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सम्मान आपके विश्वास का



UCO BANK

Honours Your Trust

ZO/J/GAD/SEC/2024-25/

Dated 24.05.2024

Invitation of Bids for AMC and Installation of Digital Electronic And Alarm System installed at various branches under Jalandhar zone

A. Status of availability of Security equipments:-

We have 99 branches and one Zonal Office under Jalandhar zone out of which 79 branches are situated in 10 districts Punjab and 20 branches are located in UT of J&K. Each of our branches & Zonal office has been provided with Digital Electronic and Fire Alarm system for security & safety of Bank's assets. These Digital Electronic and Fire Alarms need to be maintained for their 24x7 functioning which included repair/ replacement of faulty parts, up gradation of obsolete equipments, installation of new equipments on need basis.

Digital Electronic And Fire Alarm System:- Our branches & Zonal office have either fire cum burglar integrated alarm system or separate fire alarm and burglar alarm system. Alarm systems are provided with control panel, panic button, PIR sensor, hooter & Motorised siren, autodialer (PSTN/ GSM) and smoke detectors

Scope of work:-

The scope of work for maintenance and installation of security equipments is as follows.

Digital Electronic And Fire Alarm system:- Maintenance of the available Digital Electronic And Fire Alarm systems under (AMC), repair/ replacement of faulty parts. Replacement of old & obsolete equipment with new one on need basis. Re-installation of equipments in case of shifting/ furnishing of branch premises and installation of new system in new opened branch.

B. Period of Engagement

Vendor(s) will be engaged for a period of 3 years from the date of engagement and it would be reviewed on annual basis on the basis of performance of selected vendor. Bank can extend the period of engagement beyond initial three years on year to year basis. Bank can terminate the engagement at any point of time without assigning any reason.

C. Eligibility criteria for bidders:-

Only those Companies/firms/ agencies that fulfil the eligibility criteria as mentioned in **Annexure-I** of this advertisement will be considered for engagement.

D. Availability of Tender documents & tender fee:-

Tender documents are available on Bank's website www.ucobank.com & at our Zonal Office till last date of submission of bids i.e. 1500 Hrs on 15/6/2024. Bidder required to deposit the non-refundable Tender fee amounting Rs. 1000/- (one thousand only) in the form of DD in favour of UCO Bank Zonal Office, Jalandhar, payable at Jalandhar

E. Submission of bids:-

Applications are to be submitted to the undersigned in a sealed envelope super scribing as "**Bids for maintenance and installation of DIGITAL ELECTRONIC AND FIRE ALARM**" with bidders contact details (address, email & phone no.). Bids should be submitted at our below mentioned address on or before 1600 hrs of 15th June 2024.

F. Opening of Bid(s):-

Sealed bid would be opened at our Zonal Office; date for opening of bid will be conveyed after receipt of tender(s), through email & telephone of the bidders as shown on the outer envelope of bid. Bank is not liable for non receipt of information of opening of bids in case of not mentioning of email ID / telephone no. on outermost envelop, undelivered email, inability to contact bidders through telephone. Bank reserves the right to reject any/all bids without assigning any reason thereto, meanwhile major reasons leading to rejection of bid are specified herein below. Bidders can witness the tender opening process through their authorised representative on schedule date & time, it is not mandatory for bidder to present at the time of opening of bids. We are not bound to hold the process of opening of tender due to absence of representative of any or all of the bidders at the time of opening of bids. Bids received after scheduled date & time would not be considered for opening & evaluation, sealed bid(s) along with tender fee (if deposited) would be returned to sender's address shown on outer envelope.

G. Evaluation of Bids:-

1. Sealed bids received on or before last date would be evaluated on the basis of eligibility criteria as per Annexure-I & checklist Appendix-II.
2. Documentary proofs in respect of each eligibility criteria would be evaluated, confirmation of local address, executed work/ performance would be ascertained by Bank. Only after that the bid would be considered for the next stage of empanelment for the field/ security item(s) in which it fulfils the eligibility conditions.

H. Rejection of bids:-

Bank can reject the bids in following cases:-

1. Late receipt bids, received in open envelope, received through email.
2. Bids not having proper documentary proofs establishing eligibility of bidder.
3. Bids not provided with requisite tender fee.
4. Copies of work order/ contract submitted in proof of experience are not supported by performance certificate from client.
5. Work/ services of the bidder found unsatisfactory on confirmation from their client.
6. Confirmation of local address (in the state of Punjab & Chandigarh) not ascertained.
7. Product offered not meets the required specification as evaluated during demonstration.
8. Bank can reject any or all of the bids without mentioning any reason.

J. Payment of AMC

During AMC period vendor will visit branches 3 times in a year after 4 every months during this visit vendor will prepare a report on given format and will carry out dusting and other maintenance of equipment. 30% payment will be released to the vendor on submission of first report, 30% on second report and 40% after submission of final report at the end of year.

K. Termination of contract or work:-

The Bank reserve its right to terminate the maintenance and supply contract at any time after giving due notice of one month without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance/ work already performed upto satisfaction in terms of the contract, these would be paid to him as per the contract terms.

L. The Bidder's Indemnity and Assurance:-

The Bidder should comply with all legal requirements and obtain such licenses, approvals and consents, if any prescribed/required under any law/ rules/regulations, and keep them valid.

The Bank will not be liable to pay any remuneration or compensation to the Bidder or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the Bidder. The Bidder to indemnify against all losses, liability or obligation arising out of its conduct or that of any of the personnel including its owner(s), director(s), partner(s), employee(s) and representative(s) in connection with the work to be offered to selected vendor.

M. Other Terms & conditions:-

1. For any queries, bidder may contact us on working days between 10 A.M. to 5 P.M. on 8626849616
2. Bank is not responsible for any typographically mistake in the tender documents, late receipt bid or damage of bid in transit.
3. Any dispute arising in this matter will be settled in the jurisdiction of Jalandhar, Punjab
4. L1 bidder will be decided on the basis of total cost of system/ total payment to be made by the bank and not on cost of individual items.

5. Material supplied and spares used must confirm to the specification of UCO Bank. No other material will be used. Technical specifications can be obtained from security department of zonal office Jalandhar and are also attached with the tender

N. Details of annexure & appendices related to notice inviting bids attached alongwith:-

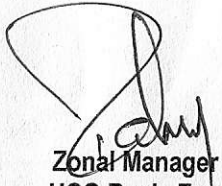
1. **Annexure-I** on eligibility criteria for bidder for empanelment for installation & maintenance of Digital Electronic And Fire Alarm
2. **Appendix-I** on authority letter to be submitted by bidder in case bidder is OEM/ distributor.
3. **Appendix-II** on Manufacturer authorisation form (MAF) to be submitted in case bidder is not OEM/ Distributer.
4. **Appendix-III** on checklist for bidders for submitting eligibility bid in compliance of terms of Annexure-I.

Application are to be sent in main envelope super Scribing "**Tender For AMC AND Installation Of Digital Electronic And Fire Alarm System**" to the undersigned in two sealed covers by 1600 Hrs. on or before **15th June 2024**, as under:

(a) Part-I Technical Bid

(b) Part-II Net rates item wise be mentioned

(c) Technical specification



Zonal Manager
UCO Bank, Zonal Office,
SCO NO 113-114-115,
Master Tara Singh Nagar
Jalandhar



PART-1- TECHNICAL BID

ANNEXURE- I

ELIGIBILITY CRITERIA FOR MAINTENANCE & INSTALLATION OF DIGITAL ELECTRONIC AND FIRE ALARM.

A. Experience in execution of required work & performance certification by client(s).

Reputed Bidder should have experience in executing the similar work for which engagement is sought at the Public sector banks/ RBI/ Govt. organizations/PSU in last 3 years as on 31st March 2024.

- a) Two similar completed or active contracts of AMC & installation of Digital Electronic and Fire Alarm in not less than 25 branches/ locations in last 3 years as on 31st March 2024.
- b) Documentary proofs for the above like Annual maintenance contract(s)/ work order(s) and performance certificate(s) of the each allotted work/ contract issued by respective client Public sector banks/ RBI/ Govt organizations/PSU .

B. Certification of performance by client(s) Public sector banks/ RBI/ Govt. organizations/PSU.

1. Each work order/ contract submitted as warranted above must be supported by performance certificate(s). Performance certificate should be on letter head of the clients, signed by the officials dealing in procurement/ maintenance of physical security equipments (preferably security officer).
2. Bank can confirm the genuineness of the performance certificate issued by client at its own sources. In case the authenticity of performance certificate or work order/ contract found uncertain, the tender of the bidder would be rejected.
3. Performance certificate issued by client would be taken as the proof of the nature of work done, no. of branches/ offices/ sites covered & period of contract, quality of equipments installed, and level of after sale services & relationship with the client as far as terms of contract is concerned.
4. Provide list of client and their contact details to ascertain the genuineness of quality of services bidder have rendered. In case Work/ services of bidder found unsatisfactory in any of the work/ contract, their bids would be treated ineligible.

C. Certification by Original Equipment Manufacturer (OEM).

1. Bidder should be the authorized equipment manufacturer/ assembler or have authorization from OEM for consistent supply/ servicing of spare / equipments for next 5 years.
2. In case bidder is the Original Equipment Manufacturer (OEM), bidder has to provide certificate about manufacturing of product, genuineness of the products and after sale services & supply of accessories.
3. In case bidder is not the OEM, the bidder will have to essentially mention the name of the Original equipment manufacturer (OEM) whose product is to be supplied and the country of origin of the product along with technical specifications. Bidder will also to have certificate in respect of country of origin of products. Product offered should be manufactured in India. Bidder has to submit a certificate from the original equipment manufacturer (OEM) that they are the authorized agents for the sale and service of their product and manufacturer undertakes to support the after sales service of the product. Bidder should provide manufacturer authorization form (MAF) duly signed by the OEM in the name of bidder (Appendix- II).
4. All new installed products will stand for onsite comprehensive warranty against all defects in warranty period. During the warranty period the Bidder shall have to provide quarterly preventive service and shall have to attend to all breakdown calls within 24 hours and 48 hours for remote area branches.
5. Bidder have ability to provide security equipments of similar or higher technical specifications fixed by bank. The products offered should have prescribed local content as required for MIL.

D. Registration, Establishment & Service network:-

1. As the major part of work is for 24X7 maintenance of the existing security systems in our branches so, Bidder should have local office/ registered office/ services center/ service engineer in the state of Punjab /Chandigarh. Hence provide proof of local address, which is subjected to confirmation through our sources.
2. Ability to commence services within 15 days from the date of placement of order and complete within a month from placement of order.
3. Ability to undertake the work of all branches under this zone.
4. Bidder should provide the latest Income Tax Assessment Order and PAN Number.
5. Bidder should have GST registration.

E. GERENRAL TERMS AND CONDTIOINS

1. Vendor should be a reputed vendor specialized in providing security gadgets to nationalized Banks.
2. Ability to undertake all Security gadgets related installation and AMC related work for all branches throughout the zones.

3. Have ability to provide hassle free services.
4. Ability to commence services within 15 days from date of placement of order.
5. Ability to execute orders within 30 days of placement of order. No extension in the time will be given at Any cost. If vendor fails to execute the given order in given time then bank reserves the right to allot the work to any other vendor. In addition to this penalty amounting to Rs 500/- per day of delay per branch will be recovered from the bill payable to him.
6. Vendor should not have been blacklisted/ debarred for any reason by any nationalised bank.
7. Vendor should have good track record of completing the work within allotted time.
8. Vendor should have local office in Punjab/Chandigarh (Tricity).
9. Vendor should have a credible supervisory infrastructure and network for installation and maintenance of security gadgets as also for follow up with law enforcement agencies.
10. Vendor should provide the latest Income Tax assessment order and PAN number
11. Vendor should have a Certificate of Registration with Registrar of companies or Registrar of firms or have letter of Proprietorship.
12. Vendor should provide the latest audited balance Sheet.
13. Vendor should be registered with shop and Establishment act and provide latest certificate for ESI Corporation.
14. Vendor should be registered under appropriate authority for GST.
15. Bank reserves the right to cancel the tender at any stage at any time without assigning any reason whatsoever.
16. Technical specifications of the product are as per Head office approval and can be obtained from Security Department Zonal Office Jalandhar and vendor will submit certificate declaring that all spares will be in conformity to specification of banks.

Documentary proofs duly signed by authorized signatory of bidder establishing above required eligibility should be provided with bid. For assistance bidders are advised to go through the checklist (Appendix- III) for submission of documents in compliance of eligibility. Bid submitted without proper documentary proofs establishing their eligibility is treated as ineligible.

(To be submitted by OEM/ Distributer, in case bidder is OEM)

No. _____

Date: _____

**Zonal Manager,
UCO Bank,
Zonal Office, Meerut**

Dear Sir,

Subject : _____

Ref. No. : _____

We _____ who are established and reputable manufactures/distributor of _____ having factories/Office at _____ do hereby certify that all the components / parts / assembly / software used in the (Standalone DVR based DIGITAL ELECTRONIC AND FIRE ALARM Systems, DVR, Camera) or (Alarm system, Sensors) or (Fire extinguishers, cylinder, extinguishing material) etc, are original with new components / parts / assembly / software and that no refurbished / duplicate / second hand components / parts / assembly / software are used or would be used.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and services, offered against this invitation by us. We also confirm that back to back spare & skill arrangement has been made with for providing support services to UCO Bank in respect of proposed contract under this RFP.

Yours faithfully,

Authorized Signatories
(Name & Designation)
Date:

For and on behalf of M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letter head of OEM/Distributor and should be signed by a competent authority of the agency.

Date:

Place:

Manufacturer's Authorization Form (MAF)
(To be taken from OEM in case bidder is not OEM)

No. _____

Date _____

Zonal Manager,
UCO Bank,
Zonal Office, Meerut

Dear Sir,

Subject: _____

Ref No. :

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for RFP offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and the contract for the equipment and services offered against this invitation for RFP offer by the above firm and confirm that back to back Spare & Skill Arrangement has been made with M/s _____ for providing support services to UCO Bank in respect of proposed contract under this RFP

Yours faithfully,

Authorized Signatories
(Name & Designation)
Date:

For and on behalf of M/s _____
(Name of manufactures)

- Note:
1. This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.
 2. Such MAF for all items offered for which the vendor is not an OEM, should be attached.

Date:

Place:

CHECKLIST FOR BIDDERS FOR SUBMITTING ELIGIBILITY BID IN COMPLIANCE OF TERMS OF ANNEXURE-I

SN	Documentary proofs establishing eligibility of bidder	Provided (Yes/ No)
1	Proof of local address in state of Punjab/ Chandigarh tri city.	
2	List of clients with contact details.	
3	Certification from OEM (Appendix-I)	
4	Authorisation from OEM for consistent supply of spare/services.(Appendix-II)	
5	Copies of last three year ITR.	
6	Copy of PAN	
7	Copies of Audited account balance Sheet of preceding 3 years.	
8	Copies of last three years account statement/ GST returns.	
9	Copy of GST registration.	
10	Proof of payment of Tender fee/ DD	
11	Copies of similar contracts/ work orders of AMC & installation of Alarm/ DIGITAL ELECTRONIC AND FIRE ALARM/ Fire extinguishers along with performance certificate from issuing organisation in not less than 25 branches/ locations in last 3 years.	
12	Satisfaction letter from previous clients	
13	Affidavit declaring that the vendor has not been blacklisted/ debarred by any Nationalized Bank.	
14	Certificate declaring that all spares and equipment supplied will be in conformity to banks specifications	
15	Any other document bidder likes to submit to prove its eligibility	

(Authorized Signatory)

M/s

PART-2

Financial bid

S. No	ITEM	RATES	Model no	Make
1	Control Panel With Inbuilt Dialer			
2	Panic Switch			
3	Smoke Sensor			
4	Heat Sensor			
5	PIR			
6	AUTOMATIC TELEPHONE DIALER & BUILT IN VOICE & SMS GSM DIALER			
7	Magnetic sensor			
8	Tilt Sensor			
9.	Vibration Sensor			
10.	Hooter			
11.	Wiring with conduit			
12.	Battery 12 Volts			
13.	GSM SIM COST +Yearly charges for SIM			
	AMC (non comprehensive) with 3 visits			
	Yearly % increase in rates of spare			
	Yearly % increase in rates of AMC			

Signature Seal of the Vendor

Technical Specification

Sl. No.	Technical Specification Compliance for Fire and Electronic Intruder Alarm System (Component and Description of Specification)	Compliance Yes/No
	<u>CONTROL PANEL</u>	
1	LCD based minimum 12+1 fully programmable zone control panel with built in GSM speech dialer with automatic arming and disarming with remote access through telephone	
2	Microcontroller based	
3	Minimum 12+1 zones	
4	Inbuilt GSM based speech and SMS dial up	
5	Minimum 12 zones programmable as delay, immediate, panic or fire	
6	One tamper zone	
7	Separate remote key pad with 12X4 LCD display or more	
8	Separate zone for fire detection and provision for connection of fire alarm system	
9	Separate main control station for connection terminals and power supply units	
10	Automatic arming and disarming facility	
11	Can be operated through mobile and telephone line	
12	Electrical devices can also be switched on or off through remote key pad	
13	Built in battery backup	
14	Zone omitting facility	
15	Silent arming and night mode arming	
16	Intrusion lock with time and date	
17	Power failure indication	
18	Blown fuse indication on LCD display on LED blinking on panel	
19	Multiple sounder output	
20	Distinct interrupted sounder output for fire alarm	
21	Battery strength display with audio indication in case of low battery	
22	GSM signal strength display	
23	Walk test mode	
24	Individual zone status is indicated in display	
25	Independent entry delay time 2 to 240 sec	
26	Independent exit delay time 2 to 240 sec	
27	Sounder time 2 to 20 minutes and multiple sounder outputs	
28	Speaker wire cut detection for all sensors and hooters and speakers	
29	Support combination of hooters and speakers	
30	Battery backup for 36 hours	
31	Automatic switch off to battery in case of AC power failure	
32	Automatic battery charging once the AC power is restored	

33	ERTL certified.	
SI. No	<u>SMOKE SENSOR & HEAT SENSOR</u>	
1	Automatic Drift compensation	
2	Dust tolerant chamber provides optimum detection performance and minimal nuisance alarm between maintenance visit	
3	Multifunction handheld remote programming and test tool	
4	Sensitivity remotely programmable	
5	Digital addressing capability	
6	Remotely implemented advance maintenance features	
	Read and write last maintenance date	
	Read chamber contamination level	
	Read thermal element value alarm test	
7	Selectable blink/no blink LED option via hand held tool	
8	Photoelectric multi-criteria photo-thermal with 58 degree C and 78degree C fixed and rate of raise thermal detector	
9	8 to 30 VDC operating range enable operation in both fire and security system	
10	-30 to +70 degree C operating temperature range	
11	Multi-functional alarm – normal bio colour LED indicator	
12	EN 54 certified	
13	Make	

SI. No	<u>AUTOMATIC TELEPHONE DIALER & BUILT IN VOICE & SMS GSM DIALER</u>	
1	GSM speech & SMS dialer	
2	Microcontroller base	
3	2 speech / voice messages	
4	Separate intuition message	
5	Minimum 10 programmable phone numbers upto 12 digits for intuition and fire message	
6	20 sec recording time for each message	
7	Alarm SMS with alarm type, zone number with time and date information	
8	System status SMS for arm and disarm	
9	Power status SMS for AC power on and off, low battery	
10	User editable name and address for alarm SMS	
11	Message playback, telephone no editing facility, long volatile memory	
12	Retention of programmed data in case of power failure	
13	Highest priority for condition dialing and silent alarming	

SL NO	TECHNICAL SPECIFICATIONS	
	ELECTRICAL	
1	Quiescent current: 30 mA Max.	
2	Quiescent current with backlit LCD: 90 mA Max.	
3	MAIN CONTROL STATION WITH ONE REMOTE KEY PAD	
4	Quiescent current: 300 mA	
5	Quiescent current with backlit LCD: 360 mA	
6	Current with dialing: 530 mA Max.	
7	Maximum sounder 1 current output : 1A	
8	Maximum sounder 2 current output : 1A	
9	Remote key pads : Up to three	
10	Non-volatile Memory : Programming and Log	
11	Zone response time : <500ms	
12	Zone Loop Resistance : <5k ohm for NORMALLY CLOSED	
13	Mains supply Voltage : 220+10%-15% 50Hz	
14	Total current Output: 2A at 220V AC or 4A at 220V AC	
15	Battery Voltage : 12V DC	
16	Battery type : SMF Rechargeable	
17	Battery Recharge Voltage: 13.8V +/-0.2V DC	
18	ENVIRONMENTAL	
19	Operating Temperature: 0C to 45C	
20	Storage Temperature: -20C to 60C	
21	Maximum humidity: 95% non-condensing	

SI No.	MAGNETIC CONTACT SENSOR	
1	Operating Gap: 15MM min	
2	Contact Rating: 10W, 12/24VDC, 0.5A	
3	Contact O/P : Normally Closed	
4	4 wire temper loop	

SI No.	PIR SENSOR	
1	Dual Element Pyroelectric sensor	
2	Latest Technology Digital Signal Processor (DSP)	
3	Pet Immunity up to 25 kg.	
4	Detection Range 15m	
5	Detection angle 110°	
6	Sealed optics	
7	Excellent RFI and EMI Immunity	
8	Selectable Pulse Count	
9	Walk Test	
10	Detection range: 15m, 110°	
11	RFI Immunity: Ave. 20V/m (10~1000MHz)	
12	Power Supply: 9 ~ 16V DC, 12V Typical	
13	Current Consumption: 20mA, 12V DC	
14	Alarm Output: NC/NO 30V DC, 0.2A max.	
15	Alarm Duration: 2 seconds	
16	Pulse Count: Single/Double	
17	Tamper Switch: Cover Open activation	
18	Operating Temperature: 0° to 50° Celsius	
19	Walk Test LED: Red, can disable	
20	Temperature: Automatic using	
21	Compensation: NTC thermistor	
22	Detection Speed: 0.3 to 1 m/s	
23	Reverse Polarity Protection: Through Diode	

SI No.	PANIC SWITCH	
1	Automatic reset (no key required)	
2	Micro switch technology	
3	In-built tamper switch	
4	Contact O/P: NORMALLY CLOSED	
5	Technology: micro-switch with roller	
6	Tamper Switch: installed	

SI No.	HOOTER	
1	High power 130 db	
2	4 wired (with tamper loop)	
3	Low current consumption	
4	Available in 12V DC and 24V DC	
5	Available in multiple tones	
6	Weatherproof housing	

SI No.	VIBRATION SENSOR	
1	Detects vibration, Breaking of glass, cutting of metal	
2	No moving parts, green comfort LED, Red alarm	
3	Operating voltage 12v DC	
4	OPERATING TEMP 0-45C	

SI No.	TILT SENSOR	
1	Micro Controller Based sensing technology- digital tilt	
2	Advanced sensing algorithms	
3	LED indication, ABS housing	