

Premises & Expenditure Department Head Office-Annexe Salem	 <b>TAMIL NADU GRAMA BANK</b> Your Bank Our Pride	No.27/1, Thirunagar, Hasthampatti, Salem - 636 007 Mail : ped@tngb.co.in Ph : 0427 2522 215
		Ref : PED/ 220 /2023-24

**Sub: Inviting quotation for 1) AMC and 2) Installation/Replacement of spares /components of Burglar Alarm System, CCTV System & Fire Alarm System already installed / to be installed in our Branches/Offices/ATMs**

Sealed tenders are invited on letter head from the qualified and eligible bidders for AMC and installation/replacement of Burglar Alarm, CCTV & Fire Alarm Systems already installed/to be installed in our existing/proposed new Branches/Offices/ATMs. Vendors having experience with similar work and who fulfill the following eligibility criteria need to apply in a sealed envelope addressed to "The General Manager, Tamil Nadu Grama Bank, No.6, Yercaud Main Road, Hasthampatti, Salem 636007" with the words superscribing "Quotation for Burglar Alarm, CCTV & Fire Alarm Systems – Installation, AMC & Replacement". All the pages of the tender documents should be signed by the Authorized signatory with seal.

The description of individual spares/components of Burglar Alarm, CCTV & Fire Alarm System is appended below for rate quotes item wise/brand wise/system wise individually.

S.No	Burglar Alarm System	CCTV system	Fire Alarm system
1	2 zone Control Unit	8 channel DVR with two Sata	2 Zone panel
2	Control unit with inbuilt Auto dialer	2 TB hard disk	Hooter / Speaker
3	PIR Detector	3 TB hard disk	Smoke Detector
4	Hooter/Sounder	4 TB hard disk	Heat Detector
5	Magnetic switch	LED monitor 18.5"	Manual call point
6	Panic Switch	IR Dome camera – 1MP/2MP	Wiring 1.5 sqmm
7	Vibration Sensor	IR Bullet camera – 1MP/2MP	Response Indicator
8	Key set	Camera PVC Box	Auto dialer
9	12V Battery	Spike -4 port (Socket)	Battery 12V
10	Transformer	12V 5amps power supply adaptor	Warranty period
11	Landline Auto Dialer	RG6 Cable/mtr	--
12	GSM Auto Dialer	Power Cable/mtr	--
13	Wiring charges/mtr	PVC Pipe/mtr	--
14	Round PVC pipe/mtr	VGA Cable (5mtr/10mtr)	--
15	Warranty period	HDMI cable (5mtr/10mtr)	--
16	--	DVR Rack 2U/4U/6U(Wall mount)	--
17	--	Wireless Mouse	--
18	--	Warranty period	--



### Performance & Product Certification:

- a) The prospective Quotationer/Bidder should be a registered company/ firm including manufacturers or their authorized dealers, capable of providing Burglar Alarm, CCTV and Fire Alarm Systems for new installation, repair and maintenance (including maintenance of existing Burglar Alarm, CCTV and Fire Alarm Systems) and should have offered similar services for at least 3 years to Banks/Financial Institutions and produce a certificate to that effect.
- b) The bidders should have the following product certification and other criteria:-
- **Product Certification:** The products of the bidder must have certification of quality given by the Electronics Test & Development Centre, Electronics Regional Test Laboratory, ISO, BIS standard, Dealer certificate etc., and acceptable to Bank.
  - The products should be based on latest technology for the specific requirement.
  - **OEM Certificate:** The Bidder should have OEM certificate along with confirmation that they will supply spare parts for the quoted components for a period of 5 years from the date of installation.
  - OEM should be ISO 9001 certified.
  - Documents of Manufacturing license/ Registration of the OEM factory need to be submitted for verification.
  - Product Certification copies to be attached as per the BIS specifications.
  - The firm should produce authorization from OEM for the products offered makes in original.
  - Serial number & IS certificate of products to be provided by the OEM.
  - 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.
  - **Past Record:** The quotationer or their entities should not have been blacklisted by any PSU/PSB/Government Organization in past 3 years and undertaking in this regard to be submitted.
  - Quotationer's bank account should not have been classified as NPA by any Bank. A self- declaration in this regard is to be submitted by quotationer as per **Annexure-1**.

### Payment Terms:

- a) No advance payment shall be made by the Bank against purchase order.
- b) Payments shall be made after delivery & installation of new Burglar Alarm/CCTV/Fire Alarm Systems at per site basis. The payment shall be made against delivery challan and invoices and commissioning report duly signed by the Branch Manager.
- c) Quotationer must able to attend all the Branches/Offices/ATMs allotted under AMC in every quarter without fail. Otherwise payment will be forfeited.



- d) Maintenance, installation & replacement of new spares assigned to quotationer will be monitored/supervised by the Regional Office concerned and the bills will be settled at Head Office on quarterly basis against submission of bills before 10<sup>th</sup> of succeeding month of previous quarter along with delivery challans, invoices, commissioning report, service report and Regional Office sanction order.
- e) The quotationer to be empanelled should have a Bank Account with Tamil Nadu Grama Bank for operational convenience.
- f) Payments will be made by Head Office only.
- g) All other terms and conditions are spelt out in the Terms and Conditions attached to this tender.

**Terms and conditions:**

- a) **Tamil Nadu Grama Bank's Right to Accept/ Reject any/or all Application:** Tamil Nadu Grama Bank reserves the right to accept/ reject any or all application and to annul the rate contract process and accept/ reject all applications at any time prior to TENDER process or any time after TENDER process, without thereby incurring any liability to the affected quotationer or any obligation to inform the affected quotationer of the grounds for Tamil Nadu Grama Bank action.
- b) **Tamil Nadu Grama Bank's Right to Split the Service Area Work:** Tamil Nadu Grama Bank reserves the right to split and distribute the work among the participating quotationers' partly or fully amongst the quotationers agreeing at lowest quoted rates. Tamil Nadu Grama Bank reserves the Right to Issue Clarifications, Addendums, and Corrigenda etc.
- c) An undertaking that firm is capable of undertaking installation, repair and maintenance of Burglar Alarm, CCTV and Fire Alarm Systems (including maintenance of existing Burglar Alarm, CCTV and Fire Alarm Systems) work in rural and far away areas where majority of Bank's branches are located is to be submitted by the prospective quotationer as per **Annexure - 2**.
- d) Discrepancies or omission, if found by any quotationer, in the terms & conditions of the tender document, or if any clarification is sought by the quotationer, a written request, to the application inviting authority, for correction / clarification or interpretation can be submitted up to 5.00PM, 20 Sep 2023 at [ped@tngb.co.in](mailto:ped@tngb.co.in). The same will be published in the bank's website. The Bidders are advised to regularly visit the Bank's website.
- e) Quotation should be submitted as per **Annexure -3**.
- f) The quotationer should able to extend their work in Tamil Nadu Grama Bank's Head Office, 11 Regional Offices, Project Office, 14 ATMs & 656 Branches spread all over Tamil Nadu. Successful quotationer should have their support Office set-up at their respective area of operation within 15 days. A declaration to this effect should be submitted by the Bidder as per **Annexure -4**.
- g) If any deviations are found in the services comparing to our specifications and requirement, Bank will cancel the order and the vendor will be blacklisted.



- h) The quotationer having near relatives in Tamil Nadu Grama Bank may not be considered for AMC. Near relative shall mean spouse, father (including step father), Mother (including step mother), Son (including step son) and / or his wife, grandson, daughter (including step daughter) and/or her husband, brother (including step brother) and/or his wife, sister and/or her husband, Father-in-law, Mother-in-law, Brother-in-law and / or his wife, Sister-in-law and/or his husband. A declaration to this effect should be submitted by the applicant as per **Annexure -5**.
- i) The quotationer should ensure that the defects reported in the Burglar Alarm, CCTV and Fire Alarm Systems or its components, software, etc supplied to the Bank on any working day is set right within one day. The defect will be reported by the office/branch directly to quotationer, may be in the form of oral, telephone, notice, email, or any other mean of communication. The quotationer shall generate a complaint number for tracking the complaint status. In case, the system or any equipment cannot be repaired within the stipulated period, the quotationer should provide a replacement till the system/ equipment is returned duly repaired.
- j) The quotationer shall maintain the data sheet of Burglar Alarm, CCTV & Fire Alarm Systems of each Branch, Office and ATMs with details, such as manufacturing date, date of installation, warranty valid up to, AMC carried out on, AMC due on, etc. A copy of the Branch / Office wise data sheet of Burglar Alarm, CCTV and Fire Alarm Systems (including maintenance of existing Burglar Alarm, CCTV and Fire Alarm Systems) to be provided to the Head Office/Regional Office as well as to the concerned Branch/Office.
- k) The quotationer must ensure quarterly AMC visit. There should be a gap of minimum 45 days between two AMC visits. During AMC visit all preventive maintenance activities to be carried out and recorded.
- l) The quotationer should be capable of giving Annual Maintenance Contract (Comprehensive or Non Comprehensive) for at least 03 years post completion of warranty. However, awarding of AMC is fully under the discretion of Bank.
- m) Quotation should be submitted **on or before 25.09.2023 @ 11.00 AM**.
- n) The rate quotes should be **inclusive of Transportation, Loading & Unloading charges (To be installed/replaced at respective Branches/Offices/ATMs)**.
- o) Earnest Money Deposit (EMD) **Rs.50,000/-** should be remitted through **NEFT** to our bank account **No. 10158768274**; IFSC: **IDIB0PLB001** ('0' Stands for Zero) **(OR)** Remittance of EMD through Demand Draft in favour of "Tamil Nadu Grama Bank" payable at Salem.
- p) EMD details should be submitted along with your quotation as per **Annexure 6** attached herewith, failing which, submitted quotation will be summarily rejected.
- q) EMD amount will be returned to all the unsuccessful quotationers.
- r) EMD amount will be paid to the successful L1 quotationer at the time of final payment.
- s) If the L1 quotationer does not execute the supply/work order or supplied with any deviations in specifications mentioned in the supply/work order, bank will cancel the supply/work order and EMD amount will be forfeited.
- t) **"Bid Security Declaration"** will not be accepted.



- u) Warranty for HDD should be for a minimum of 2 years and for all other products it should be Minimum of 1year.
- v) The successful Bidders/ Firms/ Vendors/Quotationer will remain in the list of the Bank for two years from the date of contract or till the completion of next contract period at the Bank's own discretion (whichever is earlier).
- The Rate Contract will be valid for (02) two Years. Initially work will be allotted to one year (1) and will be renewed for one more year. On successful completion of first year, renewal for second year will be subject to the satisfactory performance and review by Department concerned. Revision of rates during the contract period will not be entertained by Bank for whatsoever reasons.
  - Contract will be valid only, if all eligibility criteria mentioned in the Tender Notice are fulfilled during the entire contract period.
  - If the service provided by quotationer is found to be poor and unsatisfactory or if at any point of time during the Tender process it is found that the information provided by bidder is false, the Bank reserves the right to cancel the contract. Bank's decision in this regard will be final.
- w) **Termination for default:** The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part:
- If the Bidder fails to deliver any or all of the services within the period(s) specified in the Purchase Order.
  - If the Bidder fails to perform any other obligations(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, the related services, similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs for such similar services. However, the Bidder shall continue the performance of the contract to the extent not terminated.
- x) **Force Majeure:** The Bidder shall not be liable for penalty or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. 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, fires, floods 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.
- Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bank and not involving the Bank's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.



- y) **Copy Right/Licence Violation:** The bidder shall explicitly absolve the Bank of any responsibility/liability for use of Burglar Alarm, CCTV, Fire Alarm Systems & its components delivered by the bidder (i.e. the bidder shall absolve the bank in all cases of possible litigation/claims arising out of any copy right/license violation.) for Burglar Alarm, CCTV, Fire Alarm Systems & its components sourced either from third parties or from themselves.
- z) **Responsibility for fault free operation:** The Successful Bidder, following the execution of the Contract, will assume total responsibility for the fault-free operation of Burglar Alarm, CCTV, Fire Alarm Systems & its components supplied by the bidder during the contract period.
- aa) **Indemnity:** If at the time of supplying, installing / commissioning any jewel weighing machine(s) in terms of contract / order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep indemnified in that behalf.
- bb) **Subcontracting:** The bidder shall not without the prior written consent of Bank subcontract or permit anyone other than the prime vendor personnel to perform any of the work, services or other performance required of the vendor under this agreement.
- cc) The Bidder's performance on the job will be constantly monitored for quality, adherence to the Safety Regulations, Labour / Statutory Regulations, Conduct / Discipline etc, while executing jobs. Any deviations from stated conditions can lead to appropriate deterrent action as deemed fit by Tamil Nadu Grama Bank.
- Tamil Nadu Grama Bank reserves the exclusive right and absolute discretion to call for tenders for any job or otherwise as deemed fit from open market, even during the validity of the rate contract period.
  - Successful rate contract by Tamil Nadu Grama Bank is no guarantee of any future award of work or inclusion on a particular tender list.
- dd) **Resolution of Disputes:** All disputes or differences whatsoever arising between the parties out of or in relation to the construction/ meaning and operation or effect of this Rate Contract document or breach thereof shall be settled amicably. If, however, the parties are not able to solve it amicably the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996 (with latest amendments) and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to exclusive jurisdiction of courts at Salem, Tamil Nadu.
- ee) Any delay in completion of the work over the stipulated period will attract penalty of 0.5% of the contract value (site Basis) per week subject to maximum of 10% of the contract value. The Bank reserves its right to recover this amount by any mode, which includes adjusting from any payment to be made by the Bank to the Vendor.



- xi) Bank reserves the right to reject an offer under any of the following circumstances:
- Incomplete offer and/or all documents not attached.
  - Offer is not in conformity with the terms and conditions stipulated in this document.
  - Specifications stipulated are not met with.
  - If quotations are not submitted in sealed envelope separately.
  - Violates any terms and conditions specified.
  - If found that the information provided in the offer is false.
- xii) **Termination for insolvency:** The Bank may at any time terminate the contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.
- xiii) **Termination for convenience:** The Bank may terminate the contract in whole or in part, at any time for its convenience by giving 30 (Thirty) days' notice. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of the service provider/vendor under the contract is terminated, and the date upon which such termination becomes effective. Upon expiry / Termination of the Contract, Vendor shall be responsible to provide a smooth transition plan including all efforts for transfer/assignment of service contracts for uninterrupted continuation of services contemplated under this Contract.
- xiv) The Bidder shall not publish or disclose to third parties in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.
- xv) **Data Protection:** Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder will comply with the Information Technology Act, 2000 and its subsequent amendments, and will comply with all applicable privacy and data protection provisions and applicable laws. Further, it must be ensured that due care be taken while collecting and dealing with sensitive Bank's data or information.
- xvi) 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.
- xvi) The offer must include on-site warranty of at least one year or as offered by the OEM but not less than one year from the date of installation and replacement of components however there should not be any additional cost for the warranty period.
- The bidder 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.
  - The bidder must warrant all equipment, accessories, spare parts etc, against any manufacturing defects during the warranty period.
  - During the warranty period the bidder shall maintain the equipment and repair / replace all the defective components at the installed site at no additional charge of whatsoever nature to the Bank.



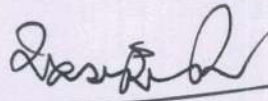
xvii) The following list of documents are to be enclosed along with sealed tender.

SI	Subject	Enclosed (Yes/No)
1.	Certificate of Registration of company/dealership	
2.	Certificate of registration with Income Tax, GST, EPF,ESI, etc.	
3.	Details of company owned registered office in Tamil Nadu with names of employees, address, Tel no., etc.	
4.	IT Returns and GST Return for last 3 years.	
5.	Empanelled with govt./public sector/banks/financial Institutions.	
6.	Presently running contract work order with govt./public sector/banks.	
7.	ISO/BIS/DEALER certificate.	
8.	Customer Reference (other than Tamil Nadu Grama Bank).	
9.	Documentation: - product, brochures, leaflets, manuals, warranty conditions etc.	
10.	Certificate that Authorized dealer/Firm/OEM or its Sister Agency have not been blacklisted	
11.	Document(s) in support of any other information.	
12.	Bank Details (Account with Tamil Nadu Grama Bank).	
13.	EMD.	
14.	Undertaking to undertake work in Rural and far away Branches.	
15.	Self-declaration stating 'No NPA Accounts in the name of the Authorized dealer/Firm/OEM or its Sister Agency.	

Note: -

- xvii) In absence of any of the information/enclosures or/ and FAKE, WRONG, FICTICIOUS, FALLACIOUS, etc reporting, the tender is likely to be rejected.
- xviii) The bidder shall produce/provide original of any documents, required by the Bank for Verifications.

Kindly mention in your quote as **I accept your terms and conditions.**



General Manager





**Annexure -1**

**SELF DECLARATION**

I/We.....  
hereby declare that none of my/our bank account(s) is/are classified as NPA in any Bank as  
on date.

Place:

Authorised Signatory with Seal



Annexure -2

UNDERTACKING FOR INSTALLATION, REPAIR AND MAINTENANCE AT RURAL AND FAR AWAY AREAS

I/We.....  
hereby affirm that our firm is capable of undertaking installation, repair and maintenance in rural and far away areas, wherever Bank's branches are located.

Place:

Authorized Signatory with Seal



Annexure – 3

Quotation for AMC & Installation/Replacement of spares/components of Burglar Alarm, CCTV & Fire Alarm Systems already Installed/to be installed in Tamil Nadu Grama Bank Branches/Offices/ATMs

Company Name:

Address:

1. AMC rate quote per branch per quarter is as follows;

S.No.	AMC details	Amount in Rupees
a).	AMC charges for Burglar Alarm System inclusive of GST @ 18%	
b).	AMC charges for CCTV system inclusive of GST @18%	
c).	AMC charges for Fire Alarm System inclusive of GST @ 18%	

2. As per the description of spares mentioned vide PED/220/23-24 dated 16 Sep 2023 for installation/replacement of spares, item wise/ brand wise/system wise rate quotes is as follows;

SNo.	Spare	Spares for mention System (BAS/CCTV/FAS)	Make/Brand	Warranty Period	Rate per quantity exclusive of GST (In Rupees)	GST as applicable (In %)	Rate per quantity inclusive of GST (In Rupees)

Date:

Authorized Signatory with Seal



Annexure -4

UNDERTACKING FOR SUPPORT OFFICE

I/We.....  
hereby undertake that I/We shall open office / service center with technical personnel within 15 days of allocation of contract in the State of Tamilnadu, particularly in the allocated area of operation for providing 24\*7 post implementation support. Necessary proof for the same is to be submitted.

The physical verification of the office / service center will be done by Bank Official and if any deviation is found, I/We understand that the AMC is liable to be cancelled.

Place:

Authorised Signatory with Seal



Annexure - 5

DECLARATION OF NEAR RELATIVES OF TAMIL NADU GRAMA BANK EMPLOYEES

I / We .....

S/O..... D/O.....

W/O.....

Residing at.....

do hereby certify that none of our relative(s) as defined in the pre-qualification notice is/are employed in Tamil Nadu Grama Bank. In case at any stage, it is found that the information given by me/us is false/incorrect, Tamil Nadu Grama Bank shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

\*\*\*The near relatives are members of Hindu Undivided family/husband and wife/the one related to the other in the manner as father, mother, son(s) and son's wife (daughter in laws), daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

Place:

Authorised Signatory with Seal

Date:



Annexure – 6

EMD

From

Date:

To  
The General Manager  
Tamil Nadu Grama Bank  
No.6 Yercaud Road  
Hasthampatti  
Salem 636007

**Sub.: AMC & Installation/Replacement of spares/components of Burglar Alarm, CCTV & Fire Alarm Systems already installed / to be installed in Tamil Nadu Grama Bank Branches / Offices / ATMs.**

With reference to the above, AMC & Installation/Replacement of spares/components of Burglar Alarm, CCTV & Fire Alarm Systems already installed/ to be installed in Tamil Nadu Grama Bank Branches/Offices/ATMs, having examined and understood the terms and Conditions, we confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited notification and agree to all the terms and conditions of the subsequent amendments made, if any.

We understand that the Bank has the right to reject the offer in full or in part or cancel the entire process without assigning any reason whatsoever.

We furnish hereunder the details of NEFT/Demand draft remitted/submitted towards Earnest Money Deposit (EMD).

Description	Amount (Rs.)	DD No. / NEFT UTR No.	Date of DD / NEFT	Name of Issuing Bank & Branch
EMD	50,000/-			

Authorized Signatory with Seal

