

## **Tender No. 01(A)/2019-20**

**Date-13.05.2019**

**Invitation of Bids for Empanelment of Services of Digital Fire cum Burglar Alarm System (with Automatic Telephone Dialer), i.e. New Installation and its Annual Maintenance Contract (Non-Comprehensive) at the Bank's branches under Jorhat Zone (Assam).**

1. Applications are invited from reputed Companies/Firms for **installation and Annual Maintenance Contract (AMC) of Digital Fire Cum Burglar Alarm System (with Automatic Telephone Dialer) in Bank's Branches** under Jorhat Zone of UCO Bank comprising of Assam (Upper & middle), Arunachal Pradesh and Nagaland States. (List of Branches is attached at **Annexure-VIII**).
2. Only those applicants who fulfill the Eligibility conditions of this notice will be considered for empanelment.
3. Application should be submitted in the prescribed format mentioned in **Annexure-I**. All the pages should be signed as a token of acceptance of all the relevant conditions by the applicant.
4. The vendor should meet the Eligibility criteria as per details available at **Annexure-II** of this advertisement.
5. The system should meet with technical specifications and details given in **Annexure-III**.
6. Proposed agreement to be signed with the vendor is also available at **Annexure-IV** of this advertisement, Terms & conditions in **Annexure-V** and Schedule of maintenance in **Annexure-VI**.
7. Empanelment of vendors may be restricted to maximum **FIVE VENDORS** in accordance with merit towards fulfillment of Eligibility criteria, Technical specifications and satisfactory demonstration of "Digital Fire cum Burglar Alarm System".
8. EMD shall be **Rs. 10000/- (Ten thousand only)** to be deposited along with TENDER DOCUMENT PART-I and Tender form (document) fee(non-refundable) of **Rs. 500/- (Five Hundred only)** to be paid in the form of Demand draft, Bankers Cheque or Pay order in favour of **UCO Bank, Zonal office, Jorhat**, payable at Jorhat. EMD is liable to be forfeited in the event of:
  - i.) Revocation of the tender or increasing the rates after opening of the tender and before the expiry of the validity of tender.
  - ii.) Refusal of the vendor/contractor to execute the agreement or not complying with the contractual terms & conditions after awarding of contract.
9. EMD of unsuccessful bidder shall be refundable after completion of tendering process without any interest thereon.
10. EMD of successful bidder(s) shall be refundable after execution of the contract.
11. Financial bid should be submitted in **Annexure-VII**.
12. 10% of the payment will be retained by Bank for one year as Defect Liability and can be forfeited in the event of non-functioning of the system or non-performance of Vendor.
13. Applications should be sent to the undersigned in an Envelope super scribed as **"TENDER FOR DIGITAL FIRE CUM BURGLAR ALARM SYSTEM"** containing **three sealed separate envelopes** super scribed as **PART-I, PART-II, PART-III** with vendor's complete address and contact number on or before **1600 hrs on 08<sup>th</sup> June, 2019**.

**A. Part –I (Eligibility Bid):**

1. **Earnest Money Deposit (EMD) and Cost of Tender Documents** (in the form of DD/ Bankers Cheque /Pay order of prescribed amount)
2. **Annexure-I** (Particulars of Company/ Firm)
3. **Annexure-II** (Eligibility Criteria point wise with supporting documents.),
4. **Annexure- IV** (Agreement for installation and maintenance),
5. **Annexure- V** (Terms & Conditions),
6. **Annexure-VI** (Schedule of maintenance, duly signed as a token of acceptance),
7. **Annexure-VIII** List of branches under UCO Bank, Jorhat Zone
8. **Annexure-IX**(Proforma for Bank Guarantee for Annual Maintenance),
9. **Annexure-X** (Letter of Undertaking and Indemnity)
10. **Annexure-XI**(Details of Service Centres/Franchisee arrangement & Qualified/Competent Support Staff available for support to UCO Bank)
11. **Annexure-XII** (Declaration-cum-Undertaking)

**B. Part-II (Technical Bid):**

1. **Annexure- III** (Compliance of Technical specification of Alarm System Page no. 09-18),
2. **Annexure- XIII** (Completed Manufacturer Authorization Form)
3. **Annexure- XIV** (Completed OEM)  
(Vendors have to submit Copy of Certification of Equipment i.e. UL/CE/FCC/MIC, copy of Document of Authorization from manufacturer to Indian dealers and from Indian dealer to supplier undertaking that the cards supplied are original. Same applies for Indian Product with ERTL certification)

**C. Part III.Financial bids:**

**Annexure- VII** (Net rates (inclusive of all taxes, levies and installation charges as per Annexure-VII.)

**13. Opening schedule of bids:****Alarm System:**

- (a) Part (I) Eligibility bid of Digital Fire Cum Burglar Alarm System shall be opened on **8<sup>th</sup> June 2019 at 11.00 hrs.**
- (b) Part (II) Technical bid shall be opened on **10<sup>th</sup> June, 2019** only if Bank is satisfied with Part-I.
- (c) Live demonstration of Digital Fire cum Burglar Alarm System as per technical specification will be held on **11<sup>th</sup> June, 2019** from **11.00 Hrs to 17.00 Hrs** for **PART-I and PART-II qualified vendors only**, at UCO Bank Zonal Office, Jorhat (Assam).
- (d) **Part III (Financial bid)** of Digital Fire cum Burglar Alarm System shall be opened on **13<sup>th</sup> June 2019 at 11.00 hrs** for vendors who have qualified in Part-I, Part-II and satisfactory demonstration of the system.
14. For any other queries, vendors may contact on below mentioned contact details on working days between 11 A.M. to 5 P.M.
15. Bank is not responsible for late applications or mutilation in transit.
16. Bank reserves the right to reject any or all applications at any stage without assigning reason and without any cost or compensation therefor.
17. Any dispute arising in this matter will be subjected to the jurisdiction of Jorhat of **Assam State.**
18. Bank reserves the rights to reject any/ all bids without assigning any reason thereof.
19. Bank reserves the right to award the contract works to single service provider or can engage 02 service providers on negotiable rates. Bank can even offer the contract to L-2 or L-3 bidder on negotiable rates if L-1 bidder fails to provide the service within stipulated time.

20. Bank reserves the right to consider or cancel/withdraw, either in full or in part, the bidding process without assigning reason and without any cost or compensation therefor.
21. Applicant Vander shall deposit a Demand draft/ Bankers Cheque /Pay order for **Rs. 500/- (Five Hundred only)** on account of Tender form (document) fee in favour of **UCO Bank, Zonal office, Jorhat**, payable at Jorhat which will be non- refundable.

**ZONAL MANAGER**

**UCO Bank, Zonal Office (Jorhat)  
T. N. Sarma Path, Nehru Park,  
Jorhat, Assam- 785001.  
Phone-0376- 2300838, 2301575  
E-mail- zo.jorahat@ucobank.co.in**

**Annexure – I**

To,  
The Zonal Manager,  
UCO Bank Zonal Office Jorhat,  
T. N. Sarma Path, Nehru Park,  
Jorhat, Assam- 785001.

**Subject: Submission of Bids for Digital Fire cum Burglar Alarm System (with ATD) for notice no.01 (A)/2019, dated 13.05.2019.**

**Particulars of Company/ Firm:**

1. Name of Company / Firm:
2. Registered Address of the Company with Telephone No., FAX & E-mail ID
3. Local Address of the company at ----- with Telephone No., FAX & E-mail ID:
4. Year of Establishment:
5. Status of the Company (whether Proprietary / private Ltd. / Public Limited/ Co-operative Society / Public Sector / Autonomous body / Govt. Department):
6. Name of the Proprietor / Directors / Partners / Controlling body:
  - i)
  - ii)
  - iii)
7. Whether registered with the Registrar of Companies / Registrar of Firms / Registrar of Co-operative societies. If so, please mention the number of such registration and date:
8. Name and Address of Bankers:
9. Whether registered for GST.  
If so, please mention the Goods & Services Tax Registration Number and furnish a copy of such Registration certificate:

10. Whether an assessee of Income Tax.

If so, please mention the Permanent Account Number:

11. Furnish copies of Audited Balance Sheet for last three years with Profit & Loss a/c:

12. Whether empanelled with other PSU Banks / Govt. Deptts. / PSUs / Autonomous bodies. If so, please furnish the following particulars:

a) Name of the Organisation :

b) Trade/Services :

c) Date of Empanelment/Validity/Financial Institution:

d) Contact no(s) of concerned person/ Department :

14. Furnish the names with contact no./address of three responsible persons who will be in a position to certify about the quality as well as past performance of your organization.

i)

ii)

iii)

The particulars furnished in the application are true to the best of my/our knowledge & belief. I/we understand that if any of the particulars is found incorrect, even at a later stage, my/our empanelment will be cancelled.

**Date:**

**Signature of Applicant  
(With Seal)**

**Enclosed-**

1. Eligibility bid documents as per Annexure-II, and duly signed Annexure-IV, Annexure-V, Annexure-VI and Earnest money.
2. Part-2 Technical Bid documents in separate sealed envelope, Annexure-III.
3. Part-3 Financial Bid (Annexure-VII) in a separate sealed envelope.

**ELIGIBILITY CRITERIA OF VENDORS OF DIGITAL FIRE CUM BURGLAR ALARM SYSTEM (with Automatic Telephone Dialer).**

1. Ability to commence services (Installation/AMC) within 10 days from date of placement of order.
2. Vendor providing Digital Fire cum Burglar alarm system should have been in business for the last five years as on 31-03-2019. **(Attach documents)**
3. Vendor should have local Office and service center in Assam for preceding three years as on 31.03.2019 preferably at **Jorhat, Tezpur & Guwahati**, should have adequate technicians to attend and repair the complaint and breakdown within 24 Hours under **Jorhat Zone**. (Mention the number of service centers and employees held).
4. Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
5. Vendor should provide the latest Income Tax Assessment Order and PAN/ TAN Number.
6. Vendor should provide the latest Audited Balance Sheet Preceding 3 Years.
7. Vendor should provide total annual turnover for last 3 years for similar work. It should be minimum 50 % of estimated value.
8. Vendor should provide the name and address of banker with solvency certificate not older than one year. This certificate is to be issued other than UCO Bank Branches.
9. Vendor should be registered with Shops & Establishment Act and provide latest Certificate for ESI Corporation. Due preference will be given if registered in Assam State. Latest document shall be attached.
10. Vendor should be registered with EPF Organization under EPF and Misc. Provision Act 1952 if applicable as per criteria of number of employees held. Latest document shall be attached.
11. Vendor should be registered under the appropriate authority for Goods & Services Tax. Latest document shall be attached.
12. Due weightage shall be given if service provider is **IBA approved**. Attach related documents.
13. Vendor should submit a Declaration that they have not been blacklisted by the IBA or any Govt. Department, Govt. Organization, PSU or PSB etc.
14. Vendor should submit a Declaration cum undertaking regarding compliance of all Laws, Rules, Regulations, Bye-laws, Notifications, etc.
15. **Successful bidder/vendor shall, either at the time or prior to execution of the Agreement/Contract, provide a Performance Bank Guarantee of Rs.100,000/- (One Lakh only) (in Annexure-IX) for Alarm System from any scheduled Commercial Bank (other than UCO Bank) for a period of Three years & three months (Contract period + Claim period) from the date of execution of contract agreement with the UCO Bank, Jorhat Zone and in case contract is extended, the Performance Bank Guarantee is liable to be renewed by the vendor for such extended period.**
16. Vendors should have supplied and undertaken AMC of Digital Fire Cum Burglar Alarm System in minimum three Nationalized/ Private Banks in Assam State preceding three years. Latest document shall be attached.
17. No. Of Service Centers: \_\_\_\_\_ **(Annexure-XI)**  
(Attach list of the Centers, their addresses, Contact person and Tele & Mobile Nos.)
18. Vendor has to give **buyback offer of Rs.1500/- each** for Alarm System in case of replacement.
19. 10% of the payment will be retained by bank for one year as Defect liability and can be forfeited in the event of non-functioning of the system or non-performance of Vendor.

**Note- Concerned documents must be attached.**

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**ANNEXURE III****A. Compliance of Technical Specification Of Digital Fire Cum Burglar Alarm System (with Automatic Telephone Dialer):****GENERAL**

The fire and electronic alarm system consists of control panel which is wired to various sensors like magnetic contact switch, vibration sensors, smoke sensors, heat sensors, panic switches and PIR sensors etc. The type and number of sensors to be used depends on the size of area to be protected and the location of possible intrusion.

The control panel takes the decision of an alarm condition after getting the signal from the various sensors. The control panel has capability to interface with the external devices like motorized sirens / hooters or the observation system lights etc. The entire system operation is fully automatic under microprocessor technology. The daily operations, user merely needs to just arm and disarm the system by turning a mechanical key/electronic switch.

**The system shall be Electronic Regional Laboratory certified.**

**The Control Panel**

The fire and electronic alarm system control panel is the heart of the entire security system. It shall monitor all system sensors and control alarm conditions. The control panel shall have various visual indications on the front panels by LEDs. If the alarm condition occurs the control panel should display which sensor caused alarm. The panel should also display the mode of operation system i.e. arm / disarm.

Control panel should have 12 V - 7 Amp/ hrs automatically rechargeable sealed maintenance free batteries. The control panel should have electronic switch / mechanical key for performing day to day operation i.e., day mode and night mode.

Control panel should be LCD based minimum 16+1 fully programmable zone control panel with built in GSM, speech dialer with automatic arming and disarming and remote access through telephones. The control panel should be microcontroller based 16 zones programmable as delay, immediate, panic or fire along with one temper zone. The system should have separate remote key pad with 16X4 LCD display. There should be separate zone for fire detection. The system should be programmable for the no. of seconds after which the panel response. Automatic bypassing immediate and 24 hours active zone facility. Panel can be armed and disarmed by telephone. Code can be changed through telephone. Any 8 electrical devices can be switched on or switched off through telephone.

**Features**

- Arm and disarm mode
- Easy for operation just by mechanical key/electronic switch
- Battery backup for 48 hours
- Automatic switchover to battery in case of AC power failure
- Automatic battery charging once the AC power is restored
- Low battery indication
- Audio-visual alarm indication
- Different tones for fire and intruder alarm conditions
- Selectable delay time
- Close end circuits
- Speaker wire cut detection for all sensors and hooters/speakers/siren
- Supports combination of hooters/speakers/siren
- Open/short circuit detection on fire zones by audio-visual indication

- Provision for interface with automatic telephone dialer/observation system etc. that to separately for fire and intruder alarm condition
- ERTL certified

## **Input Devices**

### **1. Magnetic contact switch**

Magnetic contact switch consists of two parts. One consists of magnet and other contains the reed switch. The magnet is mounted on the door (which moves) since no wire connections are required for connecting magnet. The reed switch part is mounted on the door frame where the wire connections are made. When the door is near the frame i.e., the door is closed the reed switch activates. When the door is opened the reed switch deactivates. The deactivation breaks the reed switch contact which is detected by the control panel. Generally the range of the door sensor is ½ inch.

### **2. Vibration Sensor**

The vibration sensor detects vibration since the contact inside the sensor break due to vibration. When the sensor is mounted on the walls/doors/windows any attempt to break, will be detected by the sensor. Please note that if vibration detectors are to be connected they must be connected in 24 hours zone.

### **3. Panic Switch**

Panic switch should be either hand operated or foot operated. In case of any threatening from the intruder / miscreants or to alert the people around the switch can be operated by pressure of hand/foot.

### **4. Smoke Detector**

The photo thermal smoke sensor range gives protection against both slow and fast developing fire and is an environmentally acceptable alternative to an ionization detector. It is a true multi criteria unit. The output level from both the optical chamber and the thermistor are continually monitored by the on board processor, using algorithms developed specially for the unit. An alarm signals is only enable in the detector once the processor is satisfied that an incipient fire has been detected. By using a combination of inputs the incidents of nuisance alarm is reduced while at the same time the response time to an actual fire is also improved. The system should have designed to be highly tolerant to the long term build up of the dust and other airborne contaminants. The detector system shall have features like automatic drift compensation and alarm sensitivity adjustment.

### **5. Heat Detector**

A heat detector is a fire alarm device designed to respond when the convected thermal energy of a fire increases the temperature of a heat sensitive element. The thermal mass and conductivity of the element regulate the rate flow of heat into the element. All heat detectors have this thermal lag. Heat detectors have two main classifications of operation, "rate-of-rise" and "fixed temperature."



## 6. PIR Sensor

PIR sensor should be dual element pyro-electric sensor with latest technology digital signal processor (DSP). PIR should have pet immunity up to 25 Kg. Detection range of PIR should be 15 mts with 110 degree angle. The PIR sensor should have the sealed optics and selectable pulse count and excellent RFI and EMI immunity. Activation of PIR sensor will be just through walk test.

## Output Devise

### 1. Hooter

Hooter is the external devise like multi tone electronic sounder can be connected to the control panel. Minimum 8 different tones shall be programmable using DIP switches. The hooter shall have a sound pressure level of 100 dB approximately, IP 54 environmental protection. The hooter activates in alarm condition. Maximum of 2 speakers or their combination can be hooked to the system. Individual hooter must be of 4 ohm impedance.

### 2. Motorized siren

Motorized siren should be heavy duty and robust to withstand humidity and heat. It should be in suitable protective cage. It should be connected with the main control panel and direct electrical line. The control panel will activate the connection of motorized siren with electricity. The sound of motorized siren should travel 1 Km in ambit noise condition.

### 3. Automatic telephone dial up

ATD require dialing pre-programmed telephone number on receipt of the trigger inputs by alarm system. It should work on GSM and also be capable of sending pre-coded / recorded SMS on mobile. The features of ATD should be as follows:

- a. Tone and pulse dialing mode.
- b. 10 programmable phone nos. up to 12 digit.
- c. 2 separate messages for 2 different inputs like intruder and fire alarm.
- d. Verification by playback recorded messages during programming.
- e. Provision of parallel telephone instruments / GSM SIM.
- f. Provision of programming from parallel telephone instruments as well as remote telephone instruments / mobile phone.
- g. Ring detection before connecting to ATD.
- h. Programmable password for entering mode.
- i. Retention of programmed data in case of power failure.
- j. Highest priority for condition dialing.

**Technical Specification & Compliance for Vendor:**

Sl. No.	Technical Specification Compliance for Fire and Electronic intruder Alarm System (Component and Description of Specification)	Compliance Yes/No
	<b><u>CONTROL PANEL</u></b>	
1	LCD based minimum 16+1 fully programmable zone control panel with built in GSM and Land line set speech dialer with automatic arming and disarming with remote access through telephone/ Mobile Hand set.	
2	Microcontroller based	
3	Minimum 16+1 zones	
4	Inbuilt GSM based speech and SMS dial up	
5	Minimum 16 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 devises 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	<b>Distinct interrupted sounder output for fire alarm</b>	
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.	

Sl.No	<b>SMOKE SENSOR &amp; HEAT SENSOR</b>	
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	
	1. Read and write last maintenance date	
	2. Read chamber contamination level	
	3. 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 -	

Sl. No	<b>AUTOMATIC TELEPHONE DIALER &amp; BUILT IN VOICE &amp; SMS GSM DIALER</b>	
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	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 keypads : 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	

SL 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	

SL NO.	PIR SENSOR	
1	Dual Element Pyro-electric 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	

**AGREEMENT FOR INSTALLATION AND MAINTENANCE OF DIGITAL FIRE CUM BURGLAR ALARM SYSTEM IN UCO BANK BRANCHES UNDER JORHAT ZONE.**

AN AGREEMENT made this.....day of.....between UCO BANK a body corporate constituted under banking companies (Acquisition and Transfer of Undertakings ) Act ,1970 having its Zonal Office at Jorhat, TN Sarma Path, Nehru Park, Jorhat (Assam) -785001 (hereinafter referred to as the "Bank" of the one party and M/s..... here in after referred to as the "vendor" of the other party.

WHEREAS in consideration of charges hereinafter reserved and the covenants and agreement hereinafter contained and on the part of the vendor to be observed the Bank doth hereby entering into an agreement with the vendor for supply and installation of Digital fire cum intruder alarm system at various branches under Bank's Jorhat Zonal office.

**WHEREAS IT IS AGREED**

- 1) The vendor shall install Digital fire cum Burglar alarm systems at bank's various branches under the command of Jorhat Zone on the terms and conditions herein contained and according to the general condition of tender specifications and schedule of rates attached, and instructions to be given by and under the supervision of and to the entire satisfaction of the bank.
- 2) The vendor has satisfied himself as to the nature of the work to be executed on the site. Any difficulties which the vendor may come across in the course of the work shall neither in any way relieve him for fulfilling the terms of this agreement nor entitle him to claim or receive extra payment, unless the banks authorized representative is of the opinion that such difficulties could not have been foreseen.

**3) DURATION OF THE AGREEMENT**

The contract period **for installation and maintenance of digital fire cum burglar alarm system** at Bank's Branches and Administrative Offices will be valid for a period of ..... (.....) **years** effective from ....., 201.... unless terminated earlier by the Bank for its own convenience by giving ..... months' notice in writing to the Vendor without assigning any reason(s) and without any cost(s) or compensation therefore. However, after the expiry of the initial term of ..... (.....) **years**, Bank reserves the right to extend /renew the contract for such period and on such terms as would be mutually agreed between the parties.

The performance of the Vendor shall be reviewed quarterly, if not found in consonance with the terms of this Agreement and if not rectified by Vendor, Bank may terminate the Agreement at its sole discretion by giving ..... (.....) months' notice in writing without assigning any reason(s) and without any cost(s) or compensation therefor and also without prejudice to its right(s) and contention(s) available under the Agreement and any other law(s) for the time being in force.

- 4) **SUPPLY OF MATERIALS/LABOUR:** The vendor shall provide all labour, materials, tools & everything necessary for the completion of the installation work. The detailed specification mentioned in the tender documents shall be adhered to by the vendor and no variation shall be made therein by the vendor without obtaining previous approval in writing from the authorized representative of the Bank.

- 5) All materials supplied by the vendor shall be of the best quality, confirming to the required specification and will be subjected to the approval of the bank's authorized representative. All such materials as shall not be approved shall be removed at once by the vendor at his own expense. The vendor shall be responsible for any loss arising from any failure of the vendor to discharge his responsibility for the safety and protection of all materials/equipment of the bank during execution of the work.
- 6) **Damage on account of incomplete work:** the vendor shall complete the work within the time stipulated in the work order to this effect. The work will be progressed in accordance with the agreed schedule and whole work shall be completed and handed over ready for use within the agreed time period from the date of commencement of work (time being of the essence) failing which the vendor shall pay the liquidity charges @Rs-500/- per day per branch subject to maximum 10% of the contract value. Such damages may be deducted by the bank from any money due to the vendor.
- 7) **Termination of contract:** In the event of the vendor failing to keep to the agreed schedule of work, or in the event of the vendor failing to complete the work within the stipulated period, the Bank may terminate this agreement forthwith and employ at the vendors cost, another vendor or a sufficient number of workmen to complete the work in which event the damages specified in clause 5 above shall not apply from the date this agreement is terminated.
- 8) **Defective work materials:** If any part of the work done by the vendor shall be found defective in workmanship or if bad or inferior materials have been used. The vendor shall at his own risk and cost, replace all such defective work and replace the bad or inferior materials used, to the satisfaction of the Bank's authorized representatives. The decision of the Bank's authorized representative in this regard shall be final and binding on the vendor. In case of default of the vendor to remove the defective work or replace the bad or inferior materials as aforesaid, as directed by the Bank's authorized representative, the bank shall be entitled to employ anyone else to carry out the same and recover all expenses incurred in this regard from the vendor.
- 9) **Substitution of the vendor:** If the Bank finds it necessary to employ other person(s) as mentioned herein above then the Bank may deduct and retain from out of the terms due to the vendor all such sums of money as may be required to pay or to reimburse themselves in respect of the expenses which they may have to pay or have incurred in getting the work so done and if such expenses be more than the amount due to the vendor, then difference shall be a debt recoverable from the vendor by the bank. The vendor shall not do or cause to be done any act, manner or thing, which would prevent the person(s) so employed by the bank from doing their work. On termination of the agreement as aforesaid, the vendor shall at his own risk and cost remove from the work site within the time prescribed by the Bank all *materials*, tools, equipment which the bank considers are not useful for its requirements. If the vendor does not remove the materials within the time prescribed, the Bank may remove and sell the same holding the proceeds less the cost of storage, removal and sale, to the credit of the same, from the vendor. The Bank shall however be entitled to purchase the materials inspected and approved as useful for its requirements, at the prices then prevailing.
- 10) **Inspection of work:** During progress of the work, the representative of the bank shall be entitled at all times to have access to and inspect the work.



- 11) **Supervision:** The vendor shall provide one or more competent and technical supervisors duly and fully authorized to act on his behalf in all matters relating to the works to be carried out under or any other matter concerning this agreement and who shall at all times be present at the works when any work is in progress. Such supervisions shall be persons of known experience and be approved by the Bank authorized representative before they are permitted in any way to take charge of, or superintend any operations of the works. Any directions, explanation, instruction or notice in connection with the work given by the Bank's authorized representative to the supervisor or any one of them shall be deemed to have been given to the vendor.
- 12) **Payment for work done:** Payments of the final bill will be made and retention money 10% will be deducted and retained for a period of 12 months or up to warranty period (Whichever is more) to safeguard against defects arising out of faulty workmanship/materials/provided by the vendor and against any other claims against the vendor from any other reason whatsoever.
- 13) The vendor shall submit his final bills in duplicates based on measurements jointly recorded by Branch Head/Bank's authorized representative and with the vendors authorized representative. All payments against the bills will be made by the respective Branch/Zonal Office through instrument and such payments shall be subjected to deduction of income taxes and levys as applicable from time to time.
- 14) The Bank-in consideration of the vendor carrying out the work shall pay the vendor at the rates given in the attached schedule, subject deductions, retentions and abetments, if any to be made there-form. The payment in all cases will be in accordance with the actual quantities, based on the measurement as specified herein above.
- 15) The Bank reserves the right to modify(i.e. addition/reduction) the Purchase order/Work Order as per its requirement and the payment for such addition/reduction would be determined on pro rata basis or on mutual consent of the parties.
- 16) Subletting contract: The vendor shall not without the prior written consent of the Bank first had and obtained sublet or assign this agreement or any part thereof.
- 17) The terms and conditions mentioned in the tender documents and in the work order shall form part & parcel of this agreement.
- 18) **Workmen's Compensation Liability:** The vendor, his heirs, executors and administrator( and in the case of a Limited Bank, its successors and assigns ) shall hold the Bank harmless and indemnified from and against all claims ,costs and charge for which the Bank shall be liable under the workmen's compensation Act., and any enactment for the time being in force in that behalf and any amendments thereof and the expenses to which it shall be put there under, both in respect of personal injuries (within the meaning of the said act)to the employees and servants of the vendor, sub vendor, if any, and /or permitted assign, arising out of or occasioned during the currency of this agreement, through the acts ,or omission whether due to negligence or otherwise of the vendor, sub vendors permitted against and also in respect of the personal injuries ( as understood under the said act) to the servants and employees of the Bank arising out of or occasioned through the acts and omissions

whether due to negligence or otherwise, of the vendor, sub vendors permitted assigns and /or his servant and employees in carrying out any of the provision of this agreement. The vendor shall further indemnify the Bank against such claims from omission, whether due to negligence, of the vendor, sub vendors, permitted assigns and /or his servants and employees in carrying out any of the provisions of this agreement.

- 19) **Liability under Employees State Insurance Act:** Whenever the bank is required to pay contribution in respect of the workmen or employees engaged or employed by or through the vendor, his sub vendor or permitted assigns, under the Employees State Insurance Act or the rules and regulations, made there under either as the Principle Employer or otherwise howsoever, the Bank shall be entitled to recover from the vendor such contributions which the bank may pay. The vendor will discharge his responsibilities under the Employees State Insurance Act, 1948 as an immediate employer engaged or employed by him for the execution of the work or as next immediate employer in case he has sublet or assigned the agreement or the instructions as provided herein above. The vendor acknowledges the rights of the Bank to recover the amount of the contribution paid by it in the first instance in respect of the employees employed by or through him (the vendor) or by his sub- vendor or any amount payable to him by the Bank under any contract or as a debt payable by him to the Bank.
- 20) **Statutory requirements:** The vendor shall conform to provisions of Acts of Parliament or state legislatures and to any bye -laws ,rules, orders or notifications of any Government, Municipal or local authority for the time being in force affecting the work undertaken by him and will give all necessary notices to and obtained requisite sanction and permits of and from the Municipal and any other authority in respect of the said work of the materials to be used thereat and generally will comply with building and other regulations of such authorities and will keep the Bank indemnified against all claims, penalties and losses that may be incurred by it by reason of any breach by the vendor of any statutes bye-laws, rules, regulation, notifications etc.
- 19) The vendor undertakes to ensure due and complete compliance with all laws regulations rules etc. whether of the central Government or the state government or of any other competent authority applicable to the workmen employed or whose services are otherwise availed of by the vendor whether in connection with the construction work at the site or otherwise.
- 20) The employer shall have the right to inspect the records maintained by the vendor concerning such workman from time to time and the vendor shall whenever require by the employer produce such records as the employer may call upon the vendor to produce for the employer's inspection in order to ascertain whether or not the requirements of all such laws, regulations, rules etc. have been complied with by the vendor. In even of my contravention of such laws, regulations, rules etc. coming to light whether as a result of such inspection or otherwise to effect such compliance within such time as the Employer may prescribe in that behalf and in the event of the vendor failing to effect such compliance within the time prescribed by the employer then the employer shall without prejudice to his rights be entitled to withhold from the amount payable to the vendor any amount payable to the workmen under any such laws, regulations or rules to make payment thereof to the workmen. The employer shall also have in that event the right to terminate the contract with

immediate effect and to exercise power reserved to the employer under the contractor as a result of termination.

- 21) **Clerical errors to be rectified:** Neither party shall take any advantage of any clerical error or mistake which may creep in or occur in the specifications, schedule of rates, plans instructions tenders or any other papers supplied to or by the vendor in connection with the work, but such clerical errors or mistake shall be brought to the notice by the one to the other without any loss of time and same shall be rectified.
- 22) Vendor shall, either at the time or prior to execution of the Agreement/Contract, provide a Performance Bank Guarantee of Rs.100,000/- (in Annexure- IX) for Alarm System from any scheduled Commercial Bank (other than UCO Bank) for a period of Three years & three months (Contract period + Claim period) from the date of execution of contract agreement with the UCO Bank, Jorhat Zone and in case contract is extended, the Performance Bank Guarantee is liable to be renewed by the vendor for such extended period.

Bank reserves its right to invoke the Performance Bank Guarantee in case the vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time without prejudice to its rights and contentions available under this Agreement or any other Laws for the time being in force.

- 23) The Vendor agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.

The Vendor agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to on account of any breach of the terms and conditions contained in the SLA.

The Vendor agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfill obligations by the Vendor or its employees/personnel.

All indemnities shall survive notwithstanding expiry or termination of the Agreement and the Vendor shall continue to be liable under the indemnities.

Vendor is required to furnish a separate **Letter of Indemnity** as per Format enclosed herewith and marked as **Annexure-X**.

- 24) The parties to this agreement shall not be responsible for any failure of performance or delay in performance of their obligations hereunder if such failure or delay shall be a result of any **Force Majeure events**, like- Government directive relevant to this agreement or due to war, hostility, act of public enemy riots or civil commotion, strikes, lock-out, fire, flood, epidemic or act of god, arrests and restrains of rulers and people, political or administrative acts of recognized or defector Governments, imports or export restriction compliance with orders of any Governmental/Local authority or any other cause or causes beyond their control.

25) The Vendor and the Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Zonal Manager, Jorhat of UCO BANK and the Authorized Official of the Vendor. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, is not settled by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Each Party to the dispute shall appoint one arbitrator of their own choice and the two appointed arbitrators shall appoint the third arbitrator who will act as the presiding arbitrator. Arbitration shall be held at Jorhat, Assam and conducted in English as per provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

The Vendor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

26) The Agreement shall be governed by the Law(s) of India for the time being in force and the Rules made thereunder from time to time and all the dispute(s) or difference(s) arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the courts of Jorhat, Assam.

27) Tender documents (.....nos pages), Rates (.....nos pages), Technical specification(.....nos pages), terms & Conditions(.....nos pages), Schedule of maintenance(.....nos pages) are part & parcel of this agreement.

28) In case of any problem in any of the system at any of the branches of Bank's **Jorhat Zone**. It shall be attended promptly maximum within 24 hours on receipt of complaint.

In witness whereof the said contracting parties have set hands and seals on the day and year first herein above witness.

Witness

BANK

Witness

VENDOR

**ANNEXURE-V****TERMS AND CONDITIONS**

- 1) Vendor should have local representative Office under Banks Jorhat Zone area preferably at Jorhat for installation services. The vendor is to give complete address. Telephone number along with technical personnel available with them for this work.
- 2) Vendor has to submit a certificate from the manufacturers along with technical specifications 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.
- 3) Vendor will have to essentially mention the name of the company whose product is to be supplied and the country of origin of the product along with technical specifications. They will also to have certificate in respect of country of origin.
- 4) All products will stand for onsite all comprehensive warranty against all manufacturing defects. During the warranty period the vendor shall have to provide quarterly preventive service calls and shall have to attend to all breakdown calls within 24 hours.
- 5) AMC charges will be payable after expiry of warranty period as per terms & conditions mentioned herein.
- 6) Vendor will have to submit a certificate from the manufacturer that the spare parts for the supplied product will be available for after sales service.
- 7) The vendor is required to furnish Bank guarantee of **Rs.100,000/-** (Performance Guarantee).
- 8) The vendor will have to submit documentary evidences confirming Registration with sales tax, GST and ESI & EPF.
- 9) Earnest money shall be retained till the completion of the job and will be adjusted in the final payment.**
- 10)** The vendor has to submit his acceptance of the work order within 10 days from the date of receipt of information from the Bank. In case the vendor fails to undertake the work, the earnest money deposited by them will be forfeited and acceptance of their tender will be withdrawn.
- 11)** The rates quoted by the vendor should be inclusive of all charges for scaffolding, lift , any other tools and plants, railway/road freight, labour conditions and fluctuations in the rates, excise duty, sales tax, octroi, GST and any other taxes or expenditure for carrying out the employment
- 12)** The liquidity damages, as mentioned above, may not be enforced if the vendor applies for extension of time mentioning the reasons for such extension. Bank may grant such extension in case it is found that the vendor is not at fault for extending the work beyond the stipulated date of completion.
- 13)** The vendor will be bound to carry out items of work necessary for completion of the job even though the same is not included in the Bill of quantity. Rates for the extra work, if any, shall be derived from the tender. In case the same has not been included in the tender, then the same will be worked out on the prevailing market cost of the materials and labour, including wastage plus 15% towards tax & vendors profit.
- 14)** The vendor shall remove all *malba* etc. wash and clean the floors at their own cost and hand over the site in proper manner on completion of the work.

- 15) Security deposit @ 10% (including earnest money) of the value of the work done shall be deducted from the bills of the vendor and shall be retained for the defect liability period of one year from the date of completion of the work. This amount shall be released without interest after the defect liability period is over and provided no defects are noticed during this period.
- 16) The vendor shall attend to all defects noticed during the defect liability period. If the vendor fails to attend the defects, Bank will rectify those defects and the expenditure incurred on this account will be recovered from the security deposit/pending dues to them.
- 17) The vendor shall make adequate arrangements for watch & ward of his materials and shall ensure safety, breakage, and any theft of materials fixed or unfixed by them.
- 18) The work executed should be got approved by the Bank and the vendor shall rectify any bad workmanship pointed out at any stage and remove from site all the rejected materials immediately.
- 19) The vendor shall be responsible for application of labour laws, compensation for injury and accident to person, whether employed by them or by their sub vendor(s).
- 20) The vendor shall ensure that no damage is caused to Bank's property/or any decorative structure/fittings, while carrying out the work. The renderer will have to rectify / make good such damage at their cost.
- 21) The vendor shall ensure that the workmen employed by them for execution of the work are suitably covered against Workmen's Compensation Act, ESI and other legislative enactments applicable for such works and the Bank shall not be liable for payment of any compensation etc. in this regard.
- 22) The work shall be carried out as per Bank's instruction and the work which creates noise/disturbances are to be carried out during non-office hours and no extra payment shall be made on this account.
- 23) The vendor shall give due notice to the Bank to check the measurements of any work which is likely to be hidden before covering the same.
- 24) In case, there is delay in completion of the work or removable of the defects in time, Bank shall be free to engage another agency to get the job done at vendors risk and cost.
- 25) Statutory deductions like income tax and other applicable taxes shall be deducted at source from each payment of the vendor.
- 26) The date of commencement of the work will be the date of award letter plus Fifteen days.
- 27) The date of completion of the work will be the time specified for the completion of the work and handing over of the site to the bank.
- 28) Defect liability period is one year from the date of completion of the work and handing over of site to Bank.
- 29) The payment for wiring will be made on the basis of the actual measurements. The vendor will not deviate from the type of wire mentioned in the Bill of quantity without Bank's permission in writing.
- 30) In case the delay in completion of the work pertains to the Bank, Bank will grant extension of time for completion of the work and the vendor shall not make any claim for compensation or damages in relation thereof.
- 31) The Bank has the right to alter the nature of work and to add or omit any item of work to get the same carried out departmentally or otherwise and such alterations shall be carried out without prejudice to the vendor.

- 32) The Bank has the right to terminate the contract, if the vendor abandons the work or fails to commence and complete the work in time, or fails to abide by the contract conditions.
- 33) No interim payment will be made.
- 34) Final payment shall be made after successful completion of the work and after adjustment of deductions mentioned hereinabove and deduction of TDS etc with retention of 10 percent as defect liability for one year.
- 35) **The vendor shall** : Maintain up-to-date records as per Shops & Establishment Act and will discharge all obligations under various Labour Laws viz. EPF Act, ESI Act, Gratuity, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition) Act etc. or under any other State/Union Legislation in respect of workman/technician engaged by the vendor.
- 36) Take full responsibility of all acts of commission and/or omissions by their men or any injury or mishap caused during the course rendering the service and will meet all liabilities arising out of such situations.
- 37) Be absolutely responsible for the payment of salary, all other statutory obligations for vendors employee or their dependents, on account of salary, wages, bonus, arrears, employment/termination benefit compensation or other claim whatsoever under Workmen's Compensation Act or any other law and the Bank will have no connection in relation to such matters.
- 38) In case of any mishap /injury sustained by the vendors employee of whatsoever nature (minor/major/fatal including death during the course of their duty) the responsibility of granting compensation, if any, on that count will be that of the vendor and not of the Bank.
- 39) **The Vendor's Indemnity and Assurance:-** The vendor 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.
- 40) The Bank will not be liable to pay any remuneration or compensation to the vendor or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the vendor in relation to the service except the total cost of the alarm system as per agreement and later AMC charges as per agreement.
- 41) The vendor 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 service and this agreement.
- 42) Vendor shall keep our office regularly updated regarding their technicians serving our branches and any must be made known to us.
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**SCHEDULE OF MAINTENANCE TASKS FOR DIGITAL FIRE CUM BURGLAR ALARM SYSTEMS UNDER WARRANTY PERIOD AND THEREAFTER UNDER ANNUAL MAINTENANCE CONTRACT.**

- 1) Warranty period will be 01 year from date of installation (in the case of new installation), and thereafter 5 years under Non-comprehensive AMC for new installation at **Rs** ..... per Annum.
- 2) For existing alarm system Non Comprehensive Annual Maintenance Contract will be Rs.....
- 3) During every quarterly visit and while attending the breakdown calls, inspect the overall condition of the Alarm System power back –up, automatic and manual switches,
- 4) ATD, sensor, and wiring etc. during every quarterly visit and while attending the breakdown calls.
- 5) Test and check the system for proper functioning and diagnose any defects noticed during testing as reported by the branch and or/extension counter.
- 6) Test the unit for overheating, if detected.
- 7) Check all components with other circuits and components.
- 8) Check whether Electronic alarm systems are working in night mode for correct operations and smooth working.
- 9) Check that all switches are functioning.
- 10) Replace the defective parts, if any, and destroy the replaced part(s) in front of the bank official(s).
- 11) Test the whole system in both modes.
- 12) Remove all defects and/or complaints reported by the Branch/Extension counter.
- 13) Obtain signature of the Branch Head or any other authorized official of the Branch/Extension Counter with branch seal and date on the service Certificate clearly specifying the work done and parts replaced.
- 14) Spares, components and wires of reputed and recognized companies only should be used.
- 15) Wires should be of recognized companies and should confirm to ISI specifications on the same.
- 16) The representatives(s) of the vendor will always produce their identity cards issued by the firm to the branch officials before commencing the work.
- 17) AMC charges will be Rs.....per branch per year and will be comprehensive AMC (including the cost of all parts)/ Non-Comprehensive AMC

**THE VENDOR DOETH HEREBY UNDERTAKE TO:**

Depute technicians to pay quarterly statutory visits(4 per year) and also to attend to all break down calls as and when required within the time limit mentioned herein to each of the branches where Electronic alarm system installed for maintenance of Electronic alarm system and

- 1) The statutory visits shall be made within at least 75 days but not more than 105 days gap between the two consecutive visits. Any visit beyond this period will not be counted.
- 2) Depute technicians to repair faults arising due to and because of faulty, incorrect or incomplete maintenance work and also arising out of any other technical faults. No separate charges will be paid for such visits.
- 3) The technician shall carry adequate and suitable tools, equipments, spares and other required materials for maintenance work.
- 4) The vendor shall ensure that Electronic alarm systems are in perfect working conditions all through.
- 5) The fault repair calls will be attended immediately, but not later than 24 hours and 48 Hours for remote area branches of intimation.



- 6) Vendor shall maintain a complaint register at his office and each complaint will be given a serial number for easy management.
- 7) The vendor shall prepare a servicing memo in quadruplicate and will get the same signed by the Branch Manager/Authorized official on satisfactory completion of the work. One copy of the same will be handed over to the branch immediately.
- 8) The vendor shall submit the following reports of all the branches to the Zonal Office within 10 days of the end of each quarter.
  - I) Overall maintenance and defects status report of all branches for the quarter.
  - II) Extract of the complaint register for the quarter.
  - III) One copy of the servicing memo(s) duly signed by the branch Manager/Authorized Official with rubber stamp of the branch.

The vendor and his technicians shall keep all information and dates as to the installation and functioning of the Electronic alarm system installed in the branches as secrets and they shall not pass on it to any others.

In case of any loss or damage caused to the Bank due to the poor service or inaction or violation of any terms hereunder by the vendor or his deputed technicians for the above purpose, the vendor shall be liable to the Bank to the extent of loss caused to the Bank.

**THE BANK DOTH HEREBY UNDERTAKE TO:**

- 1)** Instruct all branches where Electronic alarm system is installed to allow the vendor to undertake maintenance work and extend all possible co-operations to the technician of the vendor.
  - 2)** To monitor, control and supervise the quality of services being provided by the vendor within a reasonable period.
  - 3)** To ensure payment of quarterly visits during the AMC period.
  - 4)** To receive and scrutinize the reports submitted by the vendor.
  - 5)** To make available to the vendor all details of timings, weekly offs, holidays etc. of the branches. Any changes made in between will also be informed.
-

**ANNEXURE-VII****PART-III (Financial Bid)****New Installation cum AMC Rates for “Digital fire cum burglar alarm system”**

SL.NO.	Name of Item/work	Make	Net Rate per unit
1	Control Panel with inbuilt GSM ATD with speech and SMS dialer including Battery		
2	Magnetic contact switch		
3	Vibration sensor		
4	Tilt sensor		
5	Panic switch		
6	Smoke sensor		
7	Heat sensor		
8	Multi (Heat and smoke sensor)		
9	PIR sensor		
10	LDR sensor		
11	Hooter		
12	Motorized siren (1 Mile)		
13	Cable & PVC per meter		
14	Armed cable per meter		
15	Warranty period		
16	Rate of Comprehensive AMC (no cost will be borne by bank)		
17	Installation charges, if applicable.		
18	Compatible Battery (Branded)		
19			
20	Any other items which may be required can be quoted below besides the items/ work mentioned.		

**Rates of Annual Maintenance of existing “Digital Fire cum burglar alarm system” installed in existing branches.**

SL.NO.	Name of Item/work	Net Rate
1	Comprehensive Annual maintenance contract rates	
2	Non comprehensive Annual maintenance rates (Cost of components will be the rates quoted for New installation)	
	Any other items which may be required can be quoted below besides the items/ work mentioned.	

Signature Seal  
of Applicant (Vendor)

**Annexure VIII****List of Branches of Jorhat Zone, UCO Bank**

Sl. No.	Branch name	District	State		Sl. No.	Branch name	District	State
1	DIBRUGARH	DIBRUGARH	ASSAM		34	GOHPUR	BISWANATH	ASSAM
2	DULIAJAN	DIBRUGARH	ASSAM		35	HELEM	BISWANATH	ASSAM
3	NAMRUP	DIBRUGARH	ASSAM					
4	KHOWANG	DIBRUGARH	ASSAM		36	JORHAT	JORHAT	ASSAM
5	TENGA KHAT	DIBRUGARH	ASSAM		37	TITABAR	JORHAT	ASSAM
6	MANKOTA	DIBRUGARH	ASSAM		38	JAIL ROAD, JORHAT	JORHAT	ASSAM
7	LEPETKATA	DIBRUGARH	ASSAM					
					39	SIVASAGAR	SIBSAGAR	ASSAM
8	TEZPUR	SONITPUR	ASSAM		40	NAZIRA	SIBSAGAR	ASSAM
9	RANGAPARA	SONITPUR	ASSAM		41	DIKHOWMUKH	SIBSAGAR	ASSAM
10	JAMUGURIHAT	SONITPUR	ASSAM					
11	THELAMARA	SONITPUR	ASSAM		42	NORTH LAKHIMPUR	LAKHIMPUR	ASSAM
12	BALIPARA	SONITPUR	ASSAM					
13	DHEKIAJULI	SONITPUR	ASSAM		43	NOWGONG	NOWGAON	ASSAM
14	PANCHMILE	SONITPUR	ASSAM					
15	GORUBANDHA	SONITPUR	ASSAM		44	BORDOLONI TINIALI	DHEMAJI	ASSAM
16	GINGIA	SONITPUR	ASSAM		45	DHEMAJI	DHEMAJI	ASSAM
17	MISSION CHARALI	SONITPUR	ASSAM		46	SILAPATHAR	DHEMAJI	ASSAM
18	SONARI	CHARAIDEO	ASSAM		47	DOKOMOKA	KARBI ANGLONG	ASSAM
					48	BARAPATHAR	KARBI ANGLONG	ASSAM
19	UDALGURI	UDALGURI	ASSAM					
20	MAZBAT	UDALGURI	ASSAM		49	JENGRAI	MAJULI	ASSAM
21	KALAIGAON	UDALGURI	ASSAM					
22	KHAIRABARI	UDALGURI	ASSAM		50	HOJAI	HOJAI	ASSAM
23	KHAGRABARI	UDALGURI	ASSAM		51	LANKA	HOJAI	ASSAM
24	TINSUKIA	TINSUKIA	ASSAM		52	GOLAGHAT	GOLAGHAT	ASSAM
25	BORDUBI	TINSUKIA	ASSAM					
26	JAGUN	TINSUKIA	ASSAM		53	BANDARDEWA	PAPUMPARE	ARUNACHAL PRADESH
27	DIGBOI	TINSUKIA	ASSAM		54	ITANAGAR	PAPUMPARE	ARUNACHAL PRADESH
28	MARGHERITA	TINSUKIA	ASSAM					
29	RANGAGORA ROAD	TINSUKIA	ASSAM		55	KOHIMA	KOHIMA	NAGALAND
					56	KOHIMA SECTT RD	KOHIMA	NAGALAND
30	MANGALDAI	DARRANG	ASSAM					
31	SIPAJHAR	DARRANG	ASSAM		57	DIMAPUR	DIMAPUR	NAGALAND
32	KHARUPETIA	DARRANG	ASSAM		58	CHUMUKEDIMA	DIMAPUR	NAGALAND
33	CHARALI	BISWANATH	ASSAM		59	DIPHUPAR	DIMAPUR	NAGALAND
					60	NAHARBARI	DIMAPUR	NAGALAND

**Annexure- IX****Format of Performance Bank Guarantee (PBG)**

To,

UCO Bank,  
Zonal Office, Nehru Park,  
T. N. Sarmah Path,  
JORHAT-785 001.

- 1) In consideration of UCO BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, having its Zonal Office at Nehru Park, T. N. Sarmah Path, JORHAT-785 001 (hereinafter called UCO BANK) having agreed to exempt M/s. (Name of the vendor Company), a Company incorporated under the Companies Act, 1956 having its registered office at (Address of the vendor company) (hereinafter called —the said VENDOR) from the demand, under the terms and conditions of the Master Contract to be made between UCO BANK and the Vendor for a period of ..... In pursuance of Request For Proposal no.....dated..... , as modified, (hereinafter called —the said Agreement II), of security deposit for the due fulfilment by the said VENDOR of the Terms and conditions contained in the said Contract, on production of a Bank Guarantee for Rs.....(Rupees..... only), We,.....[Indicate the name of the bank ISSUING THE BANK GUARANTEE] (hereinafter referred to as —the Bank II) at the request of ..... [VENDOR] do hereby undertake to pay to UCO BANK an amount not exceeding Rs.....against any loss or damage caused to or suffered or would be caused to or suffered by UCO BANK by reason of any breach by the said VENDOR of any of the terms or conditions contained in the said Contract.
- 2) We ..... [indicate the name of the bank ISSUING THE BANK GUARANTEE] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from UCO BANK stating that the amount claimed is due by way of loss or damage caused to or breach by the said VENDOR of any of the terms or conditions contained in the said Contract or by reason of the VENDOR'S failure to perform the said Contract. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
- 3) We undertake to pay to UCO BANK any money so demanded notwithstanding any dispute or disputes raised by the VENDOR in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment made by us under this Guarantee shall be a valid discharge of our liability for payment there under and the VENDOR for payment there under and the VENDOR shall have no claim against us for making such payment.

- 4) We, ..... [indicate the name of the bank ISSUING THE GUARANTEE] further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of BANK under or

by virtue of the said Contract have been fully paid and its claims satisfied or discharged or till UCO BANK certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said VENDOR and accordingly discharged this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before ..... (Expiry of claim period), we shall be discharged from all liabilities under this guarantee thereafter.

- 5) We ..... [indicate the name of bank ISSUING THE GUARANTEE] further agree with UCO BANK that UCO BANK shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said VENDOR from time or to postpone for any time, or from time to time any of the powers exercisable by UCO BANK against the said VENDOR and to forebear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any variation, or extension being granted to the said VENDOR or for any forbearance, act or omission on the part of UCO BANK of any indulgence by UCO BANK to the said VENDOR or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- 6) This guarantee will not be discharged due to the change in the constitution of the Bank or the VENDOR.
- 7) We, ..... [Indicate the name of Bank ISSUING THE GUARANTEE] lastly undertake not to revoke this guarantee during its currency except with the previous consent of UCO BANK in writing.

Notwithstanding anything contained herein:

- i. Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees.....) only.
- ii. This Bank Guarantee shall be valid upto ..... and
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before .....(date of expiry of Guarantee including claim period).

Dated the ..... day of ..... for..... [Indicate the name of Bank]

Yours faithfully,

For and on behalf of

\_\_\_\_\_ Bank

Authorised Official

**Note:**

1. Selected vendor should ensure that the Seal and Employee Code No. of the Signatory is put by the bankers, before submission of the Bank Guarantee.

2. Bidder guarantee issued by Banks located in India shall be on a Non-Judicial Stamp Paper of requisite value as applicable to the place of execution.

**Annexure-X**

**Letter of Undertaking & Indemnity**  
**(To be executed on non-judicial stamp paper of requisite value)**

To,

UCO Bank,  
 Zonal Office, Nehru Park,  
 T. N. Sarmah Path,  
 JORHAT-785 001.

In consideration of UCO Bank, a body corporate, constituted under the Banking Companies (Acquisition & Transfer of Undertakings Act, 1970 as amended from time to time having its Zonal Office at Nehru Park, T. N. Sarmah Path, JORHAT-785 001 (hereinafter Referred to as "the Bank" which expression shall include its successors and assigns) at our request and on the strength of our statements and representation contained letter dated ..... agreeing to empanel and select us for Installation and AMC services of Digital Fire cum Burglary Alarm System(ATD), we, ....., a Company incorporated under the Companies Act, 1956 having its registered office at - ..... (full address) do hereby irrevocably and unconditionally agree and undertake that:

- 1) We shall, at all times hereinafter, save and keep harmless and indemnified the BANK, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the BANK by whomsoever and all losses, damages, costs, charges and expenses that the BANK may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, notifications guidelines and also from the environmental damages, if any, which may occur during the contract period.
- 2) We shall, during the contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, notifications, orders framed or issued by any appropriate authorities.
- 3) Our obligations herein are independent, irrevocable, absolute and unconditional in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Agreement or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of the BANK or Indemnifier or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.
- 4) In case we fail to pay the losses, damages and expenses as claimed and demanded

by the Bank, Bank shall be entitled to recover the amount by invoking Performance Bank Guarantee furnished by us for appointment of consultant for smooth convergence with Indian Accounting Standards (Ind-AS) converged with International Financial reporting Standards (IFRS) without any prior notice to us.

5) This Letter of Undertaking & Indemnity shall survive the Master Contract entered into between the Bank and us.

Dated, this.....day of .....20

.....  
**(Signature of the Authorized Signatory  
along with the seal of the Company)**

**Annexure-XI****A. Details of Service Centres / Franchisee arrangement & Qualified/Competent Support Staff available for support to UCO Bank:**

Sl.no.	Location of service center		Contact person with address	Telephone / Mobile No.
	Owned	Franchisee		

**Note: A verified photo copy (duly stamped) of Photo I/Card (Govt. issued) of above mentioned persons must be attached.**

**Authorized Signatory  
(Name & Designation, seal of the firm)**

**Date:**



[illegible]

**Enclosed : Any Govt. issued Photo ID Card of above mentioned persons.**

**Date:**

**Signature of Applicant  
(With Seal)**

**Annexure-XII****DECLARATION-CUM-UNDERTAKING**

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

**To****UCO Bank,**

Zonal Office, Nehru Park,

T. N. Sarmah Path,

JORHAT-785 001.

**Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements.**

In consideration of UCO Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Zonal Office at Nehru Park, T. N. Sarmah Path, JORHAT-785 001 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_.

Place:

**For M/s. ....**

.....

**[Seal and Signature(s) of the Authorised Signatory(ies)]**

**Annexure – XIII****Manufacturer's Authorization Form (MAF)**

No. \_\_\_\_\_

Date: \_\_\_\_\_

**Zonal Manager, UCO Bank,  
T.N. Sarmah Path, Nehru Park,  
Jorhat-785001 (Assam)**

Dear Sir,

Subject: \_\_\_\_\_

Ref No. :

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorise 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 under this contract.

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:

**(To be submitted by OEM)**

No. \_\_\_\_\_

Date: \_\_\_\_\_

**Zonal Manager, UCO Bank,  
TN Sarma Path, Nehru Park,  
Jorhat-785001 (Assam)**

Dear Sir,

Subject : \_\_\_\_\_

Ref. No. : \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ do hereby certify that all the components / parts / assembly / software used in the Digital Fire cum Burglar Alarm Systems, 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 of UCO Bank under this contract.

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 and should be signed by a competent person of the manufacturer.

Date: