

NIT NO	A.O.Mohali/SA/2024/ 03
DATE	31.05.2024

e-TENDER



STATE BANK OF INDIA

PART-A

TWO BID TENDER SYSTEM THROUGH e-TENDERING PROCESS

Note: Bidder should possess valid digital signature for this e-tender

TECHNICAL BID FOR PRE QUALIFICATION

E-TENDER FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF SECURITY ALARM SYSTEM & THEIR MAINTENANCE (INCLUDING MAINTENANCE OF EXISTING SECURITY ALARM SYSTEM) AT BRANCHES / OFFICES / CELLS OF STATE BANK OF INDIA, ADMINISTRATIVE OFFICE, MOHALI, PUNJAB.

**The Deputy General Manager (B&O)
State Bank of India
Administrative Office Mohali
Corporate Plot No. 89, Sector -68 ,
Mohali (Punjab)-160062**



ਭਾਰਤੀ ਸਟੇਟ ਬੈਂਕ / भारतीय स्टेट बैंक/State Bank of India
ਪ੍ਰਸ਼ਾਸਨਿਕ ਦਫ਼ਤਰ, ਪ੍ਰਸ਼ਾਸਨਿਕ ਕਾਰਿਆਲਯ,Administrative Office,
ਮੋਹਾਲੀ ਮੋਹਾਲੀ Mohali,ਪਲਾਟ ਨੰ.ਪਲਾਟ ਨੰ° Plot No. 89
ਸੈਕਟਰ -68 ,
ਮੋਹਾਲੀ (ਪੰਜਾਬ)ਮੋਹਾਲੀ ਪੰਜਾਬ))Mohali (Punjab) 160062

Tender Number SBI/AO-MOHALI/SA/2024/03

DATED:-31.05.2024

NOTICE INVITING TENDERS (NIT)

State Bank of India (SBI) invites e-Tenders from all the empanelled vendors of Local Head Office Chandigarh under respective categories. Details of tenders are as under:

1.	Name of Work	<u>E-tender</u> for Supply, Installation, Testing & Commissioning of Security Alarm System & their maintenance (including maintenance of existing Security Alarm System) at branches / offices / cells of State Bank of India, Administrative Office, Mohali, Punjab.
2.	Time allowed for completion	As per tender documents
3.	Earnest Money Deposit	Rs. 35,000/- (Rupees Thirty-Five Thousand Only) crossed Bank draft / Banker's Cheque draw in favour of State Bank of India payable at Mohali, No exemption for MSME Bidders.
4.	Security Deposit	5% of the accepted value of contract excluding earnest money
5.	Cost of tender documents	NIL
6.	Date of download of tender documents from Bank's web site http://www.sbi.co.in under "SBI in the news" in "procurement news" and https://www.tenderwizard.com/SBITENDER	31.05.2024 (Friday)
7.	Pre-Bid Meeting at Conference Room at Second Floor Deputy General Manager (B&O) State Bank of India Administrative Office Mohali Corporate Plot No. 89, Sector -68 , Mohali (Punjab)-160062	05.06.2024 (Wednesday)
8.	Last date and time for receipt of written queries for clarification from bidders	10.06.2024
9.	Last date and time for submission of online e-tender.	20.06.2024 (Thursday) till 05.00 PM at https://www.tenderwizard.com/SBITENDER
10.	Date and time of opening of e- tender (Technical Bid)	21.06.2024 (Friday)- Technical Bid (11.00 AM) 21.06.2024 (Friday)- Financial Bid (03.00 PM) Place of opening e-tenders –Online at https://www.tenderwizard.com/SBIETENDER through service provider.
11.	Address at which the EMD & tenders are to be submitted and Address for communication	Deputy General Manager (B&O) State Bank of India Administrative Office Mohali Corporate Plot No. 89, Sector -68 , Mohali (Punjab)-160062
12.	Contact person	CM (SECURITY) State Bank of India Administrative Office Mohali Corporate Plot No. 89, Sector -68 , Mohali (Punjab)-160062 cmsecurity.zomohali@sbi.co.in , 0172-2247432 0172-2247421
13.	Bidder Contact Details	Bidder to Provide following information: 1.Name of the Company 2.Contact Person 3.Mailing address with Pin Code 4.Telephone number and Fax number

		5.Mobile Number& E-MAIL
14.	Date of Price Bid Opening	Duly authorised Representative of empanelled vendors may be present during opening of Price Bid. However Bids would be opened even in the absence of any or all of the Bidder's representatives.
15.	Agency for arranging online bidding at https://www.tenderwizard.com/SBIETENDER	M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore – 560079, Karnataka. Help Desk: 7503347659 / 9044314492/ 9073677150/ 151 / 152 / 9674758506 / 9674758723/26 Contact Persons: (On working days 9 AM to 6 PM) 1. Mr. Abhay kumar Singh Mobile No.: +91 9708966660 e-Mail: abhaykumar@antaressystems.com 2.Mr. Pravesh Mobile No.: +91 9044314492 e-Mail: praveshmani.t@antaressystems.com 9674758719 e-Mail: kushal.b@antaressystems.co
16.	Period of contract	The work shall be awarded for initial period of one year from the date of commencement of the work subject to its renewal for a maximum of two similar terms on expiry of the contract period within sole discretion of the Bank, subject to satisfactory performance of the vendor.
17.	Validity of offer	180 DAYS from last date of tender submission
18.	Liquidated Damages	As per tender documents
19.	Value of Interim Certificate	NIL

A. With reference to tender/ RFP uploaded online, we hereby advise that application along with all attachments as mentioned below, **duly signed by hand with seal by the Authorised signatory of the firm as acknowledgment of accepting the laid down terms and conditions** for supply, installation, testing & commissioning of SECURITY ALARM SYSTEM & their maintenance (including maintenance of existing SECURITY ALARM SYSTEM) at Branches / Offices / Cells of State Bank of India, Administrative Office, Mohali, Punjab.. Please acknowledge to understand and abide by the standard tender process as below: -

B. The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as **Annexure- 'A'** to **Annexure -"G"** . The L-1 rates will be decided on the basis of tender on the basis of overall total of rates of the items and Annual Maintenance Contract (AMC) draft format of which is attached as **Annexure "P"**.

C. The Technical Bid of the e-Tender is required to be submitted **online**. "Technical Bid for Security Alarm System" should be accompanied by the following:-

i	Vendor Application Form	<u>Annexure- 'A'</u>
ii	Earnest Money Deposited Details	<u>Annexure- 'B'</u>
iii	Terms and conditions as per standard draft Service level Agreement (SLA) format, duly signed, with Vendor's stamp / seal (on all pages) by the authorized signatory of the vendor	<u>Annexure- 'C, D & E'</u>
iv	Terms and Conditions, undertaking by vendors duly signed and stamped	<u>Annexure-'F'</u>
v	Minimum Standard Configurations	<u>Annexure -"G"</u>

vi	Price Bid	<u>Annexure – 'P'</u>
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D. The technical Bids are **also** required to be submitted in **Sealed Envelope(s)** as explained below.

Super scribed as **“TECHINCAL BID FOR SECURITY ALARM SYSTEM.”** The under mentioned documents **duly signed by hand (on all pages) by authorised signatory of the firm/company should be submitted** as part of the “Technical Bid” in two envelopes as given below: -

i	Vendor Application Form	<u>Annexure- 'A'</u>
ii	Earnest Money Deposited Details	<u>Annexure- 'B'</u>
iii	Terms and conditions as per standard draft Service level Agreement (SLA) format, duly signed, with Vendor’s stamp / seal (on all pages) by the authorized signatory of the vendor	<u>Annexure- 'C, D & E'</u>
iv	Terms and Conditions, undertaking by vendors duly signed and stamped	<u>Annexure- 'F'</u>
v	Minimum Standard Configurations	<u>Annexure -“G”</u>

The sealed ‘Technical Bids’ in a separate envelope (**Envelope-2**) subscribed as **“TECHINCAL BID FOR SECURITY ALARM SYSTEM AO MOHALI.”** should reach the Bank by **05.00 PM on 20 Jun 2024 as above.**

Price bids need not be placed in above mentioned envelope, as price bid is to be submitted on online portal, if found, bid is liable to be rejected.

A Pre-Bid Meeting with representatives of the Participating bidders shall be held at the above office **on 05 Jun 2024 at 11.00 AM**. The **Technical Bid** of the Tender shall be opened on **21 Jun 2024 at 11.00 AM** by the committee constituted for the purpose, at Administrative Office, Mohali, Punjab. The Vendor may come personally or depute an authorised representative to be present during Pre-Bid Meeting, opening of Technical & Price Bid. The Tender shall be valid for a period of 180 days from the last date of submission.

After opening of **Envelope containing- Technical Bid**, in case vendor is not found technically suitable or not complying with the terms & conditions of the tender, price bid of the said tenderer shall not be opened/considered(Online).

Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected outrightly. The vendor is advised to study the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signature & stamp will be rejected.

Any clarification issued by SBI will be in the form of an addendum /corrigendum and will be available in SBI’s website –<https://sbi.co.in> under “SBI in the news” in “procurement news” / <https://etender.sbi> and at <https://www.tenderwizard.com/SBIETENDER> . The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids which shall be informed to all through SBI’s website<https://sbi.co.in> (SBI in the news/procurement news) and at <https://etender.sbi>.

In case the day of opening of Technical Bids etc. is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empanelled vendors in the tender process may attract disqualification / de-panelement from Bank’s panel. The copy of the rates quoted by the vendors in the tender shall not be given to the other vendors.

SBI has the right to accept/reject any/all tenders without assigning any reasons.

In case of any doubt, the vendors may seek clarification from the Security Section, State Bank of India, Administrative Office (MOHALI), Plot No. 89, Sector –68 ,Mohali (Punjab) 160062 Telephone No. 0172- 2247432, 2247423, email id: - cmsecurity.zomohali@sbi.co.in

Note:-

1. Only those Bidders who qualify in Technical evaluation would be shortlisted and the online price bids submitted by the shortlisted bidders will only be opened. However these Price Bids would remain undisclosed to the Bidders.
2. If the L1 bidder refuses to give the PBG, then the EMD will be forfeited and the tender will be re-invited. The

said bidder will not be allowed to participate in the retendering process.

3. Firm can visit the website (<https://www.tenderwizard.com/SBIETENDER>) for submission of online tenders. For any website related queries **M/s. Antares Systems Limited may be contacted.**

SAMPLE BUSINESS RULE DOCUMENT

E-TENDERS FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF SECURITY ALARM SYSTEM & THEIR MAINTENANCE (INCLUDING MAINTENANCE OF EXISTING SECURITY ALARM SYSTEM) AT BRANCHES / OFFICES / CELLS OF STATE BANK OF INDIA, ADMINISTRATIVE OFFICE, MOHALI, PUNJAB.

(A) Business rule for E-tendering:

1. All the contractors as per the criteria of tender in providing YYYY shall be eligible to participate.
2. SBI will engage the services of an E-tendering service provider who will provide necessary assistance before commencement of online bidding on Internet.
3. In case, there is any change in e-tendering service provider, the SBI will inform the qualified bidders suitably at appropriate time.
4. Business rules like event date, closing and opening time etc will be communicated through service provider for compliance.
5. Contractors have to send by email, the compliance form in the prescribed format (provided by service provider), before start of E-tendering without which, bidders will not be eligible to participate in the bidding process.
6. E-tendering will be conducted on schedule date & time.
7. The e-tendering will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

(B) Terms & conditions of E-tendering:

SBI shall finalize the online price bid tender through e-tendering mode for which M/s. Antares Systems Limited . Has been engaged by SBI an authorized service provider. Please go through the guidelines given below and submit your acceptance to the same.

1. E-tendering shall be conducted by SBI through M/s. Antares Systems Limited, on pre-specified date . While the Contractors shall be quoting from their own offices/ place of their choice, Internet connectivity and other paraphernalia requirements shall have to be ensured by Contractors themselves. In the event of failure of their Internet connectivity, due to any reason whatsoever it may be) it is the bidders' responsibility.
2. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives such as back- up power supply etc. whatever required so that they are able to circumvent such situation and still be able to participate in the E-tendering successfully.
3. Failure of power at the premises of Contractors during the E-tendering cannot be the cause for not participating in the E-tendering. On account of this, the time for the E-tendering will not be extended and SBI shall not be responsible for such eventualities.
4. M/s. Antares Systems Limited, Bangaluru shall arrange to provide necessary assistance to your nominated person(s). They shall also explain you all the Rules related to the E-tendering . You are required to give your compliance on it before start of bid process.
5. **BIDDING CURRENCY AND UNIT OF MEASUREMENT:** Bidding will be conducted in Indian currency & Unit of Measurement will be displayed in Online E-tendering.
6. **BID PRICE:** The Bidder has to quote the rate as per the Tender Document provided by SBI, and rates for all the items are required to be quoted.
7. **VALIDITY OF BIDS:** The Bid price shall be firm for a period specified in the tender document and shall not be subjected to any change whatsoever.

8. Procedure of E-tendering:

Online E-tendering:

- I. The Price Bids will be available on the Bank's website during the period specified in the NIT.
 - II. Online e-tendering for Price Bid submission through SBI approved Service Provider shall be open to the bidders qualified by the SBI as per Technical Bid Evaluation and Eligibility criteria mentioned herein above.
 - III. The Price-Bid shall be made available online by the Service Provider wherein the contractors will be required to fill-in their Item-wise rates for each item .
 - IV. The Contractors are advised not to wait till the last minute to submit their online item-wise quote in the price bid to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc.
 - V. **It is mandatory to all the bidders participating in the price bid to quote their rates for each and every item.**
 - VI. **In case, contractor fails to quote their rates for any one or more tender items, their tender shall be treated as "Incomplete Tender" and shall be Liable for rejection.**
1. LOG IN NAME & PASSWORD: Each Bidder is assigned a Unique User Name & Password by M/s. Antares Systems Limited, Bengaluru. The Bidders are requested to change the password after the receipt of initial Password from M/s. Antares Systems Limited, Bengaluru. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
 2. BIDS PLACED BY BIDDER: Bids will be taken as an offer to execute the work as specified. Bids once made, cannot be cancelled / withdrawn and the Bidder shall be bound to execute the work at the quoted bid price.
 3. At the end of the E-tendering, SBI will decide upon the successful vendor. SBI decision on award of Contract shall be final and binding on all the Bidders.
 4. SBI shall be at liberty to cancel the E-tendering process/ tender at any time, before ordering, without assigning any reason.
 5. SBI shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
 6. Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date .
 7. **OTHER TERMS & CONDITIONS:**
 - a. The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
 - b. The Bidder shall not divulge either his Bids or any other exclusive details of SBI to any other party.
 - c. Firm can visit the website (<https://www.tenderwizard.com/SBIETENDER>) for submission of online tenders/e-Tenders. For any website related queries **M/s. Antares Systems Limited may be contacted.**
 - d. **M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore – 560079, Karnataka.**

Help Desk: 7503347659 / 9044314492/ 9073677150/ 151 / 152 / 9674758506 / 9674758723/26

Contact Persons: (On working days 9 AM to 6 PM)

1. Mr. Abhay kumar Singh Mobile No.: +91 9708966660 e-Mail: abhaykumar@antaressystems.com
2. Mr. Pravesh Mobile No.: +91 9044314492 e-Mail: praveshmani.t@antaressystems.com

Portal for online Tendering- <https://www.tenderwizard.com/SBIETENDER>

Application Form

The Deputy General Manager (B&O)
State Bank of India
Administrative Office Mohali
Corporate Plot No. 89, Sector -68 ,
Mohali (Punjab)-160062

Dear Sir,

TENDER FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF SECURITY ALARM SYSTEM & THEIR MAINTENANCE (INCLUDING MAINTENANCE OF EXISTING SECURITY ALARM SYSTEM) AT BRANCHES / OFFICES / CELLS OF STATE BANK OF INDIA, ADMINISTRATIVE OFFICE, MOHALI, PUNJAB.

- 1 With reference to your Tender Number **SBI/AO-MOHALI/SA/2024/03 DATED 31 May 2024** uploaded online, we hereby submit our application along with all attachments as mentioned in the NIT, duly signed by hand with seal by the Authorised signatory of the firm as acknowledgment of accepting the laid down terms and conditions for supply, installation & annual maintenance of above said work in the Branches / Offices/Cells under administrative control of Administrative Office, MOHALI PUNJAB. We acknowledge to understand and abide by the standard tender process as below:
- 2 The tender should be quoted & submitted as per application format and terms & conditions, copy of which is enclosed herewith as **Annexure- 'A'** to **Annexure -"G"** . The L-1 rates will be decided on the basis of tender on the basis of overall total of rates of the items and Annual Maintenance Contract (AMC) draft format of which is attached as **Annexure "P"**
- 3 The tender which is not accompanied by the EMD in required form shall be called "Non Bonafide Tender". The same shall not be considered for acceptance.No interest will be paid on the EMD. EMD of unsuccessful tenderers will be refunded within 30 days of award of Contract and bidder to collect the same from Administrative Office, Mohali Punjab on any working day through their authorised representative. EMD of successful tenderer will be retained as a part of security deposit.
- 4 Any deviation in the above procedures for submission of tender may attract disqualification of the vendor from the tendering process. Conditional tenders will not be considered and will be rejected outrightly. We had studied the Tender Documents thoroughly. Submission of Tender shall be deemed to have been submitted after careful study & examination of Tender Document with full understanding of its implications. Tender without valid signatures by hand & stamp will be rejected.
- 5 In case the day of opening is declared a holiday, the tender will be opened on the next working day at the same time. The Bank does not bind itself to accept the lowest tender and reserves its right to split or reject any or all offers without assigning any reason, whatsoever. Non-participation of empanelled vendors in the tender process may attract disqualification / de-panelement from Bank's panel.
- 6 We understand and undertake that mere submission of application does not guarantee us tender and Banks's decision in this regard will be final and binding on us.
- 7 The e-tender will be called for a minimum period of **one year** which may be **renewed each year** by the bank at its sole discretion on satisfactory services. The Bank does not oblige itself to accept the lowest tender and reserves the right to split or reject any or all the offer without assigning any reason thereof.
- 8 L-1 rates will be decided on the basis of total rates of commodities on e-tender basis and if more than one firm becomes L-1 then L-1 will be decided through Lottery System.

Your faithfully,

--Sign & Stamp----- (Name of Authorised Signatory)

M/S _____

Encl: - As above

(ON VENDORS LETTER HEAD)

Annexure - 'B'

The Deputy General Manager (B&O)
State Bank of India
Administrative Office Mohali
Corporate Plot No. 89, Sector – 68,
Mohali (Punjab)-160062

Dear Sir,

EARNEST MONEY DEPOSITED DETAILS.

With reference to the above, we herewith deposit the Earnest Money Deposit (EMD) The details of which are as under: -

Sr. No.	Amount (in Rs.)	(Demand Draft No.)	Date	Name of Drawer Bank	Payable at

Your faithfully,

--Sign & Stamp----- (Name of Authorised Signatory)

M/S _____

Encl: - As above

ANNEXURE-'C'

(to Be Typed On Non-Judicial Stamp Paper Of Rs. 100/-)

DRAFT AGREEMENT

TERMS & CONDITIONS FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF SECURITY ALARM SYSTEMS AND THEIR MAINTENANCE (INCLUDING MAINTENANCE OF EXISTING SECURITY ALARM SYSTEMS AT BRANCHES/ OFFICES/ CELLS OF STATE BANK OF INDIA UNDER ADMINISTRATIVE OFFICES, MOHALI

Articles of Agreement made at.....(place) on this day of..... 2023,
at Administrative Offices, Mohali.

BETWEEN

STATE BANK OF INDIA, a Corporate Entity constituted under the State Bank of India Act 1955 and having one of its Local Head Office at Chandigarh, and having its Administrative Offices at Mohali, represented by its authorized Officer- Chief Manager (Security), Administrative Offices (AO) , the party hereinafter, for the sake of brevity, be referred to "The Bank" which expression shall unless repugnant to the context mean and include all its assignees & successors/ legal heirs/administrators/executors and assigns through the Bank's designated functionaries of the "ONE PART".

AND

Mis. ,

.....**(address)**, having its registered office at..... , the party hereinafter, for

the sake of brevity, shall be referred as "The Firm" (which expression shall unless repugnant to the context mean and include all its assignees & successors/ legal heirs/administrators/executors) of the "**ANOTHER PART**".

WHEREAS THE FIRM has represented to the Bank that the firm has necessary technical expertise and infrastructure including trained Technician & Engineers, Equipment etc. to undertake the Supply, Installation, Testing & Commissioning of Security Alarm Systems and their maintenance including maintenance of existing Security alarm systems in the Branches / Offices and after sales, their servicing & maintenance for the Bank and offered the Bank, to provide the required services to the Bank purely on contract basis.

AND WHEREAS THE BANK has agreed to accept the offer of the Firm on the terms and conditions stipulated hereinafter, now in consideration of the aforesaid it is hereby agreed between the two parties, as under:

1. **VALIDITY OF RATE CONTRACT:**

- a) The Agreement shall be effective from **the date of signing of the agreement** and shall be in force for an initial period of **One Year** and shall automatically be terminated after the expiry of one year unless renewed. However, the same shall be renewable only on getting a written request from the Firm before expiry and at the sole discretion of the Bank.
- b) SBI shall have sole discretion to terminate the contract agreement at any time during the contract period, if considered necessary, for any reason, whatsoever by giving a notice of 30 days.

2. **PROCEDURE AND SCOPE FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING SECURITY ALARM SYSTEM AND THEIR MAINTENANCE (INCLUDING MAINTENANCE OF EXISTING SYSTEMS INSTALLED IN THE BRANCHES/OFFICES/CELLS)**

The following procedure of work is to be followed for Supply, Installation, Testing & Commissioning of Security Alarm System, and their maintenance including maintenance of existing systems in the Branches / Offices:

- a) The Firm(s) will contact the Chief Manager (Compliance & Risk)/ Chief Manager (HR & Admin) of AOs / Chief Managers (Compliance & Operations) of RBOs / Security Officer of respective Administrative/ Regional Office and obtain the list of the Branches / Offices.
- b) The Supply, Installation & Maintenance will be carried out by the Firm during any working day as per schedule, before or by the date or as and when ordered by branches on requirement basis. The installation of Security Alarm System should be carried out under the supervision of Branch

Manager/ Nominated official of the Branch by the Branch Manager. **Care should be taken that the panel of Security Alarm System is installed at a secure place in branch e.g. system room.** Panic switches to be provided at key locations e.g. with Branch Manager, all SWOs, Cash Room/Strong Room, Locker Room, Wash Room (to be accessed in a panic situations), guard's positions. Vibration sensors to be provided at all walls/floor of Currency Chest, Strong Room. PIR sensors to be installed inside Currency Chest, Strong Room, Locker Room, Cash/Safe Room. In cash balance branches PIR can be installed outside cash safe room additionally.

c) The maintenance should be done in the presence of the Branch Manager or some other official of the Branch authorized by the Branch Manager. The engineer/ technician, who should have the Firm's Authority Letter and Identity Card should give demonstration/ training to all authorised staff members during the visit.

d) The maintenance of Security Alarm System will be carried out at the site and a certificate to this effect will be given to the Branch Manager and a copy of the same be enclosed with the bill.

e) AOs/ RBOs to accord financial sanctions based on the clearance from Security Officer and issue work order in writing to the Firms.

f) For New Supply and Installation of the Security Alarm System, after obtaining the orders from the AOs/ RBOs/ Branches in writing, the Firm will prepare Bill of Quantity (BOQ) and submit to the concerned branch/ office/cell.

g) AOs/ RBOs/ Branches will get the BOQ vetted from the Security Officer posted at the AO/ RBO and release payment accordingly only after successful installation.

h) The work shall be completed within **15 DAYS** from the date of receipt of the work order.

i) Firms to complete the Supply, Installation work and get Installation/ Maintenance Certificate signed from the BM as per sample enclosed (**Annexure-'A or Annexure-'B', as applicable**) in addition to the Firms/ Company's service certificate.

j) Four copies of "**Installation/ Maintenance Certificate**" (**sample copy enclosed as Annexure-'A/ Annexure-'B, as applicable**) will be prepared by the Firm and submitted to the following officials.

(i) CM (Compliance & Risk)/ CM (HR&Admin) of the concerned AO/RBO

(ii) Zonal Security Officer of the concerned AO/RBO

(iii) Branch Manager

(iv) Their own copy.

k) The Firm shall submit bills supported by Installation/ Maintenance Certificate, Tax Challan etc. to the concerned Branch / CM (Compliance & Operation) for payment.

l) The representative of the Firm should arrange to visit branches/offices during working hours, but they should try and complete their task well before the closing of working hours.

m) The visiting mechanic / technician of the Firm, who should be in possession of identity card and authority letter, shall carry out the Periodic Inspection of Security Alarm System. The following procedure shall be followed for maintenance of Security Alarm System at the Branches / Offices:

- i. Mandatory AMC Visits: Four visits in a year (Once in three months).
- ii. Submit a maintenance certificate during the visit after the Periodic Inspection and maintenance of Security Alarm System.
- iii. Check all the components of the Security Alarm System as per the maintenance check list and proper preventive maintenance to be carried out.
- iv. Staff members should be trained on the operating procedure of the Security Alarm System.
- v. Examine the Security Alarm System and sensors for any kind of damage.
- vi. Damaged Security Alarm System should be repaired and made operational.
- vii. All the electronic parts including battery if any / UPS should be checked thoroughly.

n) By accepting the work order placed by the Bank, the Firm shall assume all responsibilities and fully indemnify the Bank against liabilities and consequences of any damages to any part / equipment of the building and any accident / injury to any person, whether Firm's employee or anyone else, during the course of execution of work. The Firm shall reinstate all damages of any sort mentioned in this clause, so as to deliver the whole of the contract works complete and perfect in every respect and also make good or otherwise satisfy all claims for damages to the property or of third parties.

o) In case of any break down (minor/major) qualified technical/engineer should be deputed by the firm for repairing the system. On receipt of information from the branches/RBO/AO the firm shall respond within 36 hours. The repairs/servicing of the system/equipment's shall be done as per the guidelines of the respective manuals of the manufactures. In case the system requires major repairs, the Firm shall provide a replacement before taking the defective system for repairs.

p) The Firm shall make necessary arrangements to acquire insurance cover against fire, damage, accidents, injury to workmen during installation work and of equipment till it is tested, commissioned, and handed over to the Bank. The acceptance of this work order by the Firm shall automatically indemnify the Bank against any claim pertaining to or arising out of the said work till the system is tested, commissioned, and handed over to the Bank.

q) Any damage caused to the existing structure, wiring, other devices / equipment during installation shall have to be made good by the Firm at its own expense, failing which the Bank will

be free to do the needful to restore the status-quo-ante at the risk and cost of the Firm and shall recover the cost for such rectification from the Firm's final bill or security deposit as deemed fit.

r) While carrying out wiring, it should be ensured that adequate flexibility is available in the wiring to allow the renovation work on the floor, whenever required. Required margins from the ceiling on each floor to allow renovation work, whenever required, will have to be catered for while executing the installation in consultation with Branch Manager/ Electrical Engineer.

s) All cables / wires, sensors, exit switches should be properly anchored / fixed. The wiring for the system should be so spaced to cause no electrical interference in the data cables; this aspect shall be tested and confirmed by the Firm during the progress of the work. Whenever the data cables have to be crossed, as far as possible, the pattern of other electrical wiring shall be followed.

t) A sample of all the cables/ wires/ connectors used should be provided by the Firm to the Branch Manager and Security Officer at AO for verification and comparison purpose.

u) The Firm shall ensure that the work is carried out neatly and Bank's ambience is not disturbed. The Firm shall also ensure that there should be no damage to Bank's property/or any decorative structure, while carrying out the work. The contractor will rectify the damages at his own cost. The Firm shall ensure that Security Alarm System at Currency chest branches is functional at all the times, in accordance with RBI guidelines.

v) The Firm will ensure that whenever the work is to be carried out in the working hours, the entire work involved shall be carried out with least disturbance. All dismantling work and work generating noise shall be done after office hours and holidays and day-time work shall have to be done in restricted hours, after obtaining written permission from the Branch Manager.

w) The debris/ dust or any wastage generated out of the above work shall be cleaned as frequently as required and as instructed by the Branch Manager/ Bank's Engineer.

x) The Firm shall make adequate arrangement for watch and ward of his material and shall ensure the safety, breakage and any theft of such material fixed or unfixed by him.

y) The work executed/ equipment supplied should be got inspected by the authorized Official and the contractor shall rectify any bad workmanship/defect pointed out at any stage and rectify the same.

z) The Firm shall be responsible for the application of labour laws, all other social security enactments applicable to such works and workmen and compensation for injury and accident to person, if any, employed by it.

aa) The statutory deductions like income tax and any other taxes, as applicable shall be deducted at source from each payment of the Firm.

ab) The Bank will be within its right to ask for the testing of item(s) supplied/material used from the competent/approved agency. The cost of testing will have to be borne by the Firm.

ac) The dealership of the Firm shall not be allowed to be discontinued by the principal manufacturer during the contract period. The Bank will be free to forfeit the security deposit of Firm in case dealership of the Firm is canceled by the principal manufacturer during the contract due to any reason.

3. Approved rates for New Supply, installation and AMC charges for Security Alarm Systems are as below:

-

Sr No.	SECURITY ALARM SYSTEMS	UNIT	QTY.	AMOUNT in Rs
1	Security Alarm System with Auto dialer (GSM Based) (Day and night Mode and main panel)	Nos.	1	
2	Ni -CD rechargeable Battery (SMF) 12 Volt, 07 AH) as applicable	Nos.	1	
3	PIR Sensor(wired)	Nos.	1	
4	PIR Sensor(wireless)	Nos.	1	
5	Vibration sensor	Nos.	1	
6	Thermal sensor	Nos.	1	
7	Magnetic contact sensor	Nos.	1	
8	Panic switches(wired)	Nos.	1	
9	Panic switches(wireless)	Nos.	1	
10	Occupation sensor	Nos.	1	
11	Wire twin core per meter ISI mark	Nos.	Per meter	
12	Standalone Auto dialer (GSM)	Nos.	1	
13	Standalone Auto dialer (PSTN)	Nos.	1	

14	AC Motorised Siren (110 DB)	Nos.	1	
15	PVC Conduit Pipe 25 mm	Nos.	Per Meter	
16	Miniature Circuit Breaker (MCB) 6 AMP, 220 Volt, with 4-inch x 4 inch box fitting the MCB	Nos.	1	
17	Comprehensive AMC Charges for making 12 MONTHLY visit per year for maintaining the Security alarm system system as per the Standard Service Level Agreement .(FOR APPROX 20 CURRENCY CHEST BRANCHES)	12 visits	Annual Charges per branch/office.	
18	Comprehensive AMC Charges for making 4 mandatory quarterly visit per year for maintaining the Security alarm system system as per the Standard Service Level Agreement .(FOR APPROX 300 CASH BALANCE BRANCHES)	4 visits	Annual Charges per branch/office.	
19	Shifting/Re-installation labour charges	Nos.	1	

4. Firm shall, under no circumstances, be allowed any enhancement of rates for 12 months i.e., one year from the date of signing of the contract The rates accepted are inclusive of packaging, labour, transportation, installation charges, toll taxes and **all other taxes and exclusive of only GST, as applicable. No extra or additional charges other than the ones quoted in the respective tenders shall be allowed. It is also made clear that firm completely indemnify the Bank against such dues and/or any claims made by any statutory authority subsequently, and to settle all such claims shall remain firm's responsibility.**

5. In case of a serious lapse or non-fulfillment of any terms & conditions, the contract is liable to be canceled with forfeiture of the 'Security Deposit'/ 'Performance Guarantee Deposit'. The

authority to take a decision in this regard shall be vested in the Security Officer/ Chief Manager (Compliance & Risk) / Chief Manager (Compliance & Operations) of the concerned AO/RBO, with the approval of the Competent Authority.

6. The Bank reserves the right, to make changes in method and specifications of work within the overall framework of the terms and conditions.

7. The Bank also reserves the right to seek downward revision of prices after the initial fixed rate period, if it finds that the prices have fallen 30% or more of the equipment being supplied.

8. All components/sub-assemblies/spares used shall be as per the Technical Specifications of the Bank. No deviation shall be allowable in this regard, unless approved by the concerned Administrative Office.

9. The responsibility for maintaining the equipment during the Warranty period and later during AMC, would be of the concerned contractor who must diarize the schedule and ensure that the needful is done on or before the due date, but not more than 30 days before the due date.

10. **Warranty period:** For new supply of the Security Alarm System, it shall be **12 calendar months** from the date of supply against any manufacturing defects.

11. The Firm shall attend to any other unforeseen, reasonable requirement of the Bank within the overall framework of the contract, which may arise during the course of operations/currency of Contract.

12. The Bank reserves the right to mete out penalty from the Firm upon receipt of recommendations duly supported by documents, from the Administrative Offices /Branches/Cells.

13. The Bank shall extend its co-operation to facilitate the smooth execution of this contract. Any work which is not in the scope of this, if deemed necessary for enhanced security purpose may be arranged by the branch at its own cost. Any difficulty faced by the contractor in execution of this contract shall be brought to the notice of concerned Security Officer of the AO/ RBO without any delay.

14. In case of any dispute the procedure (under Arbitration Act 1996) shall be taken recourse to. The courts at Chandigarh shall alone have jurisdiction in this regard.

15. Notwithstanding any condition stipulated above, Poor performance, abnormal delay in completion of work, abandoning of allotted work, bankruptcy, for any activity detrimental to the interest of the Bank and cancellation of empanelment, the Bank shall have the right to instantly revoke / cancel the said contract without prior notice. In this regard, decision of the Bank will be final and binding on the Firm. The said contract is not binding on the Bank, and it is sole discretion of the Bank to cancel/terminate the contract without assigning any reason thereof with liability to pay only for the equipment supplied and installed at its entities.

16. **PAYMENTS AND DEDUCTIONS**

a) No advance payment will be made by the Bank. Payment will be made against supply and installation of material only.

b) **In Case of New Supply and Installation Security Alarm System:**

In case of new supply and Installation of Security Alarm System at the branches/ offices/ cells, the Firm will submit an estimate to the branch/ office/ cell and on confirmation, will supply and install the system together with the Bill. The Bills for new supply and installation of Security Alarm System will be vetted by the Security Officer posted at respective Administrative Office or Regional Office. On satisfactory completion of work respective Branch/ office/cell will pay the 95% amount of the bill to the Supplier and retain the 5% amount for one-year warranty period, which will be released by the branch on completion of warranty period.

c) **In Case of Maintenance of Security Alarm System:** On completion of the Maintenance of Security Alarm System at the branches/ offices/ cells, the firm will submit their Quarterly bills along with work completion certificate/ Service certificate duly signed by the Branch Manager to the respective Regional Business Office (RBO) and respective RBO will arrange to pay the bills after duly vetted by the Security Officer posted at respective Administrative Office or Regional Office.

17. **PERFORMANCE GUARANTEE DEPOSIT & PENALTY:**

a) **NEW SUPPLY & INSTALLATIONS** Period of completion/execution of work/order for new supply & installations will be 15 days from the date of receipt of order. In case of delay in completion/execution of work/order a penalty of **Rs 500/-** per day per system subject to the maximum of 10% of cost of respective work/order shall be levied. Bank reserves its right to deduct the penalty amount from the billed amount or from the security money/deposit. The bank has the right to terminate the contract and forfeit the EMD & security money, if the vendor abandons the work or fails to commence and complete the work by given time or fails to abide by the contract conditions.

b) **DURING WARRANTY PERIOD** The Applicant, on execution of work, will also be required to attend to the complaints of Security Alarm System within 48 hours during the warranty period. In case of delay beyond above period in attending to the complaint during warranty period a **penalty of Rs500/- per day per system (subject to the maximum 10% of billed amount)** shall be levied. Bank reserve its right to get the faulty items/systems repaired/ replaced at the risk & cost of vendor. Bank also reserves its right to deduct the penalty amount from security money/deposit or from the any pending bills/dues.

c) Contract Performance Guarantee (CPG) of Rs 50000/- (Rupees Fifty Thousand Only) at the time of execution the agreement carried by Administrative Office, Mohali shall be retained by the Bank as Performance Guarantee (Security Deposit), without any interest, during the entire contract period. In case Firm fails to supply the Security equipment in any of the branch in the allotted region for more than 30 days, Bank reserves the right to cancel the whole contract and forfeit the Security Deposit.

In case of supply of substandard materials. The acts, contrary to the laid down norms, or on detection of any tendency to cheat the Bank, the contract to the company will be cancelled without prior notice and the Firm will be delisted or blacklisted from the Bank.

FOR AMC/ QUARTERLY VISITS For delay beyond 36 hours of getting to attend the break down complaint during AMC, penalty at the rate of Rs. 200/- per day to a maximum of 10% of the total AMC value shall be imposed. This amount shall be deducted from the AMC bill or Security Deposit as deemed fit.

We have carefully read and accepted all the above-mentioned scope/terms and conditions stipulated by the Bank. The terms and conditions contained in the Notice Inviting Tender will form part & parcel of the present agreement. This agreement duly signed with official seal of the authorized signatory on all the pages, as a token of your having accepted the contract at terms and conditions enumerated above, without any reservations.

THIS AGREEMENT CONTAINS **14 (FOURTEEN) PAGES** INCLUDING THE SAMPLE OF INSTALLATION/ SERVICE CERTIFICATE AS ANNEXURE- A & ANNEXURE- B, WHICH MAY BE VERIFIED AND ACKNOWLEDGED ON RECEIPT.

IN WITNESS WHEREOF the parties here to have set & subscribed their respective hands & seal on the day, month and year first mentioned.

Signed, Sealed & Delivered by the within Named The Bank.

Chief Manager (Security) : -----

Signed, Sealed & Delivered by the within Named The Firm.

Thorough its authorized signatory: M/s.

Proprietor: -----

In Presence of: -

Witnesses

| -----

Name & Full Address:

I. -----

Name & Full Address:

CERTIFICATE
(Applicable for New Installation)

It is to certify that the Security Alarm System has been installed at (Name of the branch) on, in accordance with Administrative Office, vide their letter No.....dated and the system is working satisfactorily. All the items as per invoice No..... dated..... have been installed at the branch and have been physically verified by the Branch Manager.

2. It is further certified that working of the Security Alarm System has been explained to the following staff members by Shri....., authorised representative of M/S.....

Sr. No.	Name	Designation	Signature
1			
2			
3			
4			
5			

Signature

()
Authorised Representative

Branch Manager

M/S
Date :

(Branch Seal)

CERTIFICATE
(Applicable for Service/ Maintenance)

It is to certify that the Security Alarm System installed at(Name of the branch) has been checked by Shri, authorized representative of M/S on(date), in accordance with Administrative Office,letter No.....dated and the system is working satisfactorily. Auto dialer installed in the system is also in working condition and latest contact nos. of Branch Manager, Authorised Branch officials and Police station have been fed in the system.

2. It is further certified that working of the Security Alarm System has been explained to the following staff members by Shri....., authorized representative of M/S.....

Sr. No.	Name	Designation	Signature
1			
2			
3			
4			
5			

Signature
()
Authorised Representative
PM/S
Date:

Branch Manager
(Branch Seal)

UNDERTAKINGS

We undertake: -

(a) That we will carry out the maintenance/service/repair work of Bank's existing security alarm systems (of any make) & supply/installation of new security alarm systems (of approved make) in the branches /offices of State Bank of India under the administrative Control of Administrative Office Mohali including the branches/offices of Bank located in the geographical area of Administrative Office Mohali at the rates and terms & conditions of the tender.

(b) That we will carry out the work at all allotted centers/branches/offices under the Administrative Office, Mohali and will place our technicians/representative locally at / in Mohali, Hoshiarpur, Patiala, Pathankot and Ropar, at our service centre, so as to be able to attend to the calls from branches/offices for maintenance/service/repair & new supply/installation etc. promptly. We will also continue to keep activated our e-mail ID for receiving the complaints from branches/offices. We also undertake that we will receive the complaints from branches/offices from 9:30 AM to 5:30 PM telephonically on all Banks working days. We also undertake that due record of each complaint lodged by branches/offices of Bank will be maintained by us and complaint/docket number will be given to complainant.

(C) That our firm / company or any of its Director(s) / Proprietor(s) has not been blacklisted by an office of the PSU and Private Banks or any Government Body and there is no vigilance, or any criminal or other inquiry pending or contemplated against any person(s) of the firm or any of its Owner/Partner/Director of the Firm/Company.

Place:
Date:

Authorised Signatory of the Firm
with Seal

“MINIMUM TECHNICAL SPECIFICATION”

SECURITY ALARM SYSTEM AND THEIR MAINTENANCE (INCLUDING MAINTENANCE OF EXISTING SYSTEMS)

1. Components of Security Alarm System at all Branches

- (a) Control Panel with Integrated Auto-dialer
 - 1.PSTN based
 - 2. GSM Based
 - 3.TCP-IP based
 - 4.PSTN+GPRS + TCP-IP based
- (b) In Built Auto DIALLER
- (c) Wires
- (d) PIR Sensors
- (e) Hooters - External and Internal
- (f) Magnetic Sensors
- (g) Vibration Sensors
- (h) Panic Switches

2. Technical Specification for Security Alarm System

(a) Micro-controller Based Control Panel with inbuilt LCD indication & with integrated Auto-dialer (preferably GSM Based. However, if mobile network is not available, PSTN based)

- (i) External Body Features -
 - (aa) Protected from dust, water, vermin etc.
 - (ab) Acrylonitrile Butadiene Styrene (ABS)/ 18 SWG M S Cabinet, epoxy Coated
 - (ac) Locking of panel by Allen Head screw on sides/ internal lock
 - (ad) Bracket mounted
 - (ae) Provision for battery compartment inside the panel.
- (ii) Dual path communication of alarm events and other signals over LAN, PSTN, Wi-Fi GPRS and 3G/4G utilizing a main and backup channel with configurable priority.
- (iii) 8 on-board wired zones, and expandable with up to 64 wired zones
- (iv) Option to add wireless module having provision for Cordless Switch to activate the alarm system
- (v) Up to 56 wireless inputs, 60 wireless outputs, 8 keyfobs, 1 wired siren and 2 wireless sirens
- (vi) Uploads alarm events to alarm receiving center or platform.
- (ix) Pushes alarm notification via messages and email

- (x) AES-128-bit data encryption
- (xi) LED indicator for indicating system status
- (xii) Expandable PSTN, 3G/4G, and GPRS interface
- (xiii) Supports RS-485 input and output expander
- (xiv) Supports lithium battery
- (xvi) System operating on Mains and battery backup (12V 7Ah) with recharging facility.
- (xvii) It should be compatible with PIR Sensors, Magnetic Sensors, Vibration Sensors, Light Sensors and have one zone for fire detector (smoke sensor) etc. and capable to put on the lights when activated during night mode.
- (xviii) Auto Reset after activation -- 03 minutes (Day & Night Mode)
- (xix) Any wire cut should activate the alarm system for 120 seconds and thereafter the affected switch / zone to get isolated/ bypassed with display /blinking of LCD panel indicating the defect.

(b) In-build Auto Dialer:

- (i) It should be compatible with GSM or PSTN connection of any service provider.
- (ii) Provision for storage and dialing minimum five (08) Telephone / mobile numbers with recording message up to 20 Seconds duration.
- (iii) Message should be repeated at least twice before dialing the 2nd number. In case number not responded, facility to re-dial the number after completing the cycle.
- (iv) In-built GSM auto-dialer should have the ability to generate SMS alerts in addition to auto-dialing the pre-fed numbers.
- (v) Provide signal strength and status indication on display screen.

(c) Wiring:

- (i) 2 Core and 4 Core Multi strand .75 sq. mm, flexible, ISI marked (Finolex/ Plaza/ Polycab/ RR Cable or similar quality), PVC insulated copper wire for connection of panic switches and other sensors respectively.
- (ii) Rigid PVC conduit 2 mm ISI mark. Fixed with metal saddling at every 02 ft distance.

(d) PIR SENSOR:

- (i) Dual Technology (IR & Microwave) or Quad PIR

- (ii) Detection coverage horizontal angle 90 - 110 degrees
- (iii) Up to 18m detection range
- (iv) Digital temperature compensation
- (v) 52 zones of 30 optics including creep-zone protection, full coverage without dead angle
- (vi) Selectable EOL resistors for alarm and tamper-proof wiring
- (vii) Sealed optics preventing insect invasion interference
- (viii) 9 to 16 V wide voltage adaptation with polarity reverse connection protection
- (ix) IFT technology to prevent false alarms
- (x) Sensitivity range: Low/ Med/ High
- (xi) Wall/Ceiling mounting facility.
- (xii) Pet/ rodents immunity.
- (xiii) Provision for calibration to adapt changes in ambient temperature due to various seasons.

(e) Hooter:

- (i) Min 90 dB for internal and 110 dB for External (CE & UL certification).
- (ii) 4 wired with tamper loop (Cutting of hooter wire should trigger other hooter)
- (iii) ABS body
- (iv) Weather Proof
- (v) Wall mounting facility
- (vi) Operates on 12 Volt DC
- (vii) Working Power: 15W

(f) Magnetic Sensor:

- (i) ABS body
- (ii) Connection Type: NC
- (iii) Operating Gap: 15mm - 17mm

(g) Multi-Function Sensor:

- (i) Capable of Detecting Vibration, Breaking of Glass, Cutting of Metal Grills/Aluminum Frames, Drilling.
- (ii) ABS body
- (iii) High-Low Sensitivity Adjustment Jumper.
- (iv) Further Sensitivity Adjustment Pre-set.

(h) Panic Switches:

1. Surface Mount Type
2. Micro Switch Technology
3. In-built tamper Switch
4. Automatic reset (no key required)
5. Sturdy Steel Finish