephone No. (landline)			
	Mobile			
	E-Mail			
1 c)		Branch Details (1)	Branch Details (2)	Branch Details (3)
	Address			
	Landline No.			
	Mobile No.			
	E-Mail			
2a)	Type of the firm (Proprietary / Partnership / Pvt. Ltd. / Public Ltd.)		(Certificate of registration / partnership deed to be enclosed, **Annexure – I-B)**	
b)	Whether		Fire Extinguishers (Portable/ Modular)	
	Original Equipment Manufacturer (OEM) or			
	Authorized channel partner or			
	Authorized dealer or			
	Authorized distributor of the company			
c)	Name of the Proprietor / Partners / Directors		I) II) III)	
d)	Year of establishment			

Classification: Internal

3	Registration with Tax Authorities Income-tax (PAN) No. GST No.	
		Copies of certificates of registration with GSTIN to be enclosed, Annexure - I-C)
4.	Names of the Bankers with address & telephone numbers	
5.	Furnish copies of PAN Card and IT Return Acknowledgement copy for last three Years, i.e (2022-23, 2023-24 & 2024-25)	Enclosed / Not enclosed, Annexure - I-D)
6.	Furnish copies of Audited Balance Sheet AND Profit & Loss A/c Statement for last three years	Enclosed / Not enclosed **(Annexure I-E)**
7.	Empanelment with Govt., Public Sector / Private Banks (certificates of Registration (empanelment) to be enclosed	Enclosed / Not enclosed **(Annexure I-F)**
	Name of the Organization	Year since empanelled
	I) II) III)	
8.	Give details if at present involved in litigation in similar type of contracts:	
	Name of Project	
	Name of Employer	
	Nature of work	
	Work order dated	
	Date of completion of work	
	Value Rs.	
9.	Details of civil suit, if any, which arose during execution of contract in the past 10 years.	
10.	Specify maximum value of single value project executed during the last five years.	
11.	Name & relation, if any, with the staff member of Union Bank of India.	
12.	Details of work executed during the last 5 years:	
	Type of work	
	Work executed for (name of the Institution / Body)	
	Nature of work (in brief)	
	Location	
	Value Rs.	
	Duration of work	
	Date of commencement of work	
	Date of work completion	
	If work left incomplete or terminated (give reasons)	
13.	Details of work on hand	

Classification: Internal

	Type of work	
	Work executed for (name of the Institution / Body)	
	Nature of work (in brief)	
	Location	
	Value Rs.	
	Duration of work (stipulated time)	
	Date of commencement of work	
	Present stage of work	

2. Details of Pre-qualifying work (Filling of columns is mandatory and to be supported by GST Invoice).

Name of the work	Name of the client	GST Invoice No.	Value of work completed

3. <u>List of name/s of proprietor / partners & employees (Office staff)</u>

Sr. No.	Name	Qualifications	Designation	Experience	Employed in our firm since	Employed in our firm since

Classification: Internal

4. List of OEM Certified Technicians

Sr. No.	Name	Qualifications	Employed in our firm since	Name of the OEM and products for which certification is available

5. Turnover in last 3 years:

Sr. No.	Year	Turnover (Rs. In lacs)	Income-tax paid	GST paid
1	2024-25			
2	2023-24			
3	2022-23			

6. Products for which empanelment is sought (please tick):

a) Portable and Modular Fire Extinguishers

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

5. DETAILS OF PRE-QUALIFYING WORKS:

Please provide following information for most relevant projects and clients in India:

Use the format below to provide information for which your firm was legally contracted for similar projects / works. Please mention more than one project / work under the same client if relevant. (Use separate sheet for each client)

7. Name of the Public Sector Bank/ Private Sector Bank / Public Sector Undertaking		
Address of the bank's Central/Zonal/Regional Office or PSUs' Administrative Office		
Name, designation of contact person with telephone No. and e-mail id	Name:	
	Designation:	
	Landline No.:	
	Cell No.:	
	E-mail id:	
Details of Empanelment by PSB / PSU (Copy of empanelment letter to be attached)	Ref. No. :	
	Date :	
	Empanelment period	

Details of Fire extinguishers Portable and modular Type supplied in last 5 years (Copy of GST Invoice with value of Rs. 1 Lakh and above to be attached)	Supplied to.	
	Invoice No. and Date :	
	Invoice Value	

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

Annexure-V

6. FORMAT FOR CONFIDENTIAL REPORT

(To be obtained from client on their letter head in a sealed envelope)

To,

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor , The Empire Estate Building,
City Center Gwalior
Pin-474011

This is to certify that M/s. ____, having office at ____________________ ________________ ___________________ ___________ ______ have carried out works of our project as under:

8. Name of firm & address	
2. Empanelled with our Office (Period)	
9. Details of Fire extinguishers both Portable and Modular type supplied in last 5 years	(Ref. No., date of order and quantity)
10. Details of Annual Maintenance Contract of Fire extinguishers both Portable and Modular type during last 5 years	(Ref. No., date of order and quantity)
4. Quality of service rendered	
5. Quality of after sales service	
6. Competence to handle works	
7. Integrity and reliability of the firm	
8. Dealing in execution of work	
9. Whether time schedule is adhered to	
10. General attitude of the firm	

PLACE:

DATE:

SIGNATURE :
NAME :
DESIGNATION :
Email ID :
Mobile No. :
OFFICE SEAL

THIS FORM SHOULD BE SUBMITTED IN A SEPARATE SELED COVER, DULY SIGNED WITH OFFICE STAMP BY AN AUTHORISED OFFICER OF THE PSB / PSU / GOVERNMENT DEPARTMENTS (OTHER THAN UNION BANK OF INDIA)

Classification: Internal

Annexure-VI

7. DECLARATION FOR COMPLIANCE

Undertaking (To be submitted by all bidders on their letter head)

From

Phone No.

To

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor , The Empire Estate Building,
City Centre Gwalior
Pin-474011

Dear Sir,

DECLARATION FOR COMPLIANCE – ALL TERMS AND CONDITIONS INCLUDING SCOPE OF WORK

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

8. UNDERTAKING FOR NOT BEING BLACKLISTED

Undertaking (To be submitted by all bidders on their letter head)

From

Phone No.

To

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor , The Empire Estate building,
City Centre Gwalior
Pin-474011

Dear Sir,

Undertaking for not being blacklisted

We _________ __________ __________ __________ ______ _____ (bidder name), hereby undertake that-

As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.

We also undertake that; we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

Annexure-VIII

9. UNDERTAKING REGARDING PRODUCT SUPPORT FROM OEM VENDOR

To be filled only if the Bidder is the OEM or Sister Concern of the any of the products offered (i.e Fire Extinguishers), this undertaking is to be submitted in the Bidders letter head.

From

Phone No.

To

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor , The Empire Estate building,
City Centre Gwalior
Pin-474011

Dear Sir,

We __________ ___________ ___________ ___________ _______ ______ (bidder name), hereby undertake that-

We are the Original Equipment Manufacturer and details of our Channel partner /dealer /distributor are:

S.No	Product with Make / Model	Name of Channel partner /dealer /distributor	Address and Contact Number of Channel partner /dealer /distributor

We as Original Equipment Manufacturer have supplied the products to other System Integrators and details of sales to various system integrators during the last financial year are as under:

S.No	Product	Total Sales (Rs.) during FY 2025-26	Value of Sales to other System Integrators (Rs.) during FY 2025-26	Proof Documents enclosed
1	Fire Extinguishers (Portable and Modular type)			GST Invoice

Yours faithfully,

Authorised Signatories

Classification: Internal

(Name, Designation and Seal of the Company / Firm)

Annexure-IX

10. BID SECURITY DECLARATION

Undertaking (To be submitted by all bidders on their letter head)

From

Phone No.

To

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor , The Empire Estate building,
City Centre Gwalior
Pin-474011

Dear Sir,

We _________ __________ __________ __________ ______ _____ (bidder name), hereby undertake that-

I / We understand that, If we withdraw or modify the Bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or we fail to submit a performance security before the deadline defined in the RFP, we will be suspended for a period of 3 Years and will not be eligible to submit Bids for contracts during this suspended period.

Yours faithfully,

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

Annexure-X

11. MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

(To be submitted by the Original Equipment Manufacturer (OEM) on their letter head, for each of the equipment offered)

From

Phone No.

To

The Regional Head,
Regional Office, Gwalior
Union Bank of India,
2nd floor , The Empire Estate Building,
City Centre Gwalior
Pin-474011

Dear Sir,

Subject: Authorization Letter from Original Equipment Manufacturer (OEM)

We ____ having registered office at _______________________ are established and leading manufacturer of Fire Extinguishers do hereby authorize M/s ________________________ ___________________________________having their registered office at____________________ ____________________________________ is an Authorized channel partner / Authorized dealer / Authorized distributor of our company.

11. This certificate authorizes the firm ____ to submit quote, negotiate, supply, install and provide after sales support in Madhya Pradesh State (Gwalior Region) for our range of under mentioned products quoted by them for Union Bank of India.

S. No	Product	Make	Model No

12. We also confirm that the above products meet the Technical specifications/ features as per the RFP.

Classification: Internal

13. We authorize the above firm _______________________to use following components / spares of Fire Extinguishers from other OEMs which are compatible with our Products. It is certified that we are not manufacturing these system components.

S. No	Product	Make	Model No

14. We as OEM are responsible that the Authorized channel partner / Authorized dealer / Authorized distributor uses genuine products. We will conduct Audit of the products being installed by the Authorized channel partner / Authorized dealer / Authorized distributor, as and when required by the Bank without any extra cost, as a service support to the Bank.

15. We hereby confirm to extend our back to back technical support and meet warranty terms of ____ years. Also, we as an OEM assure that the quoted models are not in the end of life and necessary spares / after sales support would be provided for a period of six years, as per OEM standards for this tender/project. **The above products, spares and components are available in the market and can be procured by any system integrator or contractor.**

16. We duly authorize the said vendor to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

Annexure-XI

12. TECHNICAL SPECIFICATION OF FIRE EXTINGUISHERS

Technical requirements of portable fire extinguishers are elaborated in the succeeding paragraphs. Below mentioned specifications furnished are broad guidelines for the system. Wherever the specifications are not furnished or specific, the specification shall be as per their respective IS standards / ISO standards or as per best engineering practice and they shall not be diluted. The design standards, materials or components used for manufacturing process shall all conform to the respective BIS Code and any other standards mentioned elsewhere in this tender as applicable. However, the following specifications, technical parameters, etc., are furnished by way of basic or minimum requirement for the result. The vendor shall be solely responsible for the entire design/ specification, safety aspects of the entire equipment and related works as detailed in the tender notwithstanding the specifications furnished hereunder.

If technical specification given anywhere in this document contradicts with the specifications given below, then higher specification whichever is, will prevail.

S.No.	Description of Item	Make/ Model	Compliance Yes/ No.
1.	CO_2 Portable 2 kg /3 Kg / 4.5 kg Fire Extinguisher (a) Stored pressure squeeze type fire extinguisher (b) With high pressure braided discharge hose and nozzle (c) Brass valve of wheel type with pressure relief discs (d) Initial charge (Carbon Dioxide Gas) (e) As per IS 15683 specifications with ISI mark (f) With wall suspension bracket / floor stand (g) Certification / Approval: BIS		
5.	ABC Powder Portable 4 Kg/ 6 Kg Fire Extinguisher (a) Stored pressure squeeze type fire extinguisher (b) With high pressure braided discharge hose and plain nozzle (c) With pressure gauge (d) Complete with Initial charge of MAP 90 / MAP 50 (e) As per IS 15683 specifications with ISI mark (f) With wall suspension bracket / floor stand (g) Certification / Approval: BIS		
9.	Automatic Modular 5 KG Fire Extinguisher (a) Stored pressure automatic trigger type fire extinguisher (b) Automatic Detection and Suppression in a single unit (c) Brass chrome plated discharge sprinkler. (d) With pressure gauge (e) Complete with Initial charge of MAP 90 / MAP 50 (f) With wall suspension bracket / ceiling mount bracket		₹

Classification: Internal

Annexure-XII

13. TECHNICAL SPECIFICATION- LIST OF DEVIATIONS

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations (Any deviation may result in disqualification of bids).

List of deviations with reasons.

S. No	Product	Deviations	Reasons for deviations

(If left blank it will be construed that there is no deviation from the specifications given above)
(deviations resulting in higher/superior configuration will be accepted)

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

Annexure-XIII

14. SCOPE OF WORK – ANNUAL MAINTENANCE CONTRAC OF FIRE EXTINGUISHERS

An AMC register must be maintained by the vender at site apart from maintenance of records and rejected Extinguishers. General safety precautions for maintenance as per latest IS standards should be adhered to by the vender.

14.1. HALF YEARLY GENERAL SERVICING TASKS

Half Yearly Maintenance Tasks of all portable fire extinguishers irrespective of make / model / vintage are to be done adhering to latest IS standards. General guidelines for half yearly maintenance tasks of portable fire extinguishers is as under :

14.1.1. Carbon-Dioxide Extinguishers

a. See that the extinguisher is in the allotted place and kept as per the plan.
b. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
c. Examine the extinguisher body for any corrosion or mechanical damage.
d. Examine that the safety clip is in position.
e. Clean the exterior of the cylinder with a dry and then a wet cloth.
f. Weigh the extinguisher. Compare the weight with the weight of a fully charged extinguisher, which is marked on the body. If the loss is more than 10 percent, send the extinguisher for recharging.
g. Clean and polish externally.
h. Examine hose and horn assembly. In case of trolley mounted extinguishers, examine the wheel carriage for free movement. Change the defective ones.
i. Make sure that the extinguisher is in proper condition and is not accidently discharged.

14.1.2. ABC powder Type Portable & Modular Fire Extinguisher

a. See that the extinguisher is in the allotted place and kept as per the plan.
b. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
c. The extinguisher should be opened in a dry room and for a minimum possible time to avoid effect of atmospheric moisture on powder.
d. Check the piercing mechanism in the cap and check that the washer in the cap is soft and intact.
e. Examine and verify that the pressure gauge indicator or any other pressure indicating device fitted in is indicating the internal pressure correctly. If the extinguisher shows a less pressure of more than 10 percent, fill the pressure with nitrogen gas.
f. Examine the extinguisher body internally and externally for corrosion and replace corroded or damaged extinguishers
g. Check the operating mechanisms for free movement and clean, rectify or replace if necessary.
h. Replace the safety clip /wire seal or equivalent as originally fitted.
i. Make sure that the extinguisher is in proper condition and is not accidently discharged.

14.1.3. The vendor is expected to ensure same maintenance standards as mentioned in maintenance standards

14.1.4. During AMC period the technicians should visit the branches half yearly during bank working hours in addition to the emergency fault repair calls.

14.1.5. During AMC visit the representative should explain the operation of Fire extinguisher to the employees during all half yearly visit which is a mandatory obligation. Demonstration of water type and one Co2 fire extinguisher has to be done and the Co2 fire extinguisher has to be send for refilling.

Classification: Internal

14.1.6. During AMC visit the representative should give a technical report of Fire extinguisher as given below which clearly reveals the present status/condition. Illegible and blank reports will be rejected. Each fire Extinguisher shall have a tag or Label securely attached that indicates the month and year of recharging and AMC visit which identifies the person performing the service.

14.2. **REFILLING SCHEDULE AND PERFORMANCE TEST**

14.2.1. Following extinguishers should be operated for performance test and refilled as a matter of routine:

Sl.	Type of extinguisher	Refilling interval years
a	ABC Powder (Stored pressure)	3
b	ABC Powder Modular type	3
c	Carbon Dioxide (CO2 type)	5

14.2.2. Performance test and refilling the above type extinguishers should be carried out along with half yearly servicing at branches and offices and this occasion should also be used to familiarize the branch/office staff in understanding and handling these extinguishers.

14.2.3. Apart from routine refilling, if any extinguisher is used either on a real fire or for training purpose, it should be refilled immediately.

14.3. **HYDRAULIC PRESSURE TESTING SCHEDULE**

14.3.1. Every extinguisher installed in the premises should be hydraulically pressure tested as per following schedule:

Sl.	Type of Fire Extinguisher	Test Interval	Test Pressure Kg/cm2	Pressure maintained for Minutes
a	ABC Powder (Stored Pressure)	3 Years	35	2.5
b	ABC Powder (Stored Pressure Modular)	3 Years	35	2.5
c	Carbon Dioxide (CO_2) Type	3 Years	250	2.5

14.3.2. If no record of hydraulic pressure testing is available for the testing equipment. It should be done during first AMC visit and will be treated as a part of AMC Work. No Charges will be paid additionally.

14.3.3. Refilling and annual maintenance task may be carried out inside branch/office premises but as an accident pretention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/ customers. In case of carbon dioxide extinguishers, if there is loss of more than 10% mass, these should be sent for recharging and shall be pressure tested every time cylinder sent for recharging.

14.3.4. There should not be any leakage or visible distortion during the pressure test. Extinguishers, which fail this requirement, should be replaced.

14.3.5. In case store pressure type ABC Powder extinguishers, the stipulations and directions given by the manufactures should be adhered for refilling and pressure testing.

14.4. **REFILLING, PERFORMANCE TEST AND PRESSURE TESTING – TIMELINE**

14.4.1. To ensure refilling, performance testing and pressure testing of all the extinguishers are done once in three years. This should be done in the first AMC visit.

Classification: Internal

14.4.2. Refilling and annual maintenance task may be carried out inside the branch/office premises, but as an accident prevention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/customers. The fire extinguisher should be place inside a container during hydraulic pressure testing.

14.4.3. For all extinguishers, the stipulations and directions given by the manufacturers should be adhered to for refilling and pressure testing.

14.5. LIFE OF FIRE EXTINGUISHERS

Life of fire extinguishers as stipulated by the Bureau of Indian Standard is given below:

S. No.	Type of Fire Extinguisher	Life in Years
a	ABC Powder (Stored Pressure)	10
b	ABC Powder (Stored Pressure Modular)	10
c	Carbon Dioxide (CO_2) Type	15

14.5.1. Life of extinguishers shall be considered from the date of manufacture of extinguishers. In case of failure in hydraulic pressure testing, extinguishers shall be rejected immediately before the lifetime given above.

14.5.2. While submitting half yearly AMC reports to Regional Office, the manufacturing date of each of the extinguisher is to be mentioned. Further, if any of the extinguishers has exceeded the life period, it has to be highlighted in the report

Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

Annexure-XIV

15. FORMAT OF PERFORMANCE BANK GUARANTEE

(Covering Delivery obligations)

NOTE:

17. **This guarantee should be furnished by a Nationalized Bank/Scheduled Bank, other than Union Bank of India, as per the following format.**

18. **This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs. 500/).**

19. **This Performance Bank Guarantee should be furnished within 14 days of the notification of the award of the Contract.**

To

Union Bank of India,

Dear Sir,

In consideration of Union Bank of India,____________________________ placing an order for implementation of & on ____________ having registered office at ________________________ (hereinafter called the firm) as per the work order entered into by the firm vide work order no. _______ _________________ dated ____________ (hereinafter called the said contract), We __________ ______________(Name of the Guarantor Bank), a schedule bank, issuing this guarantee through its branch at ________________________ presently located at ___________ ________________ ____________ _________ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the firm as to the Supply, Installation, Maintenance of _____________ ______ ________ _____ _____ ___________ at ______________ ___________ ____________ ___________.

If the said firm fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We ________________________ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until ________________________, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before ________________________, we shall be discharged from all our obligations. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the firm and at our discretion, provided such request is served on the bank on or before ____________.

Failure on part of the vendor in this respect shall be treated as a breach committed by the firm and accordingly, the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity periods.

Classification: Internal

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the firm or any other forbearance act or omission on your part or any indulgence by you to the firm or by any action or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the firm hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the firm, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e., ________________________ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be affected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

I) Our liability under this bank guarantee shall not exceed Rs. ____________ (Rupees ______________________ _______________________ ______________Only).

II) This bank guarantee shall be valid up to ____________.

III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before ____________ before 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature ____________________

Name ________________________
(In Block letters)
Designation__________________
(Staff Code No.). ___________

Official address:
(Bank's Common Seal)
Attorney as per power of Attorney No.
Date:

WITNESS:
1. ____________ ____________ ____________ (Signature Name, Designation &Address)

Classification: Internal

2.
3. ___________ ___________ ___________ (Signature Name, Designation &Address)

Annexure XV

16. FORMAT OF AMC AGREEMENT

This agreement known as Comprehensive Post Warranty Maintenance Contract (hereinafter called CPWMC) made on the ____ day of _____________, between Union Bank Of India , Regional Office,-----------------on behalf of ----- branches (Sl No. ----- to Sl No. ----- of Annexure B) coming under the Region, for Union Bank of India, a body corporate, constituted under Banking Companies (Acquisition and Transfer of Undertakings) Act V of 1970 having its Head Office at 239, Vidhan Bhavan Marg, Backbay Reclamation, Nariman Point, Bombay – 400 021 and a Branch/Office amongst other offices at Union Bank of India, -----------------,--, ---------------- (hereinafter called as “FIRST PARTY”) which expression includes its successors and assigns of the first part and M/s. ---------------------------and having its registered office at --------------------(hereinafter called as ‘THE AGENCY”) which expression shall include its successors and assigns of the second part.

Whereas THE AGENCY has agreed to provide, and FIRST PARTY has agreed to accept from “THE AGENCY”, repair and Comprehensive maintenance services for the fire extinguishers (hereinafter called as “EQUIPMENT”) listed in Annexure- A hereto as amended from time to time, subject to the FIRST PARTY paying charges as mentioned in the said schedule to THE AGENCY on the following terms and conditions:

In consideration of the premises it is agreed between the parties as follows:

COMMENCEMENT AND TERMS:

This Agreement is effective from the ------------------and shall be for one year on each occasion unless the parties decide otherwise. The services will be reviewed by FIRST PARTY on half yearly basis and continuation of the agreement will be subject to satisfactory services and THE AGENCY performing all the covenants contained herein. Subsequent renewals will take place only if notice in writing or intention to renew this agreement is given by either party to the other at least three calendar months in advance at the address of Branch Office of FIRST PARTY or that of THE AGENCY mentioned above by registered post subject to the commitment given by THE AGENCY regarding provision of uninterrupted maintenance services for the said EQUIPMENT existing at the Branches as per the annexure above mentioned. All the terms and conditions stipulated in RFP, --------------dated ------------- forms part of this agreement.

Upon termination or after expiration of this Agreement, each party shall forthwith return to the other all papers, material and other properties of the other held by each for the purposes of execution of this Agreement. In addition, THE AGENCY shall assist FIRST PARTY, in the orderly termination of this Agreement on the transfer of all the assets hereof tangible and intangible, as may be necessary for the orderly, non-disrupted continuation of business of FIRST PARTY.

Individual items of EQUIPMENT, and repair and maintenance service charge for such EQUIPMENT, may be added to or withdrawn from Annexure A of this Agreement by mutual written consent of both parties; PROVIDED ALWAYS that such consent is not unreasonably withheld. In the event that individual items of EQUIPMENT are added to Annexure A, it may involve additional maintenance charges.

CHARGES:

Classification: Internal

The charges payable by FIRST PARTY to THE AGENCY for the refill and maintenance services described herein are indicated in Annexure A attached; and unless provided for elsewhere herein, no additional charges shall be claimed by THE AGENCY. The charges agreed herein are firm for the entire period of this CPWMC viz. 1 year. The charges for this CPWMC is payable on a half yearly basis as arrears upon service visits.

THE AGENCY shall submit to FIRST PARTY their invoice(s) for payments due in accordance with this Agreement. The terms of such invoice(s) are that they shall be payable as indicated in Annexure A.

All of the prices, terms, warranties and benefits granted by THE AGENCY herein are comparable to or better than the equivalent terms being offered by THE AGENCY to any of its present customers and/or who have purchased similar equipment at the time when the respective equipment were purchased by FIRST PARTY.

REPAIRS AND MAINTENANCE SERVICE:

a. During the term of this Agreement THE AGENCY agrees to maintain the EQUIPMENT/Fire Extinguishers in good working order and for this purpose will provide the following repair and maintenance service:

b. THE AGENCY shall correct any faults and failures in the EQUIPMENT and shall refill and replace worn out or defective parts of the EQUIPMENT during FIRST PARTY's normal local working hours i.e. from 10 a.m. to 5 p.m. on weekdays (other than bank holidays). In cases where any part of the EQUIPMENT (including discharge horn, safety clips/ pins and all parts) need replacement THE AGENCY shall replace such parts, at no extra cost to FIRST PARTY, with brand new parts or those equivalent to new parts in performance

c. THE AGENCY shall provide repair and maintenance service in response to email notice by FIRST PARTY.

d. THE AGENCY should have at least their one office with Landline telephone connection and Email facility within the state in which the branch/office is located and office should be manned during the office hours. Email will be considered as valid means to report complaint and vendor is bound to give a confirmation of receipt of the complaint.

e. The vendor should ensure that the equipment reported faulty on any working day is set right within 48 hours of reporting the complaint and in no case, later than three working days of the bank. In case, the extinguishers cannot be refilled within the stipulated period, the vendor should provide replacement of the same till the extinguisher is returned duly refilled without any additional charges.

f. During Warranty and also during AMC period (if under AMC with the same vendor), the vendor should provide support for various issues like general servicing, refilling, pressure test etc. without any additional cost.

g. All complaints/service requests will be reported/ conveyed through email only.

h. In case THE AGENCY fails to meet the above standard of maintenance, and the fire extinguisher is not refilled/ serviced for more than 3 working days and no substitute is provided by the vendor, the Agency shall be liquidated damages at 1% of the total cost of fire extinguishers per case per day will

Classification: Internal

be charged for every week's delay in delivery or delay in AMC service, subject to maximum 10% in each case. Such penalty may be recovered from the half yearly AMC charges to be paid by the FIRST PARTY or by any other means.

ANNUAL MAINTENANCE VISIT

a. THE AGENCY shall conduct Preventive Annual Maintenance visit (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, and necessary repairing of the EQUIPMENT) once in three month during the currency of this Agreement, on a day and at a time to be mutually agreed upon. Notwithstanding the foregoing, THE AGENCY recognizes FIRST PARTY's operational needs and agrees that FIRST PARTY shall have the right to require THE AGENCY to adjourn Annual Maintenance visit Maintenance from any scheduled time to a date and time not later than fifteen working days thereafter.

b. If in any quarter of year, THE AGENCY does not fulfill the provision of Annual Maintenance visit, the proportionate maintenance charges for that half year will not be considered payable by FIRST PARTY.

c. All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT. COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) should be done adhering to Latest IS Specifications

d. In Annual Maintenance, vendor will do Maintenance/servicing of Fire extinguishers installed in the branches on half yearly basis. The two half yearly visits should be evenly spread over the complete year. There should be at least 5 months difference between two successive visits of the branch.

e. Any spare required to be replaced during servicing is to be done at no extra cost to the bank. All maintenance / servicing / repair / replacement of cartridges should be covered under CAMC.

f. An AMC register has to be maintained by the vender at site apart from maintenance of records and rejected Extinguishers. General safety precautions for maintenance as per latest IS standards should be adhered to by the vender.

HALF YEARLY MAINTENANCE

Half Yearly Maintenance Tasks of all portable fire extinguishers irrespective of make / model / vintage are to be done adhering to latest IS standards. General guidelines for half yearly maintenance tasks of portable fire extinguishers is as under:

20. **Carbon-Dioxide Extinguishers**

Classification: Internal

i. See that the extinguisher is in the allotted place and kept as per the plan.
ii. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
iii. Examine the extinguisher body for any corrosion or mechanical damage.
iv. Examine that the safety clip is in position.
v. Clean the exterior of the cylinder with a dry and then a wet cloth.
vi. Weigh the extinguisher. Compare the weight with the weight of a fully charged extinguisher, which is marked on the body. If the loss is more than 10 percent, send the extinguisher for recharging.
vii. Clean and polish externally.
viii. Examine hose and horn assembly. In case of trolley mounted extinguishers, examine the wheel carriage for free movement. Change the defective ones.
ix. Make sure that the extinguisher is in proper condition and is not accidently discharged.

21. ABC powder Type Extinguisher

i. See that the extinguisher is in the allotted place and kept as per the plan.
ii. See the labels indicating fire extinguishers use or classification or both shall be placed on the front of fire extinguisher.
iii. The extinguisher should be opened in a dry room and for a minimum possible time to avoid effect of atmospheric moisture on powder.
iv. Check the piercing mechanism in the cap and check that the washer in the cap is soft and intact.
v. Examine and verify that the pressure gauge indicator or any other pressure indicating device fitted in is indicating the internal pressure correctly. If the extinguisher shows a less pressure of more than 10 percent, fill the pressure with nitrogen gas.
vi. Examine the extinguisher body internally and externally for corrosion and replace corroded or damaged extinguishers.
vii. Check the operating mechanisms for free movement and clean, rectify or replace if necessary.
viii. Replace the safety clip /wire seal or equivalent as originally fitted.
ix. Make sure that the extinguisher is in proper condition and is not accidently discharged.

ANNUAL MAINTENANCE STANDARDS

a. The vendor is expected to ensure same maintenance standards as mentioned in maintenance standards
b. During AMC period the technicians should visit the branches half yearly during bank working hours in addition to the emergency fault repair calls.
c. During AMC visit the representative should explain the operation of Fire extinguisher to the employees during all half yearly visit which is a mandatory obligation. Demonstration of water type and one Co2 fire extinguisher must be done and the Co2 fire extinguisher has to send for refilling. Water type extinguisher must be refilled outside branch premises.
d. During AMC visit the representative should give a technical report of Fire extinguisher as given below which clearly reveals the present status/condition. Illegible and blank reports will be rejected.
e. Each fire Extinguisher shall have a tag or Label securely attached that indicates the month and year of recharging and AMC visit which identifies the person performing the service.
f. The vendor will maintain one register in which he will obtain the signature of branch manager certifying that the servicing of the extinguishers has been carried out and is in working condition. This register is to be presented to Regional Security Officer for updating & verification of data.

REFILLING SCHEDULE AND PERFORMANCE TEST

Classification: Internal

Following extinguishers should be operated for performance test and refilled as a matter of routine:

S.No.	Type of extinguisher	Refilling interval years
1	ABC Powder (Stored pressure)/Modular	3
2	Carbon Dioxide (CO2 type)	5

a. Performance test and refilling the above type extinguishers should be carried out along with half yearly servicing at branches and offices and this occasion should also be used to familiarize the branch/office staff in understanding and handling these extinguishers.

b. Apart from routine refilling, if any extinguisher is used either on a real fire or for training purpose, it should be refilled immediately.

c. Every extinguisher installed in the premises should be hydraulically pressure tested as per the schedule tabled above.

REFILLING, PERFORMANCE TEST AND PRESSURE TESTING – TIMELINE

a. To ensure refilling, performance testing and pressure testing of all the extinguishers are done once in three years. This should be done in the first AMC visit.

b. Refilling and annual maintenance task may be carried out inside the branch/office premises, but as an accident prevention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/customers. The fire extinguisher should be place inside a container during hydraulic pressure testing

c. For all extinguishers, the stipulations and directions given by the manufacturers should be adhered to for refilling and pressure testing.

HYDRAULIC PRESSURE TESTING SCHEDULE:

Every extinguisher installed in the premises should be hydraulically pressure tested as per following schedule:

Sr. No.	Type of Fire Extinguisher	Test Interval	Test Pressure Kg/cm2	Pressure maintained for
a	ABC Powder (Stored pressure)/Modular	3 Years	35	2.5 Minutes
b	Carbon Dioxide (CO2 type)	3 Years	250	2.5 Minutes

a. If no record of hydraulic pressure testing is available for the testing equipment. It should be done during first AMC visit and will be treated as a part of AMC Work. No Charges will be paid additionally.

b. Refilling and annual maintenance task may be carried out inside branch/office premises but as an accident pretention measure, hydraulic pressure testing should always be carried out outside the premises and away from staff members/ customers. In case of carbon dioxide extinguishers, if there is loss of more than 10% mass, these should be sent for recharging and shall be pressure tested every time cylinder sent for recharging.

c. There should not be any leakage or visible distortion during the pressure test. Extinguishers, which fail this requirement, should be replaced.

Classification: Internal

d. In case store pressure type ABC Powder extinguishers, the stipulations and directions given by the manufactures should be adhered for refilling and pressure testing.

LIFE OF FIRE EXTINGUISHERS

Life of fire extinguishers as stipulated by the Bureau of Indian Standard is given below:

i.	Water Type Extinguisher	10 Years
ii.	Powder Type Extinguisher (ABC & DCP)	10 Years
iii.	Carbon Dioxide Extinguisher	15 Years

a. Life of extinguishers shall be considered from the date of manufacture of extinguishers. In case of failure in hydraulic pressure testing, extinguishers shall be rejected immediately before the lifetime given above.

b. While submitting half yearly AMC reports to Regional Office, the manufacturing date of each of the extinguisher is to be mentioned. Further, if any of the extinguishers has exceeded the life period, it must be highlighted in the report.

c. No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.

FORCE MAJEURE:

Neither party shall be liable for delay in performing obligations or for failure to perform obligations if the delay of failure results from any of the following (whether happening in India or elsewhere) force majeure, Act of God, or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The parties shall use all reasonable endeavors to minimize any such delay. Upon cessation of the even giving rise to the delay, the parties shall, insofar as may be practicable under the circumstances, complete performance of their respective obligations here under. Notwithstanding the foregoing, if any of the above mentioned event shall preclude THE AGENCY from meeting any of all of its obligations hereunder, for a period of more than 3 (three) months, from the date of occurrence of such act, it shall be open to either party to rescind this contract by giving 1 (one) months' notice.

SUBCONTRACTING:

THE AGENCY will not subcontract or permit anyone other than THE AGENCY personnel to perform any of the work, services or other performance required of THE AGENCY under this Agreement without the prior written consent of FIRST PARTY.

EQUIPMENT ATTACHMENTS:

FIRST PARTY shall have the right to make changes and attachments to the EQUIPMENT, provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the cost of performing repair, refill and maintenance service.

SECURITY:

Classification: Internal

THE AGENCY agrees that it and its personnel will always comply with all security regulations in effect from time to time at FIRST PARTY's premises and externally for materials belonging to FIRST PARTY.

CONFIDENTIALITY:

THE AGENCY acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data whose disclosure to or use by third parties will be damaging or cause loss to FIRST PARTY. THE AGENCY, agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employee requiring such information, and not to release or disclose it to any other party. THE AGENCY agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this Agreement can be fully satisfied.

LIABILITY AND INDEMNITIES:

THE AGENCY represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. THE AGENCY agrees that it will, and hereby does, indemnify FIRST PARTY from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

BUSINESS TERMINATION:

In the event that THE AGENCY shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to, any proceedings under any Act or Statute of any country or state relating to insolvency or the protection of rights of creditors then (at the option of FIRST PARTY notwithstanding clause 1.1 of the Agreement) this Agreement shall terminate and be of no further force and effect and any property or rights of such other party, tangible or intangible, shall forthwith be returned to it. In such an event, Agency should forthwith refund the charges in their hand for the balance period of this agreement.

TERMINATION OF THIS AGREEMENT:

This Agreement may be terminated by either party in any of the following circumstances on written notice with three calendar months notice period:-

a. Under the provision of Clause 1.1 of this Agreement.
b. FIRST PARTY does not make payments due to THE AGENCY under this Agreement in terms of clause 2.1 and 2.2 above.
c. Under the provision of Clause 4 and/or 10 of this Agreement.

ARBITRATION:

All disputes and differences of any kind whatever arising out of or in connection with this Agreement shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration to be governed by the provisions of the Indian Arbitration Act.

Classification: Internal

GENERAL:

a. Marginal notes, headings are for guidance only and are not intended to be read or construed as part of this Agreement.

b. No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

c. Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement, and the persons signing this agreement on behalf of each has been properly authorized and empowered to enter into this agreement. Each party further acknowledges that it has read this Agreement, understands it, and agrees to be bound by it.

d. Words importing the singular include the plural and vice versa.

IN WITNESS WHEREOF THE PARTIES HERETO have set and subscribed their respective hands and seals, the day, month and year herein above mentioned.

a. SIGNED, SEALED AND DELIVERED

By the UNION BANK OF INDIA
by the hands of

Shri.

In the presence of

Shri.

a. SIGNED, SEALED AND DELIVERED

By the M/s ________________________.
by the hands of

Shri.__________________________

in the presence of

Shri.__________________________

ANNEXURES OF AMC CONTRACT

EQUIPMENT LIST AND CHARGES

HALY YEARLY AMC CHARGES

NAME AND ADDRESS OF THE OFFICES / BRANCHES UNDER AMC

AMC SERCVICE FORMAT

Classification: Internal

Annexure XVI

17. FORMAT OF AMC SERVICE REPORT

To be given in the Letter pad of the vender)

Branch Name : _________

Sequential Serial No of Extinguisher (to be numbered by the vender if no identification no is provided by Manufacturer)	Type of Fire extinguisher	Date of Completion of Life of Fire Extinguisher as per BIS standards	Whether the fire extinguisher is in allotted space.	Last Performance Test and refill date. (Mandatory in once in three years)	Date of last Hydraulic Pressure Test (Mandatory in once in three years)	AMC technicians Remarks if any

Summary of Portable Fire Extinguishers available in the Branch

Ser	Type of Extinguishers	Total number of Fire Extinguishers available	Number of functional Fire Extinguishers available and serviced	Number of unserviceable / life expired Fire Extinguishers (To be disposed off)	Shortage of Fire Extinguishers
a	CO_2 Fire Extinguishers				
b	ABC Fire Extinguishers				
c	ABC Modular Fire Extinguishers				

Technicians Remarks:	Branch Remarks
Signature of Technician	Signature of Branch Manager with seal

Classification: Internal

The Deputy General Manager,
Regional Office, Union Bank of India Gwalior,
The Empire Complex, 2nd Floor ,
City Center Gwalior-474001

REQUEST FOR PROPOSAL (RFP)

FOR

EMPANELMENT OF VENDORS/FIRMS/SUPPLIERS

FOR SUPPLY, INSTALLATION & MAINTENACE OF FIRE EXTINGUISHERS IN THE BRANCHES / EXTENSION COUNTERS /OFFICES/ATMS OF UNION BANK OF INDIA GWALIOR REGION

PART – II

PRICE BID

Classification: Internal

18. PRICE BID (COMMERCIAL BID)

(Submitted by bidders on their letter head)

Phone No.

To

The Deputy General Manager,
Regional Office, Union Bank of India, Gwalior
The Empire Estate building, 2nd Floor ,
City Center Gwalior-474001

Dear Sir,

Reg.: Price Bid for Supply, Installation & Maintenance of Portable Fire Extinguishers in Branches Offices and ATMs – Union Bank of India – Gwalior Region

With reference to the tenders invited by Union Bank of India, Regional Office, Gwalior for supply & *m*aintenance of Portable Fire Extinguishers, we submit our Price Bid Document herewith in the attached rate sheets as under.

Sl. No.	Description	Annexure	Enclosed (Yes/No)
a)	RATE SHEET – COST FOR SUPPLY AND INSTALLATION OF FIRE EXTINGUISHERS	A	
b)	RATE SHEET – AMC OF FIRE EXTINGUISHERS	B	
c)	RATE SHEET – COST OF SPARES, BUY BACK OF FIRE EXTINGUISHERS	C	
d)	RATE SHEET – COST OF SPARES, BUY BACK OF FIRE EXTINGUISHERS		

I / We confirm that the rate mentioned above are for the make / brand / model of the portable fire extinguishers given in the Technical Bid and we will be demonstrating the same during product demonstration.

I / We confirm that the rate mentioned above are applicable to the fire extinguishers presently installed at the Branches, Offices and ATMs of Union Bank of India irrespective of make / brand / model and vintage of the extinguishers.

I / We understand that the prices finalized, and AMC Charges shall remain valid for a period of 48 months from the date of finalization of bids. We also understand that the rates fixed at the time of contract will be non-negotiable and no revision will be permitted.

Yours faithfully,
Authorised Signatories
(Name, Designation and Seal of the Company / Firm)

Classification: Internal

RATE SHEET – COST FOR SUPPLY AND INSTALLATION OF FIRE EXTINGUISHERS (Annexure-A)

S. No.	Description of Item	Qty	Amount
1.	CO_2 Portable 2 kg Fire Extinguisher with floor stand	1 No.	₹
2.	CO_2 Portable 2 kg Fire Extinguisher with suspension wall bracket	1 No.	₹
3.	CO_2 Portable 3 kg Fire Extinguisher with floor stand	1 No.	₹
4.	CO_2 Portable 3 kg Fire Extinguisher with suspension wall bracket	1 No.	₹
5.	CO_2 Portable 4.5 kg Fire Extinguisher with floor stand	1 No.	₹
6.	CO_2 Portable 4.5 kg Fire Extinguisher with suspension wall bracket	1 No.	₹
7.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 90 Based) with floor stand	1 No.	₹
8.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 90 Based) with suspension wall bracket	1 No.	₹
9.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 50 Based) with floor stand	1 No.	₹
10.	ABC Powder Portable 4 Kg Fire Extinguisher (MAP 50 Based) with suspension wall bracket	1 No.	₹
11.	Automatic Modular Fire Extinguisher (ABC Type – MAP 90 Based) 5 KG with ceiling mount bracket of minimum 2 feet length	1 No.	₹
12.	Automatic Modular Fire Extinguisher (ABC Type – MAP 90 Based) 5 KG with suspension wall bracket of minimum 2 feet length	1 No.	₹
13	Automatic Modular Fire Extinguisher (ABC Type – MAP 50 Based) 5 KG with ceiling mount bracket of minimum 2 feet length	1 No.	₹
14	Automatic Modular Fire Extinguisher (ABC Type – MAP 50 Based) 5 KG with suspension wall bracket of minimum 2 feet length	1 No.	₹
A	TOTAL (A)		₹

19. RATE SHEET - AMC OF FIRE EXTINGUISHERS (Annexure-B)

Ser	Type of Extinguisher	Yearly Comprehensive AMC Charges per Extinguisher (B)	Refilling Charges per Extinguisher (C)	Hydraulic Pressure Testing (HPT) charges per Extinguisher (D)
1.	CO_2 Portable Fire Extinguisher (6 Kg and below)	₹	₹	₹
2.	ABC/DCP Powder Portable Fire Extinguisher (6 Kg and below)	₹	₹	₹
3.	Automatic Modular Fire Extinguisher (6 Kg and below)	₹	₹	₹
B	Total AMC Charges for above 3 Types of Extinguishers	₹		
C	Total Refilling Charges for above 3 Types of Extinguishers		₹	
D	Total HPT Charges for above 3 Types of Extinguishers			₹

Classification: Internal

20. RATE SHEET - COST OF SPARES, BUY BACK OF FIRE EXTINGUISHERS (Annexure-C)

20.1. COST OF SPARES - FIRE EXTINGUISHERS

SL. No	Item/ Description	Unit	Rate (Rs)
1	Floor stand for Fire Extinguishers	1 No.	₹
2	Suspension wall bracket for Fire Extinguishers	1 No.	₹
3	Celling mounting Bracket (minimum 2 feet long) for Modular Fire Extinguishers	1 No.	₹
4	Suspension wall bracket (minimum 2 feet long) for Modular Fire Extinguishers	1 No.	₹
5	Fire Extinguisher Zebra Cross Sign Boards	1 No.	₹
6	Labour charges for shifting premises for ONE Fire Extinguisher (Any type, capacity, model, brand and vintage)	1 No.	₹

22 RATE SHEET FOR BUY BACK - FIRE EXTINGUISHERS (Annexure-D)

Sr. No.	Description Sr. No.	Qty	Rate
1	Buy Back value of existing portable fire extinguishers (Any type, capacity, model, brand and vintage) in “as is” condition.	1 No.	₹

Total Amount for deciding L1	= Annexure A(Package Cost for Supply and Installation of Fire Extinguishers) + Annexure B(AMC Charges, Refilling Charges ,HPT Charges) + Annexure C(Spare Part)- Annexure D (Buy Back) **= Annexure {(A) + (B) + (C) - (D)}** = Rs.

(Amount in words: ____)

Note:

a) Quote all rates **exclusive of GST**.

b) **Pressure testing is a part of AMC** and to be undertaken whenever fall due, pressure testing charges as per rate contract will be paid extra.

c) **Refilling of extinguishing agent and gas or cartridge is a part of AMC** and to be undertaken whenever fall due, refilling charges as per rate contract will be paid extra.

d) **If any concession in terms of %age or amount, is mentioned, the Price bid shall be rejected.**

Classification: Internal

e) Vendor has to mandatory quote minimum buy back rate; bids without buy back rates will be summarily rejected.

f) Minimum Buy Back value for a portable fire extinguisher is ₹ 150/-

g) This buy back clause will be included whenever new supply order is placed for supply of fire extinguishers to branches. i.e. Vendor has to take scrap extinguishers from the branches as per the buyback amount quoted against supply of new Fire Extinguishers to branches.

Authorized Signatories
(Name & Designation, seal of the firm)
Date:

21. CHECK LIST FOR FILLING TECHNICAL BID & PRICE BID

1. The entire RFP Document is to be signed on all pages by the Authorised Signatory of the bidder and is to be submitted along with Technical Bid.

2. This RFP are to be filled, duly signed by the Authorised Signatory and is to be submitted with relevant supporting documents.

3. The Technical Bid should not contain price of any of the equipment / components. Only technical details / make / model of the equipment are to be mentioned in the technical bid.

4. Unit prices of all items, including optional items must be quoted in WORDS AND FIGURES.

5. The Total cost includes Service charges & installation Charges and the rates should be quoted in Indian Rupees only. The only component which is to be excluded in the price bid is GST. (GST will be paid at the applicable rate against tax invoice mentioning the HSN / SAC Code of the item / services).

6. In case of any discrepancy, unit prices quoted in words will be considered for computation of TCO.

7. Bank reverses the right to reject a bid, if a vendor quotes CAMC rate/ price beyond economic viable amount.

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

Classification: Internal

यूनियन बैंक ऑफ इंडिया
भारत सरकार का उपक्रम
Union Bank of India
A Government of India Undertaking

List of Branches :-

SN	SOL	BRANCH	DISTRICT	SN	SOL	BRANCH	DISTRICT
1	73920	Aron	Guna	35	49900	Tikamgarh	Tikamgarh
2	45020	Ashoknagar	Ashoknagar	36	75440	Ulp Gwalior	Gwalior
3	18482	Badagaon	Gwalior	37	22041	UMFB Gwalior City center	Gwalior
4	68930	Bhind	Bhind	38	75500	RO Gwalior	Gwalior
5	43180	Birpur	Sheopur	39	93380	Chetakpuri -Gwalior	Gwalior
6	41040	Chhatarpur	Chhatrpur	40	93520	DD nagar-Gwalior	Gwalior
7	77260	Dabra	Gwalior	41	93390	Tikamgarh Civil Lines	Gwalior
8	67000	Datia	Datia	42	72120	Myana-Guna	Guna
9	66710	Dist Court Gwalior	Gwalior				
10	11542	Guna ECB	Guna				
11	41060	Guna Main	Guna				
12	03422	Gwalior ECB(Phalka Bazar)	Gwalior				
13	77250	Gwalior City	Gwalior				
14	32680	Gwalior Main	Gwalior				
15	06922	Gwalior-Bima Marg	Gwalior				
16	63560	High Court	Gwalior				
17	73050	Kundol	Guna				
18	51700	Miss Hills Gwalior	Gwalior				
19	70030	MITS Gwalior	Gwalior				
20	43520	Morena	Morena				
21	90330	Niwari	Tikamgarh				
22	59450	Nowgaon	Chhatarpur				
23	43230	Penchi	Guna				
24	58310	PGV Gwalior	Gwalior				
25	42550	Piprai	Ashoknagar				
26	43160	Rithora	Gwalior				
27	75420	Sabalgarh	Morena				
28	85490	MLP-Gwalior	Gwalior				
29	75430	Sheopur	Sheopur				
30	61320	Shivpuri	Shivpuri				
31	43170	Sirsaud	Shivpuri				
32	68930	Sojna	Gwalior				
33	52120	SPA Gwalior	Gwalior				
34	58080	Thatipur-Gwalior	Gwalior				

Classification: Internal