



Uttar Bihar Gramin Bank

Head Office, Kalambagh Chowk, Muzaffarpur

Tender reference No. HO/GAD/16/2023-24/44 Dt. 12.07.2023

TENDER FOR MAINTENANCE OF BURGLAR ALARM SYSTEM AT BRANCHES OF UTTAR BIHAR GRAMIN BANK

Uttar Bihar Gramin Bank invites sealed tender offers (technical offer and financial offer) for Empanelment of Vendors for Annual Maintenance of Burglar Alarm systems in model I (with parts) and model II (without parts).

The terms & conditions of the AMC offer are given in Annexure – I, II & III. Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.

The complete tenders in all respect are required to be submitted at the following address: -

<u>Tender reference</u>	<u>HO/GAD/16/2023-24/44</u> <u>Dt.12.07.2023</u>
<u>Start date of tender</u>	<u>12.07.2023</u>
<u>Last date for bids</u>	<u>05.08.2023 upto 3.00 PM</u>
<u>Date of opening of Technical Bid</u>	<u>05.08.2023 at 3.30 PM</u>
<u>Address for communication</u>	General Manager Uttar Bihar Gramin Bank Kalambagh Chowk, Sharma Complex Muzaffarpur – 842-001-(Bihar)

The interested agencies are required to submit the technical and financial bid separately. The bids in sealed cover-1 containing "Technical Bid and DD of Tender cost & EMD" superscripted "TECHNICAL BID FOR MAINTENANCE OF BURGLAR ALARM system at Branches, (Agency name & contact no.)" and sealed cover-2 containing "Financial Bid" superscripted "FINANCIAL BID FOR MAINTENANCE OF BURGLAR ALARM system at Branches, (Agency name & contact no.)". Bid must accompany with supporting documents as required as per tender. The duly sealed bid may be submitted on above address.

Terms and conditions and various formats and proforma for submitting the tender offer are described in the tender documents and it's Annexure.


GENERAL MANAGER

Date : 12.07.2023

Place : Muzaffarpur



Tender Notice

**TENDER FOR MAINTENANCE OF BURGLAR ALARM
SYSTEM AT BRANCHES OF
UTTAR BIHAR GRAMIN BANK**

Uttar Bihar Gramin Bank invites **sealed tenders** for maintenance of Burglar Alarm in two bid systems i.e. Technical Bid and Financial Bid for **empanelment of vendors/** manufacturers and/or Authorised dealers of Burglar Alarm systems with proven capability in maintenance of Burglar Alarm systems. Initially Bank is in need of maintenance of approximately 1031 Burglar Alarm systems installed in branches in 18 districts of Bihar namely Araria, Bettiah, Chapra, Darbhanga, East Champaran, West Champaran, Gopalganj, Hajipur, Katihar, Kishanganj, Madhubani, Madhepura, Muzaffarpur, Purnea, Saharsa, Sitamarhi, Siwan, Sheohar, Supaul.

The scope of work covers maintenance of hardware installed with Burglar Alarm System.

1. Eligibility Criteria

- 1.1. The tenderer should be a profit making company/firm for last three years with a minimum turnover of Rs. 50 Lakh each year. (Copies of annual reports should be enclosed)
- 1.2. The bidder should have the experience of maintenance of Burglar Alarm System for at least 3 years in Banking (Documentary proof should be enclosed).
- 1.3. Registration with GST, ESI, EPF is essential.
- 1.4. The bidder should have their own office in the State of Bihar. Offices addresses, proof & availability of service engineers will be submitted with the bid.
- 1.5. The manufacturer/dealer should have never been blacklisted by any public sector Bank.
- 1.6. The tenderer should have ability to service and maintain the system throughout our Bank's command area.

2. Documents to be submitted.

- 2.1. Client-wise details of maintenance of Burglar Alarm System with supporting documents.
- 2.2. Supporting documents as mentioned in eligibility criteria.
- 2.3. Copy of agreement or any legal documents between the manufacturer and the bidder where the manufacturer has authorized to sell & service Burglar Alarm System.
- 2.4. Vendors are advised to submit sealed tenders in envelope super scribed "**Tender for maintenance of Burglar Alarm systems EMPANELMENT**" (Vendor name/ Address with mobile no.) and this envelope should contain two separate envelopes super scribed - as below.

Envelope No. 1 – Technical Bid

Envelope No. 2 - Financial Bid/Commercial Bid.

- 2.5. Rates have to be mentioned in figures as well as in words.
- 2.6. Tender Cost of Rs. 2500/- (Rupees Two Thousand Five hundred only) EMD of Rs. 1,00,000/- (One lac) only as Bank Draft in favour of “Uttar Bihar Gramin Bank” payable at Muzaffarpur should be attached to technical Bid (Envelope-I)
- 2.7. Completed tenders should reach the Bank by **3.00 PM on 19.07.2023** and the technical bids will be opened on same day at **3.30 PM**. Tenderers may remain present at the time of opening of bids. Those who qualify the technical parameters will only be eligible to compete in financial bids.
- 2.8. The Bank reserves the right to accept/reject any or all tenders without assigning any reason whatsoever.
- 2.9. The Bank reserves the right to reduce or increase the number of Burglar Alarm systems for maintenance. Bank also reserves right to select one/more than one vendor.
- 2.10. Company should have proper communication system and the complaints from branches should be attended to immediately (within 48 hours). Phone/Mobile No./email of contact person are to be provided to the Bank/Branches.
- 3. Days of Service**
- 3.1. The provision, by the vendor, for maintenance/service will be confined to the Bank’s normal working days.
- 3.2. No work will be undertaken on Sunday and holidays except with prior arrangements.
- 4. Duration of contract.**
- The contract with empanelled vendor shall initially be valid for a period of two years and be extendable for further one-year period depending on satisfactory service and mutual consent.
- 5. Payment of charges**
- All payments against annual maintenance and spare parts will be made by Head Office on the basis confirmation of Regional offices on quarterly basis after completion of period of work and the satisfactory performance report from Regional Offices/Branches. Vendor should submit original service report having sign and seal of branch at the time of releasing payment.
- 6. Termination**
- Bank may terminate the contract by giving 15 days’ notice in which case maintenance charges payable shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for actual period for which the vendor has provided the maintenance service.
- 7. Dispute**
- Any dispute will be under jurisdiction of court at Muzaffarpur.
- 8. General**
- 8.1 The Empanelled vendor shall be required to sign an agreement with Bank as per Bank’s standard format incorporating various terms and conditions. Application received without tender fee, EMD and after prescribed time & date will not be entertained.
- 8.2 As the annual maintenance contract is non-compressive in nature, hence it is mandatory on the part of the vendor that they replace the defective parts of the Burglar Alarm System only after seeking consent of the concerned Regional Office of the Bank. If a vendor is found misleading the Branch/Regional Office for unnecessary replacing any part in Burglar Alarm System, his contract will be concluded immediately after paying him on pro rata basis. Vendor to submit an undertaking in this regard.
- 8.3 Annual maintenance contract will be nontransferable and vendor will not appoint any sub-contractor or middleman to fulfill any obligations accepted under the contract.
- 8.4 Vendor must have one service center/office in the State of Bihar. Proof of the same must be enclosed with the price quoted.

9. Penalty

- 9.1 Delay in service beyond 24 hours for urban branches and 48 hours for semi urban, rural branches from complaint registered day shall attract a penalty of Rs. 50/- per day to maximum of the quarterly maintenance charges per instance per branch.
- 9.2 All branches allocated to vendor should be visited quarterly, if any vendor does not visit all allocated branches on quarterly basis, the payment of attended branches will be released after deducting 50% AMC charges of unattended branches.
- 9.3 Delay in installation of Burglar Alarm System in case of shifting of premise, short circuit, theft, and lightening shall attract a penalty of Rs. 100/- per branch beyond 72 hours after registering a complaint.


Prices are to be quoted most competitive. The prices will be inclusive of all taxes, duties and transportation but excluding GST,

The L1 criteria will be decided by the Bank: "Financial Bids of those vendors which fulfill Technical requirements will be taken into consideration and those vendors financial bid will be opened and based on that L1 price will be decided. From Financial bid L1 rates will be offered to all technically qualified vendors and after consent of all technically qualified vendors to work on L1 rate, work will be divided into all vendors as per CVC guidelines. Bank will empanel all vendors who will give us acceptance letter. i.e. we will declare those vendors list as empanelment with bank for maintenance of Burglar Alarm systems for two years."

BANK RESERVES ITS RIGHT FOR FINALISATION OF THE VENDOR EVEN THROUGH L1 TENDERING, WITHOUT ANY INTIMATION & to reject all and / or any application without assigning any reason whatsoever at any point of time.



GENERAL MANAGER
Uttar Bihar Gramin Bank
Head Office: Muzaffarpur



GENERAL & TECHNICAL INFORMATION
PART – I
TECHNICAL BID (Company/Firm Profile)

SN	PARTICULARS OF THE COMPANY	Details
01	Name of the Company/Firm	
02	Full Address	
03	Telephone & Mobile No.	
04	Fax No.	
05	E-mail Address	
06	Constitution of the firm (whether Proprietary/Partnership/Pvt.Ltd	
07	Name of the Proprietor/Partner/Managing Director	
08	Year of Establishment	
09	Registration with the Registrar of Co.	
10	Name(s) of Contact Person (s) with address	
11	Registration with Tax Authority a. PAN No. b. GST No. Attach latest IT Return filed copy & ST Return filed copy.	
12	Furnish copies of audited Balance Sheet and Profit & Loss Account for the last 3 years.	
13	Name & address of the Banker, Nature of facilities availed (if any) (Attach Banker's opinion letter on the conduct of the account.	
14	Whether an empaneled vendor for RBI/SBI/Nationalized Banks	
II. DETAILS OF REGISTRATION WITH OTHER BANKS		
1.	Name of the Bank	
2.	Total No. Systems maintained/being maintained.	
3.	Since when empaneled	
TURNOVER DURING THE LAST THREE YEARS		
Sl.	Year	Amount (Rs.)
1.	2019-2020	
2.	2020-2021	
3.	2021-2022	

Audited Balance Sheet should be enclosed.

DETAILS ABOUT SERVICE NETWORK					
Sl. No.	Location of the service centre and contact No.	Status of the Office	No. of Engineers/ persons	Area handled by the office	Name of the contact person, address & phone No.

Place ::

Date ::

AUTHORISED SIGNATORY

FINANCIAL BID

MAINTENANCE OF BURGLAR ALARM SYSTEM WITH PANEL.

SN	PARTICULARS	Annual maintenance charge per Branch
01	(Model-I) Maintenance of Burglar Alarm Systems, with all Spare & Panel. (Including replacement of parts)	
02	(Model-II) Without parts	

Spare rate chart with make must be attached in Annexure III.

The AMC will be inclusive of transportation/ installation, etc and excluding GST.

Date :

Signature of Authorized person

Place ::

Name _____

Company's seal _____

Price of Spare Parts				
	Particulars	Make (Must be ISI Marked)	Model	Per unit Rate (Rs.)
1	Control Panel Alarm System			
2	Alarm Circuit board Day/ Night			
3	Chargeable Battery 12V 7AH			
4	12V Fast Charger			
5	Main Switch			
6	External Speaker 40 W (Hooter)			
7	Transformer 12-0-12			
8	Panic Switch (hand)			
9	Wiring Charges in 2 Core wire with PVC			
10	Magnetic Switch			
11	PIR Sensor			
12	DPDTSwitch			
13	Relay 12 volt			
14	Installation/ Shifting Charges			
15	GST			
16	Auto Dialer			
17	Magnetic Sensor			
18	Hand operated Panic Switch			
19	Vibration Sensor			
20	Electronic Hooter			
21	Buy Back of old Alarm System			
Total				

Bidders have to compulsorily quote the unit price for all the items of above table as the L1 criteria decided by reverse auction: "Financial Bids of those parties which fulfils Technical requirements will be taken into consideration and those vendors financial bid will be open and based on that L1 price will be decided from Financial bid. L-1 rates will be offer to all technically qualified vendors & we will empanel all vendors who will give us acceptance letter. i.e. we will declare those vendors list as empanelment with bank for Annual Maintenance of Burglar Alarm systems for the two year".