



**Indian Overseas Bank
Regional Office - Kolkata1**

SELECTION CUM PURCHASE, INSTALLATION, COMMISSIONING OF SMART INTEGRATED GSM-SIM BASED FIRE CUM BURGLAR ALARM SYSTEM FOR TEN (10) BRANCHES UNDER KOLKATA1 REGION AND ITS MAINTENANCE DURING WARRANTY PERIOD AND COMPREHENSIVE AMC DURING SUBSEQUENT YEARS FOR A TOTAL PERIOD OF NOT LESS THAN FIVE YEARS FROM DATE OF AWARD OF EACH WORK ORDER TO SELECTED SYSTEM INTEGRATOR (SI)

Indian Overseas Bank, Regional Office, Kolkata1 invites sealed quotations from reputed Service Integrators (SI) / Service Providers (SP) who are in the field of Installation and subsequent maintenance of Smart Integrated Fire cum Burglar Alarm System for

- a) **Purchase, Installation, Commissioning of GSM-SIM based Smart Integrated Fire cum Burglar Alarm system with Extendable (wired/non-wired) Key-Control Panel.**
- b) **It's maintenance during a period of one year from date of installation when the entire system including cable network and all associated gadgets including sensors and switches, would deemed to be under warranty, irrespective of Guarantee/Warranty provided singly or collectively to all the components by it's respective OEMs. This maintenance will include Quarterly visit to each location for preventive maintenance and Health check-up of the system.**
- c) **Subsequently, maintenance contract for a period not less than 4 years post warranty period for which Quarterly maintenance rate per branch as quoted by the SI/SP will be admissible, which includes Quarterly preventive maintenance visits and also any 'on call visit' for repair, at no extra cost. This maintenance is also comprehensive in nature and bank will not be paying any extra amount other than the 'Quarterly maintenance charges per location' on any count.**

The SI / SP along with the Integrated Alarm Equipment will be selected by evaluating the SI / SP and the features of the product opted by the SI / SP in which certain factors related to the OEM will also come under the scrutiny. This means, a Bid can get rejected if the Equipment opted by a particular SI / SP is not meeting the Essential Technical Parameters, though the SI / SP may be meeting the criteria fixed for SI / SP alone. The SI / SP will be selected through Techno-Commercial comprising of following evaluations:

- a. Assessment of Bids by Technical Evaluation Committee (initial screening).
- b. Demonstration of the product offered by the vendor to confirm it meeting the Essential and Preferred Specifications laid down.
- c. Commercial Bid opening and evaluation by committee for Techno-Commercial Evaluation.

The selection will be based on Two-Bid system, carried out through Techno-Commercial evaluation. **All pages of the Tender submitted by the bidder are to be numbered serially.** The **Docketing sheet** enclosed as **Form – A** should have serial number of each document listed therein, including brochures enclosed, if any. The terms and conditions of this Installation cum Maintenance Contract are as under:

- 1) GSM SIM Cards will be arranged and its payment will be the responsibility of the Bank and any clause or cost pertaining to provisioning of SIM Card for connectivity and its recurring / non-recurring payment of any nature has been kept out of the purview of this tender.
- 2) The contract will not be transferrable during its entire course. However, Bank reserves the right to change or transfer the services availed through GSM SIM, for data / airtime provision.
- 3) The term 'System Integrator' [SI] (or) 'Service Provider' [SP] mentioned herein as well as in all subsequent documents and correspondence in this regard will also mean 'prospective bidder'. All pages of the Tender documents are to be signed by authorized signatory and official Rubber Stamp affixed, at the bottom of every page, even if it has not been mentioned categorically.
- 4) Participating vendor(s) to submit an EMD of Rs.10,000/- by way of DD Drawn in Favor of Indian Overseas Bank, payable at Kolkata. The DD will be returned to all bidders on successful completion of the Tender process. A security (performance guarantee), as mentioned in succeeding paragraph(s,) will be obtained from the successful bidder and the EMD submitted by them, if any, will be returned, on receipt of the Bank Guarantee.
- 5) Successful bidder(s) will require to submit security equivalent to 10 % of contract value rounded off to nearest multiple of 100, in the form of Bank Guarantee (Performance), in the name of Indian Overseas Bank, valid for a period of 66 months, drawn from any Indian Scheduled Commercial Bank, as per the format attached as **Annexure-C** (*Bank Guarantee is not a part of Bid documents*). The Security, as mentioned above, will have to be submitted within 7 working days from receipt of Offer Letter by successful bidder or on receipt of confirmation regarding being selected, whichever is early.
- 6) EMD submitted by successful bidder (winner) will be forfeited, if the vendor, upon getting selected, fails to submit a Bank Guarantee to formally receive the work order. In case the bidder has submitted a valid and acceptable 'exemption certificate' in place of submitting EMD and then gets selected in the tender, and subsequently fails to submit Bank Guarantee (as mentioned at para.05 above) to formally receive the Work Order, such bidder(s) will be debarred from participating in any tender floated by IOB related to Security Equipment, for a period not less than 36 months, from date of issue of Offer Letter. Bank reserves the right to take such action(s) without issuing any subsequent or special notice to concerned vendor(s).

- 7) In such case, the next bidder(s) in line, will be given the Offer Letter at a negotiated price, on the 6TH working day from the date of issuing the initial Offer Letter to the concerned bidder.
- 8) If the bidder(s) after having submitted Bank Guarantee (Performance) and collected the Work Order fails to commence the work within 20 working days from receipt of Work Order, such bidder(s) will be debarred from participating in any tender floated by IOB related to Security Equipment, for a period not less than 36 months, from the date of issue of Work Order.
- 9) The Contract will be for a period not less than 5 years, which includes Warranty / Guarantee period offered by the OEM and the SI/SP, either singly or jointly.
- 10) Four compulsory preventive maintenance in a year (One in each Quarter) is to be carried out, wherein a fixed Quarterly '**visit charges only**' as quoted by the SI / SP in the Commercial-Bid will be paid during the entire period of contract, including Warranty period.
- 11) Apart from the quarterly preventive maintenance visit, any complaints of break down/mal-functioning of the system in any of the branches needs to be attended by the technicians FREE OF COST within 24 hours (or 2 PM on next working day) from lodging of complaint. In all such cases, the system has to be made operational within 48 hrs from receipt of complaint, or by 2 PM on second working day, in case the complaint reporting happening on a holiday.
- 12) Delay for attending complaint beyond the allotted time of 24 hours (or 2 PM on next working day), would invite a penalty of Rs.200/- per instance as far as attending the complaint is concerned.
- 13) Delay in rectification of complaint(s) beyond 48 hrs from receipt of complaint, or by 2 PM on second working day in case the complaint reporting happening on a holiday, would invite a penalty of Rs.400/- per instance as far as attending the complaint is concerned. However, in case of main equipment or main component of the equipment required to be taken away for 'offsite repairs' where a 'Stand By' system is to be installed for a period not less than 5 working days, the penalty amount of Rs.200/- per day per location will only be levied for the duration beyond 'attending the complaint' and providing '**Stand By system**' in functional mode.
- 14) No payment towards cost of repair, cable or spares will be admissible, during the entire 5 year contract period, post installation. Bidders are hereby advised to select OEM and all associated gadgets and equipment of good quality keeping the above clause(s) related to penalty in mind, which will be enforced strictly by the bank, if situation demands for imposing of penalty, any time during currency of contract.
- 15) Maintenance contract will also include repairing of the main system [including main/control circuit board(s)] and replacement of the main system or replacement of main/control circuit boards(s), wherever repair is not feasible
- 16) Exception to conditions in terms of non-payment for spares will be considered only in case(s) of Natural Calamity, War, Massive Fire etc.

- 17)The Installation is to be completed within 50 days from receipt of Firm Work order. Further delay will invite a penalty of 10% of the Invoice amount for that/those location(s) where installation remains pending.
- 18)The SI / SP awarded with the tender is also require to de-install the old system and it's unusable components and cables.
- 19)Installation at 50% locations must be completed with 30 days from receipt of Work Order, failing which the order may be partially awarded to the Bidder next in line, in the Techno-Commercial evaluation, at a negotiated rate.
- 20)On completion of Installation and commissioning of the system at a location, payment for the same will be made within 15 days from receipt of Invoice, Warranty / Guarantee document(s) and Installation service sheet duly Stamped and signed by Branch Head (or) Branch Second Line along with **Form - J**. (*Form-J is not a part of Bid documents*)
- 21)Signature of Branch Head (or) Branch Second Line needs to be obtained in **Form-J** once again for each location, during the first Quarterly maintenance visit. The **Form-J** obtained subsequently for each location along with maintenance service sheet bearing rubber stamp of the branch and duly signed, is to accompany the invoice pertaining to first quarterly maintenance visit, post installation.
- 22)Payment of Quarterly visit charges shall be paid by respective Regional Office, on production of invoice and original copy of service sheets duly signed by respective Branch Head (or) Second Line.
- 23)In case a system is required to be taken to workshop for major repair, a serviceable unit should be provided before removing the main control unit and no charges shall be admissible for providing a standby unit.
- 24)For every On-call service request, a complaint has to be registered at the SI / SP's end and a Ticket number is to be issued **invariably to the complaint lodging branch** for reference. Details of Offices (Phone number, email and complaint portal, if any) for complaint lodging and for escalation of complaint, contact details of offices and contact persons including their email IDs needs to be shared with Regional Office (RSO) and Branches.
- 25)There should not be a gap of more than 100 days between two mandatory Quarterly service visits to any location. However, there should be a gap of at least 75 days from installation and first quarterly maintenance visit (not applicable for On Call service visits, if any) wherein the **Form-J** will be obtained for second time.
- 26)The Essential Technical Specifications for the Equipment are attached as per **Annexure – A** to this RFP. In case the Equipment opted by the bidder is not meeting any of the criteria mentioned in the Annexure – A, the bid shall be treated non-responsive and will not be further evaluated (non qualifying).
- 27)The Preferred Technical Specifications along with the Points allotted to each specification mentioned therein, is mentioned as **Annexure – B** to this RFP.

- 28) SI / SP who's bids are found meeting the Essential Technical Specifications in the initial screening will only be called for Demonstration and further for assessing Preferred Technical Specifications.
- 29) Evaluation for the Preferred Technical Specification will be carried out at our Regional Office ,119 Park street, Kolkata-700016, at a pre decided time, where a committee will witness the demonstration of the Equipment opted by each SI / SP separately and award points based on such evaluation.
- 30) The tender will be decided by assigning 60% weightage to the Technical parameters and 40 % weightage to commercial value, following Techno-commercial evaluation.
- 31) The decision by the committee related to all types of assessments would be final. Suggestions or alternative solutions offered by the bidder(s) will not be considered.
- 32) However, a pre-bid meeting will be held at Regional Office 119 park street, Kolkata 16 at 1500 hrs on 22.11.2022 where any suggestions considered meritorious by potential bidders may be submitted in writing or by way of email. The same will be deliberated by a committee, who's decision shall be final.
- 33) The Bidder should be "System Integrators / Service Providers" for supply & installation of OEMs products. A Certificate of Undertaking (Manufacturer's Authorisation Certificate) on **Form – F** needs to be obtained from the Original Equipment Manufacturer, by the SI / SP and submitted along with the Technical Bid documents. An additional undertaking by OEM on other relevant parameters also needs to be submitted as per **Form – F (1)**.
- 34) The Certificate of Undertaking (MAC) has to be signed by an authorized / empowered officer of the OEM certifying the SI / SP being a recognized trade/channel partner of the OEM. The OEM has to also certify that they would seamlessly make spare parts and critical service support available though out the contract period, so that the SI / SP can ensure carrying out of all servicing / repair works timely, without hassles.
- 35) The Bidder should submit an undertaking on **Form – D** on Bidder's Letter Head under Signature and Rubber stamp for having understood that the bid would get disqualified if the Equipment / OEM proposed by them does not meet the criteria set out in the Tender document, even if the bidder is eligible otherwise.
- 36) The format of 'Certificate of Undertaking' mentioned above at para.35, is placed as **Form – D & Form – G**. Any variation / modification in the text/language of the Certificate of Undertaking submitted by any vendor will render the bid non-responsive and will not be considered for further evaluation (non-qualifying).
- 37) Participating SI / SP to produce documentary proof for establishing their being in business during last 4 years, as on 31.03.2024. Enclose at least 01 each Work Order for each year. Work Order(s) so attached should be singly or jointly for an amount of Rs. 3 Lakhs excluding GST / Taxes for each year.

- 38) Participating SI / SP should have valid contract with 3 banks or financial institutions and taking care (AMC) of a total of 100 locations / branches or more, each year, for a duration of 3 years, during the last 4 years. Satisfactory certificate issued by the contract awarding office is to be submitted in the format enclosed as **Form – C**. Multiple number of Form-C may have to be submitted by the bidder for establishing requisite number of locations and amount criteria per year fixed in this RFP. Page number column in Form – A may be filled up accordingly and sheet number to be mentioned at right bottom of Form-C for each such certificate.
- 39) The Bidder should not have been blacklisted/debarred by any GE, PSU/PSB or FI during last 3 years from the date of issuance of Tender. Said clause is already part of general undertaking to be submitted as **Form – G** which should be submitted without making any change/alteration in the text circulated along with this tender advertisement.
- 40) The QRs for the **Equipment** proposed by the Bidder (Service Provider/ System Integrator) is to be furnished in the format attached as **Form – D** (mentioned already at para 35, above) as a declaration for meeting the Essential Technical Specification (as per Annexure – A) and Preferred Technical Specification (as per Annexure – B). Tender evaluation committee(s) will assess the Proposed Equipment and the SI / SP for confirmation of their meeting these QRs during various assessments, which includes demonstration of the Equipment.
- 41) Bidder (SI / SP) should submit documentary proof for the declarations made in **Form – D** and **Form – H** for aspects except those which will be assessed from the brochure primarily during initial screening and subsequently during 'Equipment Demonstration'.
- 42) Bank hold the right to award the tender in full to the winner or in part to multiple bidders due to administrative reasons or geographical spread of the Region or time constrains.
- 43) The bidder has to submit a copy of this Tender advertisement (all pages) duly stamped and signed by the authorized signatory and enclose the same along with Technical Bid, as a token for agreeing to the terms and conditions of the tender.
- 44) The Commercial-Bid should be enclosed in a sealed envelop along with the Tender documents with title of the tender as mentioned in the concluding paragraph superscribed. Commercial Bid should be as per the format enclosed as **Form – X** without any modification in it's text. Any modification in the text or the commercial bid not enclosed as per the condition(s) mentioned in this tender will amount to disqualification.
- 45) The Smart Integrated Fire cum Burglar Alarm panel proposed, must be BIS or FC or CE or ERTL certified.

- 46) Bank is undertaking this project in phases and additional purchase cum installation of this equipment for more branches may happen subsequently. Hence, the rates quoted in **Form - X** (commercial bid) by the bidder and all other terms, conditions and undertakings submitted in this regard will be valid for a period of **12 months** from 'Last date of submission' of the bid.
- 47) Bank reserves the right for rejecting any or all applications received without assigning any reasons whatsoever. 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.
- 48) In case of any legal or other dispute related to this tender, courts in Kolkata shall have exclusive jurisdiction.

Interested vendors may apply in the format annexed with supporting documents in a sealed envelope containing Technical Bid and Commercial Bid in separate covers in sealed condition. The title 'Technical Bid' and 'Commercial Bid' and title of the firm should be clearly mentioned outside the respective envelop. The outer envelope should be superscribed "**QUOTATIONS SMART INTEGRATED GSM-SIM BASED FIRE CUM BURGLAR ALARM SYSTEM AND ITS MAINTENANCE, IN KOLKATA1 REGION**"; and is to be forwarded to following address :

**The Chief Regional Manager
Indian Overseas Bank
Regional Office
119, park street
Post bag No 9004
Kolkata 700016**

Last date of receipt of the Tender / Quotation : 16:00 hrs on 24.01.2025.

Date of opening Technical Bid for screening : 12.00 hrs on 31.01.2025

**Date of Demonstration of Equipment
and Evaluation / grading by committee : 12.00 hrs on 04.02.2025**

**Date of opening Commercial Bid &
Techno-commercial evaluation : 15.00 hrs on 07.02.2025**

(On Bidder's Letterhead)

To
The Chief/Senior Regional Manager
 Region
Indian Overseas Bank

DOCKETING SHEET

Reference is made to Tender floated by IOB Regional Office (&) vide Ref no..... dated

Submitted along with the Technical Bid Document on behalf of M/s under Signature and Rubber stamp of authorized signatory(s) Mr / Ms

SI No.	Type of Document Required	Document / Proof to be enclosed	Page No. / Page No from - to
	List of Documents Enclosed with the Bid	Form – A on Bidding Firm's Letter Head and duly signed	01
	Type of Concern (Prop / Partner/Ltd Co)	GST Certificate copy / Govt recognized proof	
	Date of Incorporation	Govt approved proof / Old Work Order & proof of execution	
	Bidders acceptance to Terms & conditions of the RFP	Copy of RFP with each of it's page Rubber Stamped and Signed without any amendment	
	Bidder's acceptance to payment Terms and 'penalty clause' as mentioned in the RFP	Form – B on Bidding Firm's Letter Head and duly signed and rubber stamped	
	Other details related to the Bidder	Form – E on Bidding Firm's Letter Head and duly signed and rubber stamped	
	OEM related details on OEM's Letter Head signed by OEM's Authorised Signatory	Manufacturer's Authorisation Certificate as per Form - F duly signed and rubber stamped	
	Details of OEM and their Service Centers PAN India	Form – F (1) on OEM's Letter Head, duly signed and rubber stamped	
	Performance / Service Certificate (as Proof of Work Orders). At least 01 each for 03 years (Ref para: 38)	Form – C (multiple sheets) on Bidding Firm's Letter Head duly signed and rubber stamped	
	Bidder's confirmation to 'Equipment/OEM' chosen by them meeting Essential Technical Specifications.	Form – D on Bidding Firm's Letter Head and duly signed and rubber stamped	
	General Undertaking by bidder on likelihood of getting bid rejected due to the Equipment / OEM not meeting criteria.	Form – G on Bidding Firm's Letter Head and duly signed and rubber stamped	

	Model Details and Features of the Equipment proposed by the Bidder (Refer to Form – F (1) , Sl. No 05 and 06)	Detailed brochure with each page of the brochure duly signed and Rubber Stamped	
	Preferred Technical Specifications of the Equipment / OEM proposed by the Bidder	Form – H on Bidding Firm's Letter Head and duly signed and rubber stamped	
	Commercial Bid as per the format enclosed	Form – X on Bidding Firm's Letter Head and duly signed with Tender Title superscribed	Separate sealed Envelop

(On Bidder's Letterhead)

To

The Chief/Senior Regional Manager

..... **Region**

Indian Overseas Bank

**UNDERTAKING BY M/s (bidder) ON ACCEPTANCE OF
PAYMENT TERMS AS MENTIONED AT para 20 & 21 of RFP (Ref no.)**

I **the authorized signatory, on behalf of
M/s, hereby undertakes the following, with regard to
terms of payment**

- a) That we read and understood the complete Terms and conditions of the Tender floated by IOB vide Ref no. dated, and we are in complete agreement to those.
- b) That we hereby express our complete agreement to the payment terms set out at para 20 and 21 of the RFP, which is as given below:
 - 1. On completion of Installation and commissioning of the system at a location, payment for the same will be made within 15 days from receipt of Invoice, Warranty / Guarantee document(s) and Installation service sheet duly Stamped and signed by Branch Head (or) Branch Second Line along with **Form - J**.
 - 2. Signature of Branch Head (or) Branch Second Line needs to be obtained in **Form-J** once again for each location, during the first Quarterly maintenance visit. The **Form-J** obtained subsequently for each location along with maintenance service sheet bearing rubber stamp of the branch and duly signed, is to accompany the invoice pertaining to first quarterly maintenance visit, post installation.
- c) This undertaking will also act as acceptance to the 'penalty clause' set out at para 12, para 13 and para 17 of the RFP referred above.
- d) Further, we are in agreement that this undertaking submitted by us under the signature of authorized signatory of M/s bearing our official seal / rubber stamp, is unconditional and irrevocable.

Yours faithfully,
Authorized Signature with Company Seal

(TO BE SUBMITTED ON THE LETTER HEAD OF THE PUBLIC SECTOR BANK / FI)

TO WHOM IT MAY CONCERN

Performance / Service Certificate

This is to certify that M/s, having their registered office at is an empaneled System Integrator / vendor with Circle/Regional Office..... of (Title of Bank / FI) for maintenance contract of Burglar Alarm System, and/or Fire Alarm System installed at (number of locations) branches for the period from to

The contract includes / not includes (strikeout the one not applicable) installation of Integrated Fire cum Burglar Alarm Panel, controllable also through Android / iOS / Web App or through SMS command based remote operations, at (number of locations) branches during above period alone.

The contract value (excluding GST) paid to M/s for Installation and/or maintenance of Alarm Systems alone during our association with ibid vendor is as follows :

	<u>Duration of Service</u>	<u>By Office (RO / ZO / CO)</u>	<u>Contract Value (excluding GST)</u>
1.	FY 2019-20		
2.	FY 2020-21		
3.	FY 2021-22		
4.	FY 2022-23		
5.	HY Apr – Sep 2024		

The performance of M/s During their association with us has been Exemplary / Good / Satisfactory / Unsatisfactory.

Signature of issuing Authority :
Name & Designation :
Contact No. :

E-Mail ID :Address



(On Bidder's Letterhead)

To
The Chief/Senior Regional Manager
 Region
Indian Overseas Bank

Dear Sir,

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM IN BRANCHES UNDER REGION

**CONFIRMATION BY BIDDER ON PROPOSED PRODUCT MEETING
 ESSENTIAL TECHNICAL SPECIFICATIONS (As per ANNEXURE – A to Tender Advertisement)**

1. We refer to the tender notice published by IOB Regional Office dated, and hereby confirm the system proposed by us meeting all features listed as **Essential Technical Specifications** :

Sl no	Specification & Relevant details	Confirmation Status Yes / No
1.	Cabinet of Integrated Alarm Panel : <ul style="list-style-type: none"> ➤ Integrated Alarm System Panel should be housed in a powder coated metallic cabinet/box (or) ➤ Should be made of fire retardant material. 	
2.	Tamper proof Body : <ul style="list-style-type: none"> ➤ Integrated Alarm System Panel should be Tamperproof. ➤ Should Trigger Alarm if attempted to Tamper with. 	
3.	Zone(s) & Deployment : <ul style="list-style-type: none"> ➤ System should have 8 Zones. [Out of Which] ➤ 6 Zones (minimum) should be for Intrusion. and ➤ 2 Zones (minimum) should be for Fire Detection. 	
4.	Extendable Control Panel (Key Pad) : <ul style="list-style-type: none"> ➤ The Integrated Alarm panel should be compatible for installing the Main panel (deep) inside the premises in a camouflaged manner, and controllable through Wired Control panel with extendable cable length of 10 mtrs or more. 	

	<ul style="list-style-type: none"> ➤ Wired Control panel could be housed at a convenient place in the branch, not directly visible. 	
5.	<p>Closed Loop circuit / Tamper proof cable network :</p> <ul style="list-style-type: none"> ➤ System to work in Closed Loop circuit and should raise alarm if the circuit gets cut / disconnected. ➤ Tamper proof switch to protect system from getting neutralized by raising alarm. 	
6.	<p>Built-In Auto Dialer function :</p> <p>System to have Built-in Auto-Dialer module, raising alarm via Call besides notification by SMS alert and/or Mobile App / Web App.</p>	
7.	<p>Minimum connection capacity of Switches / Sensors / Devices :</p> <ul style="list-style-type: none"> ➤ <u>For Intrusion Detection</u> <ul style="list-style-type: none"> (i) 8 Panic switches in series or parallel, or both (ii) 4 to 5 Magnetic switches in series or parallel, or both (iii) 2 to 3 Vibration sensors in series or parallel, or both. (iv) 2 to 3 Shutter sensor in series or parallel or both. ➤ <u>For Fire Detection</u> <ul style="list-style-type: none"> (i) 3 Heat sensors in series. (ii) 6 to 8 Smoke detector in series. (iii) 	
8.	<p>Battery & Built-in Speaker(s) :</p> <ul style="list-style-type: none"> ➤ System to have a Built In Speaker and a Built In Battery. ➤ Such Built-in battery to have sufficient power (not less than 12 V 7 Ah Capacity). 	
9.	<p>Hooter / Siren :</p> <ul style="list-style-type: none"> ➤ To be able to connect with 2 hooters for Intrusion alert and 2 Hooters for Fire alert. ➤ Intrusion alert and Fire alert to produce different and identifiable sound. <p>[To install One Siren / Hooter each inside the branch and another one outside the branch at a good height, not easily reachable and difficult to be damaged].</p>	
10.	<p>By passing / Isolation of Zone(s) :</p> <ul style="list-style-type: none"> ➤ System to be compatible to Zone bypassing / isolation for keeping any required zone isolated. [Required to cater in the event of a snag in any Zone] 	

11.	Remote / Smart monitoring & GSM-SIM (3G & 4G GSM) enabled : <ul style="list-style-type: none"> ➤ System compatible with remote (3G & 4G SIM/) Activation/Deactivation via SMS. ➤ Control through Mobile / Web App preferable, besides control through SMS. ➤ Should be able to generate Alert/Notification, if Night mode not activated by 8 PM (or at any other 'cut-off time' assigned). 	
12.	Operation History / Event Log : <ul style="list-style-type: none"> ➤ System should save operation History / Log of events, for future retrieval. (if required) ➤ Should be able to save minimum 500 such event logs. 	
13.	GSM-SIM (3G & 4G) Compatible : <ul style="list-style-type: none"> ➤ To be compatible with GSM-SIM (3G & 4G) to enable Auto Dialer function. ➤ Connectivity required to enable data transfer for Activation / Deactivation through Android / iOS / Web Based application (if any) and for future scalability. ➤ Should be compatible to Arming / Unarming through short coded SMS from 'Mobile numbers uploaded as recognized user (s)' and also through Android / iOS / Web based Application. 	
14.	Availability of Multiple User Levels : <ul style="list-style-type: none"> ➤ Level 1 - System access through Web App / Mobile APP to Branch Manager for 'Own branch alone', with full control. ➤ Level 2 [Desirable] – Additional 'limited access' to Second Line to monitor Alarm system installed at their respective branch through Web App / Mobile App. 	
15.	Certificate from OEM : <ul style="list-style-type: none"> ➤ Participating vendor to submit undertaking issued by OEM (MAC - Manufacturer's Authorisation Certificate), to provide Free service through System Integrator (SI) during Warranty Period. ➤ Also undertaking for seamless supply of spares for a total period of 05 years. ➤ Certificate issued by OEM (Enclosed as Form - K) to be provided by SI. 	
16.	Certification of Equipment : <ul style="list-style-type: none"> ➤ The System/Technology and the Android / iOS App / Web AP (if any) should have BIS or FC or CE ("European Conformity") or should be ERTL certified. 	

To
The Chief/Senior Regional Manager
 **Region**
Indian Overseas Bank

Technical Bid Format (On bidder's Letter Head; Proof to be attached)

Indian Overseas Bank Regional Office, Technical Bid Format			
S No	Description of item	Details	Page no
1.	Name and Address of the firm		
2.	Constitution (Proprietor/ Partnership / Ltd)		
3.	Commencement of Business and No of years		
4.	Name and address of the Banker of the bidder with full details and phone Nos		
5.	Brand Name of the Equipment chosen		
6.	Model Name and Model number		
7.	PAN & TAN		
8.	GST Index Number		
9.	Registration No		
10.	Details of ESI / PF Certificate (photo copy to be enclosed), if applicable.		
11.	Furnish Name and address of present clients (Separate sheet to be enclosed, if needed. Each page to be clearly numbered)		
12.	Details of local office address & contact person (district wise) /contact no & email ID . Brief Plan of servicing for Area/district where no Service Engineer permanently stationed		
13.	Office / Branch Office address in the state of	1. 2. 3.	

Signature of Authorized Representative of firm/Co
 (with date and Rubber Stamp)

To
The Chief/Senior Regional Manager
..... **Region**
Indian Overseas Bank

Dear Sir,

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM IN BRANCHES UNDER REGION

UNDERTAKING BY OEM

(On OEMs letter head)

1. We refer to your tender notice published by IOB Regional Office dated
2. We confirm that agency having its registered office at is our authorised Service Provider/ System Integrator (SP/ SI) with effect from
3. We confirm that our GSM SIM based Smart Integrated Fire cum Burglar Alarm System model name Model no..... complies fully with all Essential Technical Specification mentioned at **Annexure – A** of the Tender notice referred above, and any false claims/undertaking in this regard by us can result in all our Security Alarm Product debarred for a period of 3 years from the date of RFP.
4. We undertake the following for the conduct of the subject tender by the Bank and execution of the contract by our authorised SP/ SI.
 - (a) We undertake to provide local audit support anytime without any additional cost.
 - (b) We undertake to **provide Warranty Certificate(s) with Make, Model & Serial Number mentioned in the certificate for each item manufactured by the company.**
 - (c) We also agree to **provide spares support for a minimum period of FIVE years** from the date of Purchase by the SP / SI, which includes main/control Circuit Board and other Circuit boards.

Yours faithfully,
Authorized Signature with Company Seal

To
The Chief/Senior Regional Manager
 **Region**
Indian Overseas Bank

Dear Sir,

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM IN BRANCHES UNDER REGION

UNDERTAKING BY OEM

(On OEMs letter head)

1. We refer to the tender notice published by IOB Regional Office dated
2. We M/s....., manufacturer of brand model hereby confirm that the following information pertaining to our firm is true to our best knowledge and belief:

Sl No		
1.	Title of the OEM	
2.	Constitution (Proprietor/ Partnership / Ltd)	
3.	Date of Incorporation	
4.	Registration details of OEM	
5.	Model Name of OEM proposed by SI / SP	
6.	Model number of proposed product	
7.	Date the product Launched on	
9.	Mode of Service (Onsite / Service center)	
10.	Certification details of proposed product (CE / BIS / FC / ERTL etc)	
11.	Details of Service Centers PAN India	
12.	Details of Hub Centers where all types of Spare Parts are stocked (if any)	
13.	Name of Head of Service/Support division and designation	
14.	Official Contact details of Head of Service / Support & e-mail ID	

3. This undertaking is issued by us to our Service Provider (SP) / System Integrator (SI) for submitting along with the Bid documents, for participating in the Tender mentioned at Para 1 above.

Yours faithfully,
Authorized Signature with Company Seal

(On Bidder's Letterhead)

To

The Chief/Senior Regional Manager
..... **Region**
Indian Overseas Bank

**UNDERTAKING BY M/s (bidder) ON ACCEPTANCE OF
GENERAL TERMS of TENDER (Ref no.)**

1. We confirm that all information furnished in our offer is correct to the best of our knowledge and belief. We understand that if any false information is detected at any later date, the contract executed on the subject with the bank shall be treated as invalid and we ourselves will be solely responsible for all the consequences.
2. We also confirm that our offer is in conformity with Terms & Conditions listed in the subject RFP issued by the bank. Further, **we hereby confirm that we have not been blacklisted/debarred or declared financial defaulter by any Govt Enterprises/ PSUs/ PSB or Pvt Financial Institutions during last three years for supply, installation and maintenance of Alarm System(s) of any kind.**
3. We understand that the Bank has the right to reject our offer in full or in part at any stage without assigning any reason whatsoever. We agree that the decision of the Bank in selection of L1 bidder will be final. We agree that our bid would get disqualified if the Equipment / OEM proposed by us does not meet the criteria set out in the Tender document, even if we, as a bidder is eligible otherwise.
4. We agree to submit Bank Guarantee (Performance) equivalent to 10 % of contract value rounded off to nearest multiple of 100, in the name of Indian Overseas Bank valid for a period of 66 months, drawn from any Indian Scheduled Commercial Bank, in the event of getting selected in subject Tender. We agree to hand over the original Bank Guarantee (Performance) to Security Department at IOB Regional Office from where genuineness of the Bank Guarantee will be independently verified.
5. We agree that. In the event of getting selected, the Installation will be completed within 50 days from receipt of Firm Work order. Further delay will invite a penalty of 10% of the Invoice amount for that location. We understand that, the SI / SP awarded with the tender is also required to de-install the old system and it's unusable components and cables.

6. We agree that, in the event of getting selected, the Installation at 50% locations must be completed with 30 days from receipt of Work Order, failing which the order may be partially awarded to the Bidder next in line, in the Techno-Commercial evaluation.
7. We agree that, in the event of our undertaking regarding Repair Level of the instrument as mentioned at SI no.02 of Form - H tuning out to be false, action will be initiated for invoking of Bank Guarantee (Performance) made available to the Bank and 'penalty clause' as mentioned at SI no. 17 of this RFP and as undertaken vide Form – B will be additionally imposed.
8. We also undertake **to provide for each item the OEM provided (if any) Warranty Certificate (along with Make, Model No. & Serial Number)** and contact details and escalation matrix for lodging complaint, if the bank wish to avail Warranty/Guarantee independently. However, we understand and confirm that, keeping the System serviceable at all times and getting services irrespective of availability of ant Product Warranty / Guarantee term(s) is the sole responsibility of the SI / SP.

Yours faithfully,
Authorized Signature with Company Seal

To
The Chief/Senior Regional Manager
..... Region
Indian Overseas Bank

Dear Sir,

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM IN BRANCHES UNDER REGION

(On Bidder's letter head)

1. We refer to the tender notice published by IOB Regional Office dated

PREFERRED TECHNICAL SPECIFICATION : PURCHASE & INSTALLATION, AND COMMISSIONING OF GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM GRADING BY BIDDER & BY COMMITTEE

Sl no	Specification	Details	Points Out of	Self Grading by Bidder	Grading by IOB [Bidder to kept this blank]
A	B	C	D	E	F
1.	OEM's presence	OEM having own Service Centre in any of the district in the Region area	4		
2.	Repair Level	[Any one (7 or 2) score applicable]			

		Main / Control circuit board repair Possible	7		
		Main / Control circuit board replacement only possible	2		
3.	Zone(s) Enhancement	Scalability of increasing number of Zones, by installing additional circuit Cards. With Four or More Zones.	4		
4.	Periodical Expiry Password of	Password / Pass code expiring every 6 months (or 3 months), where the Password / Pass Code will have to be Changed invariably.	6		
5.	Multiple User levels	Availability of Multiple User levels operable through App based / Web based programme.	Level One (Branch Manager or designated staff) with full control	3	
			Level Two ((Second Line / Designated staff) for monitoring alone	3	
6.	Remote Adding / Removing of Users	Compatible to Add / Remove Level – 1 User remotely (through Mobile App/ Web App)	3		
		Compatible to Add / Remove Level – 2 User remotely (through Mobile App/ Web App)	3		
7.	Ability to retain Password / Pass code	Ability to retain latest Password and History in the event of removing all power sources including Built-In and CMOS battery continuously for 15 minutes or more.	6		
8.	History Events / Log capacity	[Any one (2 or 4 or 6 or 8) score applicable]			
		Events Log beyond 500 logs and up to 1000 logs	2		
		Events Log beyond 1000 logs and up to 1500 logs	4		

		Events Log beyond 1500 logs and up to 2000 logs	6		
		Event Log capacity beyond 2000 logs	8		
9.	Cross Zone Compatibility	Compatible to PIR Cross-Zoning to avoid False Alarm	2		
10.	Compatible to connect with NVR	Compatible to connect with Alarm Hardware output of NVRs to flag Video Loss / HDD Failure through Alerts / Notification (with / without Health Monitoring Relay module)	5		
11.	Built – In Battery Health Alert	Battery health alert via APP notification/SMS alert when battery down by 70% or 75%	4		
		Battery health status alert via APP notification/SMS alert on daily basis	8		
12.	Daily Alarm Status Alert at pre-defined time in the evening.	Programmed to push 'Armed / Disarmed notification' via SMS alert on daily basis at defined time in evening to User(s)	User 1	1	
			User 2	2	
13.		Programmed to push Armed / Disarmed notification via App notification besides SMS alert on daily basis at defined time in evening to User Level 1 and User Level 2	5		
14.	Auto Arming at Pre-Defined time in the evening.	Programmable at User level for Auto-Arming at defined check time (eg. 9PM or 10 PM)	5		
15.	Remotely suppression of Siren	Programmable for remotely (through App / SMS) suppressing of activated Siren / Alarm sound after sounding for a defined duration of 3 – 4 minutes or more.	5		
16.	Mock Test facility	Silent / Mock test of Alarm Panel wherein without sounding Alarm and affecting branch functioning, visiting inspectors can test functionality of Alarm & Auto-Dialer.	8		
17.	Certification / Testing	FC or CE ("European Conformity") Certification	4		
		ERTL Test Certified / BIS	4		

INDIAN OVERSAES BANK

..... Branch

To

The Chief/Senior Regional Manager

..... **Region**

Indian Overseas Bank

OPERATIONAL STATUS OF GSM-SIM BASED SMART INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM

[To be confirmed by the branch after witnessing the functional aspects for 7 working days]

It is certified that :-

- a) Subject alarm system was installed at the branch and commissioned in all respect on
- b) Power supply to the Alarm has been drawn from the output point of branch UPS, and 24 ×7 continuous power supply to the captioned alarm system is thus ensured.
- c) A total of (two) staff members were enrolled in the system for operating remotely, which includes (Branch Head / 2nd Line of the Branch) and (2nd Line of the Branch /). It is understood that the First user will have full control and Second user only has monitoring access.
- d) The main unit of Alarm has been installed at a different and hidden location inside the branch and extended Key/control panel has been installed at a separate place and connected through cable.
- e) Hooter / Siren has been installed Outside the branch at a not easily reachable and difficult to damage height, besides another Hooter / Siren installed inside the branch, within the sensing arc of PIR sensor.
- f) We have been briefed on the remote operations by the vendor.
- g) We have operated various options available in the Android / iOS / Web App and found the system responding to commands and SMS based instructions satisfactorily.
- h) The remote operations via Mobile / Web App besides SMS includes Arming, Disarming, Receipt of Notifications, Suppression of Alarm (in case of Alarm activating at night) after blowing for 4 minutes.
- i) Operation of Zone bypassing / isolation has been explained to us.
- j) Password changing procedure has been explained to us and New Password known only to designated user staff has been set.
- k) After changing Password, the system has been tested for retention of new password by keeping it disconnected from Main power source as well as inbuilt battery.
- l) A copy of Warranty related documents pertaining to the system has been handed over to the branch.

Signature of Branch Head / 2nd Line
(With Office Seal of the Branch)

To
The Chief/Senior Regional Manager
 **Region**
Indian Overseas Bank

Dear Sir,

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM IN BRANCHES UNDER REGION

COMMERCIAL BID

(On Bidder's letter head)

1. We refer to the tender notice published by IOB Regional Office dated
2. We M/s....., having selected and proposed to install and maintain (brand) (model name and number) GSM SIM based Smart & Integrated Fire cum Burglar Alarm panel, for which we quote the following rates :

COMMERCIAL BID FOR SUPPLY, INSTALLATION AND COMMISSIONING

DESCRIPTION	QTY	RATE	GST %	Net Rate
GSM SIM based Smart & Integrated Burglar cum Fire Alarm System With 8 Zones , along with extendable key pad. -	Each			
Alarm Control Panel [Make :....., Model]				
PIR Sensor (Pet Immune)	Each			
PIR Sensor (Digital)	Each			
Vibration Switch Sensor	Each			
Magnetic Switch sensor	Each			
Panic Switch	Each			
Rolling Shutter Sensor	Each			
Glass Window Pane break sensor	Each			
Smoke Sensor (Apollo / Honeywell / equivalent)	Set			
Heat Sensor	Set			
Flame sensor / detector	Set			

Hooter / Sounder / Siren (Tamper proof)	Each			
Hooter / Sounder / Siren (ordinary)	Each			
2 core Wire (Polycab / Finolex / equivalent)	Per Mtr			
PVC Conduit (ISI mark bearing / BIS Certified)	Per Mtr			

COMMERCIAL BID FOR QUARTERLY VISIT CHARGES FOR PREVENTIVE MAINTENANCE DURING FIRST YEAR WHEN THE ENTIRE SYSTEM WOULD BE TREATED AS UNDER GUARANTEE / WARRANTY

Type of Service	Rate per Branch	GST %	Net Rate
Fixed Quarterly Maintenance charges			

COMMERCIAL BID FOR QUARTERLY VISIT CHARGES FOR PREVENTIVE MAINTENANCE AFTER 1st YEAR (POST GUARANTEE/WARRANTY PERIOD) and TILL COMPLETION OF 5 YEARS FROM INSTALLATION

Type of Service	Rate per Branch	GST %	Net Rate
Fixed Quarterly charges towards Comprehensive Maintenance			

Yours faithfully,
Authorized Signature with Company Seal

**ESSENTIAL TECHNICAL SPECIFICATION : PURCHASE & INSTALLATION, AND COMMISSIONING OF
GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM**

Sl no	Specification & Relevant details
1.	<p>Cabinet of Integrated Alarm Panel :</p> <ul style="list-style-type: none"> ➤ Integrated Alarm System Panel should be housed in a powder coated metallic cabinet/box (or) ➤ Should be made of fire retardant material.
2.	<p>Tamper proof Body :</p> <ul style="list-style-type: none"> ➤ Integrated Alarm System Panel should be Tamperproof. ➤ Should Trigger Alarm if attempted to Tamper with.
3.	<p>Zone(s) & Deployment :</p> <p>System should have 8 Zones. [Out of Which]</p> <ul style="list-style-type: none"> ➤ 6 Zones (minimum) should be for Intrusion. and ➤ 2 Zones (minimum) should be for Fire Detection.
4.	<p>Extendable Control Panel (Key Pad) :</p> <ul style="list-style-type: none"> ➤ The Integrated Alarm panel should be compatible for installing the Main panel (deep) inside the premises in a camouflaged manner, and controllable through Wired Control panel with extendable cable length of 10 mtrs or more. ➤ Wired Control panel could be housed at a convenient place in the branch, not directly visible.
5.	<p>Closed Loop circuit / Tamper proof cable network :</p> <ul style="list-style-type: none"> ➤ System to work in Closed Loop circuit and should raise alarm if the circuit gets cut / disconnected. ➤ Tamper proof switch to protect system from getting neutralized by raising alarm.
6.	<p>Built-In Auto Dialer function : System to have Built-in Auto-Dialer module, raising alarm via Call besides notification by SMS alert and/or Mobile App / Web App.</p>
7.	<p>Minimum connection capacity of Switches / Sensors / Devices :</p> <ul style="list-style-type: none"> ➤ <u>For Intrusion Detection</u> <ul style="list-style-type: none"> (v) 8 Panic switches in series or parallel, or both (vi) 4 to 5 Magnetic switches in series or parallel, or both (vii) 2 to 3 Vibration sensors in series or parallel, or both. (viii) 2 to 3 Shutter sensor in series or parallel or both. ➤ <u>For Fire Detection</u> <ul style="list-style-type: none"> (iv) 3 Heat sensors in series. (v) 6 to 8 Smoke detector in series.

8.	Battery & Built-in Speaker(s) : <ul style="list-style-type: none"> ➤ System to have a Built In Speaker and a Built In Battery. ➤ Such Built-in battery to have sufficient power (not less than 12 V 7 Ah Capacity).
9.	Hooter / Siren : <ul style="list-style-type: none"> ➤ To be able to connect with 2 hooters for Intrusion alert and 2 Hooters for Fire alert. ➤ Intrusion alert and Fire alert to produce different and identifiable sound. <p>[To install One Siren / Hooter each inside the branch and another one outside the branch at a good height, not easily reachable and difficult to be damaged].</p>
10.	By passing / Isolation of Zone(s) : <ul style="list-style-type: none"> ➤ System to be compatible to Zone bypassing / isolation for keeping any required zone isolated. [Required to cater in the event of a snag in any Zone]
11.	Remote / Smart monitoring & GSM-SIM (3G & 4G GSM) enabled : <ul style="list-style-type: none"> ➤ System compatible with remote (3G & 4G SIM/) Activation/De activation via SMS. ➤ Control through Mobile / Web App preferable, besides control through SMS. ➤ Should be able to generate Alert/Notification, if Night mode not activated by 8 PM (or at any other 'cut-off time' assigned).
12.	Operation History / Event Log : <ul style="list-style-type: none"> ➤ System should save operation History / Log of events, for future retrieval. (if required) ➤ Should be able to save minimum 500 such event logs.
13.	GSM-SIM (3G & 4G) Compatible : <ul style="list-style-type: none"> ➤ To be compatible with GSM-SIM (3G & 4G) to enable Auto Dialer function. ➤ Connectivity required to enable data transfer for Activation / Deactivation through Android / iOS / Web Based application (if any) and for future scalability. ➤ Should be compatible to Arming / Unarming through short coded SMS from 'Mobile numbers uploaded as recognized user (s)'.
14.	Availability of Multiple User Levels : <ul style="list-style-type: none"> ➤ Level 1 - System access through Web App / Mobile APP to Branch Manager for 'Own branch alone', with full control. ➤ Level 2 [Desirable] – Additional 'limited access' to Second Line to monitor Alarm system installed at their respective branch through Web App / Mobile App.
15.	Certificate from OEM : <ul style="list-style-type: none"> ➤ Participating vendor to submit undertaking issued by OEM (MAC - Manufacturer's Authorisation Certificate), to provide Free service through System Integrator (SI) during Warranty Period. ➤ Also undertaking for seamless supply of spares for a total period of 05 years. ➤ Certificate issued by OEM (format as per 'Appendix – D') to be provided by SI.

16. **Certification of Equipment :**

- The System/Technology and the Android / iOS App / Web APP (if any) should have **BIS** or **FC** or **CE** ("European Conformity") or should be **ERTL certified**.

Annexure - B toTender Ref No.....dated-.....-

**PREFERRED TECHNICAL SPECIFICATION : PURCHASE & INSTALLATION, AND COMMISSIONING OF
GSM-SIM ENABLED SMART & INTEGRATED FIRE CUM BURGLAR ALARM SYSTEM**

Sl no	Specification	Details	Points
1.	OEM's presence	OEM having own Service Centre in any of the district in the Region area	4
2.	Repair Level	[Any one score (2 or 7) applicable]	7
		Main / Control circuit board repair Possible	
		Main / Control circuit board replacement only possible	2
3.	Zone(s) Enhancement	Scalability of increasing number of Zones, by installing additional circuit Cards. With Six or More Zones.	4
4.	Periodical Expiry of Password	Password / Pass code expiring every 6 months (or 3 months), where the Password / Pass Code will have to be Changed invariably.	6
5.	Multiple User levels	Availability of Multiple User levels operable through App based / Web based programme.	3
			Level One (Branch Manager or designated staff) with full control Level Two ((Second Line / Designated staff) for monitoring alone

6.	Remote Adding / Removing of Users	Compatible to Add / Remove Level – 1 User remotely (through Mobile App/ Web App)	3
		Compatible to Add / Remove Level – 2 User remotely (through Mobile App/ Web App)	3
7.	Ability to retain Password / Pass code	Ability to retain latest Password and History in the event of removing all power sources including Built-In and CMOS battery continuously for 15 minutes or more.	6
8.	History / Events Log capacity	[Any one score (2 or 4 or 6 or 8) applicable]	
		Events Log beyond 500 logs and up to 1000 logs	2
		Events Log beyond 1000 logs and up to 1500 logs	4
		Events Log beyond 1500 logs and up to 2000 logs	6
		Event Log capacity beyond 2000 logs	8
9.	Cross Zone Compatibility	Compatible to PIR Cross-Zoning to avoid False Alarm	2
10.	Compatible to connect with NVR	Compatible to connect with Alarm Hardware output of NVRs to flag Video Loss / HDD Failure through Alerts / Notification (with / without Health Monitoring Relay module)	5
11.	Built – In Battery Health Alert	Battery health alert via APP notification/SMS alert when battery down by 70% or 75%	4
		Battery health status alert via APP notification/SMS alert on daily basis	8

12.	Daily Alarm Status Alert at pre-defined time in the evening.	Programmed to push 'Armed / Disarmed notification' via SMS alert on daily basis at defined time in evening to User(s)	User 1	1
			User 2	2
13.		Programmed to push Armed / Disarmed notification via App notification besides SMS alert on daily basis at defined time in evening to User Level 1 and User Level 2		5
14.	Auto Arming at Pre-Defined time in the evening.	Programmable at User level for Auto-Arming at defined check time (eg. 9 PM or 10 PM)		5
15.	Remotely suppression of Siren	Programmable for remotely (through App / SMS) suppressing of activated Siren / Alarm sound after sounding for a defined duration of 3 – 4 minutes or more.		5
16.	Mock Test facility	# Silent / Mock test of Alarm Panel wherein without sounding Alarm and affecting branch functioning, visiting inspectors can test functionality of Alarm & Auto-Dialer.		8
17.	Certification / Testing	FC or CE ("European Conformity") Certification		4
		ERTL Test Certified / BIS		4

Total score Out of 100 [60% of the score will be taken subsequently for final evaluation]

Silent / Mock Test feature enables Testing of Alarm functioning during working time, without affecting the operations of the branch, wherein the Alarm system generates series of alert/notification of 'Zone (s) violation' one by one, to all listed users. Hooter remain silent during the mock test and the Zones, except the one being tested at the given time, remains functional.

Annexure - C toTender Ref No.....dated-.....-**PROFORMA OF BANK GUARANTEE (PERFORMANCE)**

THIS GUARANTEE AGREEMENT executed at _____ on this _____ day of _____ Two Thousand Twenty Two.

BY:

_____ Bank, (*) **a body corporate constituted under Banking Companies Acquisition and Transfer of Undertakings) Act, 1970**, having its Registered Office/ Head Office at _____, and a Regional Office at _____ (hereinafter referred to as "**the Guarantor**", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns).

IN FAVOUR OF:

Indian Overseas Bank, a body corporate constituted under Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Central Office at 763, Anna Salai, Chennai 600 002 (hereinafter referred to as "**Bank**", which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

A) **WHEREAS** the Bank, vide its letter No. RO/xxxx/Secy/ dated has offered to execute a Supply Order/ Work Order/ Contract with _____, a Company/ Partnership Firm/ Proprietorship Agency (strike as applicable) within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at _____ for execution of the work, hereinafter collectively called the "**Scope of Work**" as stipulated in the RFP issued vide Ref no. dated-.....-2022 (~~including amendment to the RFP issued on 30.06.2022, if any~~) for **Selection cum Purchase, Installation, Commissioning of Smart Integrated GSM-SIM based Fire cum Burglar Alarm System for Branches under Regional Office at and also its maintenance during first one year from date of installation where the entire system will be deemed to be under warranty and comprehensive AMC during subsequent years for a total period of not less than five years from date of award of each work order to selected System Integrator (SI)** as per the Terms and Conditions listed in the RFP. During the entire 5 year contract period post installation, payment towards cost of repair, cable or spares will be admissible, other than the fixed Quarterly Visit Charges applicable for first year and the fixed Quarterly Visit charges applicable for the period thereafter.

1. **AND WHEREAS** pursuant to the Bid Documents, Offer Letter, and the other related documents (hereinafter collectively referred to as "the said documents"), the Bank has agreed to purchase the Smart Integrated GSM-SIM based Fire cum Burglar Alarm System from who has also agreed to install and also provide the maintenance services of the Smart Integrated GSM-SIM based Fire cum Burglar Alarm System to the Branches more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.

2. **AND WHEREAS** pursuant to the above arrangement, the Bank has agreed to conclude the Contract, with (hereinafter referred to as "the **Vendor**" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.
3. **AND WHEREAS** in terms of the Contract stated in the said documents, the vendor has agreed to supply, install and provide comprehensive maintenance of the Smart Integrated GSM-SIM based Fire cum Burglar Alarm System, software, Mobile (or) Web Application(s), components and accessories as provided in RFP dated (~~including amendment to the RFP issued on~~ if any) and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than Indian Overseas Bank acceptable to the Bank for securing the Bank towards faithful observance and performance by the vendor of the terms, conditions, covenants, stipulations, provisions of the Contract/ the said documents.
4. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. _____ (Rupees _____ only) towards faithful observance and performance by the Vendor of the terms of the Contract.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Chennai forthwith, an amount of Rs as aforesaid due to the Bank from the Vendor, towards non-performance of the stated work, any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** for not complying with contractual terms and non-performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to the **Vendor**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.
2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
3. The Bank shall be the sole judge to decide whether the **Vendor** has failed to perform the terms of the Contract and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.
4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank

5. The liability of the Guarantor, under this Guarantee shall not be affected by
- i) any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or
 - ii) any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or
 - iii) acquisition or nationalisation of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or
 - iv) any change in the constitution of the Bank / **Vendor**; or
 - v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
 - vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.
6. Notwithstanding anything to the contrary contained herein:
- i) Our liability under this Bank guarantee shall not exceed Rs _____ (Rupees _____ only) and
 - ii) This Bank guarantee shall be valid up to and till only (unless and until a request is received from the vendor to extend it's validity), being the date of expiry of the Guarantee and
 - iii) We are liable to pay up to the Guaranteed amount only and only if we receive from you a written claim or demand within the claim period not later than 12 months from the said expiry date relating to default that happened during the Guarantee period and all your rights under this Bank Guarantee shall be extinguished and our liability under the Bank Guarantee shall stand discharged unless such written claim or demand is received by us from you on or before (**) being the date of expiry of the claim period"
7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from, the **courts of** (place) where the Bank has its Regional Office, shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY
the within named Guarantor, _____,

by the hand of Shri. _____, its authorised official.