



Head Office Coochbehar 736101

Tender Document

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM (SAS) at 146 Branches & Offices of UTTARBANGA KSHETRIYA GRAMIN BANK

Tender Reference Number: GAD/47/103/2022-23/F – Alarm System

DATE OF ISSUE OF TENDER	12-10-2022
LAST DATE FOR SUBMISSION OF TENDER	11-11-2022
DATE AND TIME OF OPENING TECHNICAL BID	To be announced subsequently
DATE AND TIME OF OPENING FINANCIAL BID	To be announced subsequently after opening of technical Offers

The information provided by the bidders in response to this RFP will become the property of Uttarbanga Kshetriya Gramin Bank and will not be returned. The Bank reserves the right to amend, rescind, cancel or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM**Tender Reference Number: GAD/47/103/2022-23/F – Alarm System****Introduction**

Uttarbanga Kshetriya Gramin Bank (UBKGB), a Regional Rural Bank sponsored by Central Bank of India, was established on the 7th March 1977 under the Provision of Section 3(2) of RRB Act 1976 [21 of 1976]. The Bank has been operating in five districts of West Bengal namely, Coochbehar, Jalpaiguri, Alipurduar, Darjeeling and Kalimpong with its Head Office at Coochbehar.

UBKGB INTENDS TO INSTALL ALARM SYSTEMS (INTEGRATED /BURGLAR / FIRE) WITH INBUILT / EXTERNAL AUTODIALERS AND RELATED ALARM SYSTEM ACCESSORIES AT 146 BRANCHES/ OFFICES UNDER THE JURISDICTION UTTARBANGA KSHETRIYA GRAMIN BANK WHICH IS IN COOCHBEHAR, JALPAIGURI, ALIPURDUAR, DARJEELING & KALIMPONG DISTRICTS OF WEST BENGAL.

General Conditions

- ✓ The size of the premises will vary from 500 Sqft to 1500 Sqft.
- ✓ Tender Document should be submitted strictly in 2 bid system (Technical & Commercial) as specified below.
- ✓ EMD should be furnished in one separate envelope super scribed as EMD.
- ✓ Technical Bid (Section 7 annexure I) along with all the certificate, balance sheet, PL, Tender Document duly signed & sealed in all the pages should be given in separate envelope super scribed as “Technical Bid for Alarm Systems in UBKGB”.
- ✓ Commercial Bid (Section 8 annexure II) pages should be given in separate envelope super scribed as “Commercial Bid for Alarm Systems in UBKGB”.
- ✓ All the above mentioned envelopes should be packed and sealed in one main envelope super scribed as “Tender for supply & Installation of Alarm Systems in UBKGB”

SECTION-1**1.1 NOTICE INVITING -TENDER**

Sealed tenders are invited from reputed firms in India having previous experience for supply, Installation, commissioning and maintenance and also rental basis of security Alarm Systems

Schedule of events:

S.No	Description of Information / Requirement	Information / Requirement
1	Tender Reference Number	GAD/47/103/2022-23/F – Alarm System
2	Date of Issue of RFP	12-10-2022
3	Bid Mode	Physical Deposit of tender at HEAD OFFICE, COOCHBEHAR
	Last Date and Time for receipt of bids along with supporting documents and original Demand Draft for cost of Tenders (Non Refundable), EMD for tender	11-11-2022
6	Date, time and venue for opening the bid	To be announced subsequently
7	Date and Time of opening the commercial bids.	Will be intimated to technically short- listed bidders.
8	Address for Communication / of Bids	UTTARBANGA KSHETRIYA GRAMIN BANK Head Office, Shib Bari Road, Opposite N. N. Park, Coochbehar – 736101, Phone: 03582 229301/302 Mail ID: gadho@rrbubkgb.in

COST OF BID DOCUMENT & EARNEST MONEY DEPOSITS (EMD):

Sl. No.	Description	Amount in Indian Rupees
1.	Cost of Bid document	₹ 3500/-
2.	EMD	₹ 60000/-

ELIGIBILITY CRITERIA

- The Bidder should be OEM/Authorized Dealer/ Distributor.
- Average Annual Financial Turnover during the last 3 years, ending 31st March 2022, should be at least Rs.10 Lakh Bidder should submit the Annual Report (CA certified/Audited Balance Sheet and Profit & Loss Account) for last three years.
- Experience of having successfully completed related services during the last 3 years ending 31 March 2022.
- The bidder must submit the work order of last three years of not less than rupees 10 Lakh of Security Alarm Systems installation
- Bidder must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above.
- Earnest Money amounting to ₹ 60000/- (Rupees Sixty thousand only) by Demand Draft in favour of “Uttarbanga Kshetriya Gramin Bank” payable at Coochbehar. No interest will be paid by Bank on Earnest Money Deposit. Earnest Money Deposit shall be refunded to those bidders whose offers have not been accepted within 90 days of opening of the tender.

The EMD shall be liable to be forfeited:

- a) If a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
 - b) If the bidder does not accept the correction of its Tender Price; or
 - c) If the successful Bidder fails within the specified time to:
 - i) Sign the Contract; or
 - ii) Furnish the required security deposit.
- The EMD of a joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the EMD shall be in the names of all future partners as named in the letter of intent.
 - The EMD will be refunded to the Successful Bidders, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) as security deposit for 10% of the total project cost, valid for 24 months, within 21 days from the date of acceptance of purchase order, validity starting from its date of issuance.
 - The EMD of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Bank Guarantee as security deposit.
 - Tender received without EMD/inadequate EMD shall be rejected. The bidder must download the tender documents from Bank's website before the last date and time of sale of tender documents in order to bid for this tender.

MSME Clause

In accordance with Government of India guidelines, Micro and Small Enterprises are exempted from payment of earnest money deposit upon submission of valid MSME certificate copy which have been certified by competent authority.

Bank at its own discretion may invite for pre bid meeting.

It may be noted that startup vendors (which are not MSEs) are eligible for exemption from payment of security deposit / EMD subject to their submitting the requisite Certificate of having been recognized as startup

Preference to Make in India

Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP (BE-II) dated 28.05.2018, 29.05.2019, 04.06.2020 and 16.09.2020 to encourage ‘Make in India’ and to promote manufacturing and production of goods, services and works in India with a view to enhancing income and employment. This Order is issued

pursuant to Rule 153 (iii) of the General Financial Rules 2017. The salient features of the aforesaid Order are as under:

1. **Class-I Local supplier** - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%.
2. **Class-II Local supplier** - a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%.
3. **Non-Local supplier** - a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
4. Preference will be given to '**Class-I local supplier**' and '**Class-II local supplier**'.
5. The margin of purchase preference shall be 20%., Margin of purchase preference means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference.

Verification of Local contents:

1. The local supplier at the time of submission of bid shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per **Annexure- III**.
2. Decisions on complaints relating to implementation of this order shall be taken by the competent authority which is empowered to look into procurement related complaints relating to procuring entity.
3. False declaration will be in breach of the Code of Integrity under Rule 175(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per rule 151 of the General Financial Rules along with such other actions may be permissible under law.

A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarments. The debarment for such other procuring entities shall take effect respectively from the date on which it comes to the notice of other procurement entities in the manner prescribed under order No P-45021/2/2017-PP(BE-II)

Basis of Allotment:**The order will be divided to maximum two bidders.**

- i. Among all qualified bids, the lowest composite bid of all hardware items will be L1.
- ii. If L1 is class – I local supplier, the order will be divided in two bidders L1 & L2 in 60:40 ratio provided L2 agrees to match the price with L1. If L2 does not agree, next higher bidder will be considered for award with matching L1 price and so on.
- iii. If L1 is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to local supplier's quoted price falling within the margin of purchase preference (i.e. 20%) and the remaining 50 % of the order quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price (inclusive of duties, taxes and freight & insurance). In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price and so on, and order/contract shall be awarded accordingly.
- iv. If L1 is not a 'Class-I local supplier' and none of the class – I local supplier falls under 20% margin with L1, purchase preference should be given to the 'Class I local supplier' over 'Class II local suppliers' within 20% margin of purchase preference of the highest quoted bidder considered for award of contract [i.e. L2 in present case as order is split in two parts] so as to ensure that the 'Class I Local suppliers' taken in totality are considered for award of contract for at least 50% of the tendered quantity.
- v. In case, no 'class – I local supplier' qualifies for the award, 50 % contract will be awarded to L1 and remaining 50% contract will be awarded to next higher qualified bidder subject to matching the price with L1.

However, bank may reserve right to give the entire order to only one Bidder who is L1

Start-up

The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

SECTION-2

INSTRUCTIONS TO BIDDERS

2.1 INTRODUCTION (DEFINITIONS)

2.1.1 “Purchaser” means Uttarbanga Kshetriya Gramin Bank having its Head Office at Coochbehar.

2.1.2 “Bidder” means the individual, firm, or corporate body who participates in the tender and submits its bid.

2.1.3 “Goods/Products” means all the hardware, equipment, instruments, tools, machinery etc., and/or other materials like components/parts/spares including consumables which the supplier is required to supply to the Purchaser under the Purchase Order.

2.1.4 “Letter of Intent (LOI)” means the communication of the intention of the Purchaser to the Bidder to place the Purchaser Order for the former’s offered goods/services.

2.1.5 “Purchase/Work Order (PO)” means the order placed by the Purchaser on the Supplier duly signed by the Purchaser has authorized representative to purchase certain goods & services from the vendor/contractor.

2.1.6 “Contract Price” means considerations payable to the supplier/contractor as stipulated in the Purchase or Work Order for performance of specified contractual obligations.

2.2 BID SUBMISSION :: The Bidders shall submit their offer in two separate sealed envelopes duly super scribed as mentioned in the page number 2. Conditional offer is liable to be rejected. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product or service being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. Bank may treat offers not adhering to these guidelines as unacceptable.

(A) ENVELOPE 1: TECHNICAL BID

a) It is mandatory to provide the technical details in the exact format of specifications. The offer may not be evaluated by Bank in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the tender. Bank will not allow/permit changes in the technical specifications once it is submitted. Failure to submit this information along with the offer could result in disqualification.

b) The envelope should be super scribed as “TECHNICAL BID FOR **SECURITY ALARM SYSTEM**” and shall contain only the following:-

1. Bidder Information as per the format given in Annexure – I.
2. Summary details with the covering letter as per enclosed format (Annexure – A)
3. Audited Balance Sheet / CA certificate in support of Annual Turnover of the company for the last 3 years.
4. Assurance to complete the job within the period of 14 days after the final approval of proof from our side. Tentative Schedule to be enclosed from the date of Final Approval.
5. Total Capacity in terms of No. of Annual Reports produced per day. [Final finished product, as specified in the Tender].
6. Demand Draft or Pay order of Rs.3,500/- (Rupees Three Thousand Five hundred only) of any Nationalized Bank favouring Uttarbanga Kshetriya Gramin Bank, payable at Coochbehar towards the non-refundable Tender Fee.
7. Demand Draft or Pay order of Rs. 60,000/-(Rupees Sixty Thousand only) of any Nationalized

Bank favouring Uttarbanga Kshetriya Gramin Bank, payable at Coochbehar towards the Earnest Money Deposit (EMD).

8. Latest clearance certificate of Sales Tax, Income Tax and Work contract Tax, Excise etc. as applicable.
9. Bidder should comply K. Y. C. Norms and should attach the copies of the following in support of the same:

1	Proof of Address
2	Proof of Identity
3	Article of Association (in case of Company)
4	Commencement of Business Certificate (in case of Company)
5	Partnership Deed (In case of Partnership Firm)
6	GST Certificate
7	PAN Card

- c) Technical Bid shall not mention about the rates / costs for the work.

(B) ENVELOPE 2: COMMERCIAL BID

1. To be super scribed as “FINANCIAL BID FOR **SECURITY ALARM SYSTEM**” shall contain only Covering letter with complete quotation as per the format (Annexure – B)
2. QUOTATION SHOULD BE DULY SIGNED BY AUTHORISED PERSONS WITH DATE AND SEAL OF THE BIDDER.
3. The Commercial bid must not contradict with the Technical bid in any way.
4. The offer must be made in Indian Rupees only, Goods Service Tax / other taxes should be mentioned separately.
5. The offer should hold good for a period of 180 days from the date of the opening of Technical bid or
6. The tenure of contract will be till the date of completion of the work or 90 days from acceptance of offer which is earlier.

2.3 BID DOCUMENTS

2.3.1 Bid Documents includes:-

Section 1 Notice Inviting Tender

Section 2 Instructions to Bidders

Section 3 General (Commercial) Conditions of the Contract

Section 4 Special Conditions of the Contract

Section 5 Technical Specifications

Annexure A for Technical Bid

Annexure B for Commercial Bid

Section 6 Annexure I

Section 8 Annexure III – MAKE in INDIA

Section 9 Annexure IV – Escalation Matrix

Section 10 Annexure V – Undertaking for sufficient quantity of spares

2.3.2 Any clarification or communications obtained from the Purchaser.

2.4 AMENDMENT TO BID DOCUMENTS

2.4.1 At any time, prior to the date of submission of bids, the Purchaser may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.

2.4.2 The amendments/Corrigendum will be notified on Bank Website and these Amendments will be binding on them. Bidders are advised to visit Bank Website regularly for updates on this Tender.

2.5 EXTENSION OF TIME

In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, the Purchaser may at its discretion extend the deadline for submission of bid suitably.

2.6 BIDDERS ELIGIBILITY AND QUALIFICATIONS

Bidder shall furnish as a part of bid documents establishing the bidder's eligibility to supply the material. The bidder shall also submit documentary evidence in the form of literature, drawing, data on the goods offered.

2.7 VALIDITY PERIOD OF BID

Bid shall remain valid for 180 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the Purchaser as non-responsive. In exceptional circumstances, the purchaser may request for the consent of the bidder for an extension to the period of bid validity. A bidder accepting the request and granting extension will not be permitted to modify his bid.

2.8 CLARIFICATION OF BIDS

To assist evaluation and comparison of the bids, the Purchaser at its discretion may ask the bidder for clarification of the bid. The clarification and response from Bidder shall be in writing. The Purchaser does not bind himself/herself to accept the lowest or any tender and reserves to himself /herself the right to accept the whole or any part of the tender and altering the quantities offered and bidder shall supply the same at the rate quoted.

2.9 EVALUATION OF TENDERS

2.9.1 The Purchaser shall evaluate the bids in respect to the substantive responsiveness of the bid or otherwise. The Purchaser shall carry out detailed evaluation of the substantially responsive bids. The Purchaser shall check the bid to determine whether they are complete, whether any computational errors have been made or required sureties have been furnished.

2.9.2 Arithmetical error shall be rectified on the following basis:-

- a) If there is a discrepancy between the unit price and total price that is obtained multiplying the unit price and quantity, the unit price shall prevail and the Purchaser shall correct the total price.
- b) In case of discrepancy between words and figures, the amount in words shall prevail.

2.9.3 A bid determined as substantially non-responsive shall be rejected by the Purchaser.

2.9.4 The Purchaser may waive any minor infirmity or non-conformity or irregularity in the bid which does not constitute a material deviation.

2.9.5 The Purchaser shall evaluate in detail and compare the bids which are substantively responsive.

2.10 PURCHASER'S RIGHT TO VARY QUANTITIES

The Purchaser reserves the right at the time of award of the contract to increase or decrease the quantity of the goods by 10% and services specified in the schedule of requirements without any change in unit price of the ordered quantity.

2.11 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Purchaser does not bind himself to accept lowest or any other tender/bid and has the right to cancel the bidding process and reject all bids at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder on the grounds for the Purchaser's action and the EMD shall be refunded

2.12 NOTIFICATION OF SUCCESSFUL BIDDER

Prior to the expiry of the bid period, the Purchaser will notify the successful bidder in writing by registered letter or fax, to be confirmed in writing by registered letter that its bid has been accepted.

2.13 POST BID CLARIFICATIONS

No post bid clarification at the initiative of the bidders shall be entertained and any effort by the bidders to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or award of the contract shall result in rejection of the bid.

2.14 DELIVERY

Delivery of the goods shall be made by the supplier in accordance with the terms specified by the Purchaser in the Special condition of the contract and goods shall remain at the risk of the supplier until delivery & installation have been completed in full. The Schedule of delivery shall be the essence of the contract. The supply & Installation of the mentioned should be completed within 45 working days after receiving the work order.

2.15 OPENING OF PRICE OFFER

Price offers of only those bidders whose Techno-Commercial offers are found to be responsive and acceptable to Bank will qualify to be opened. The qualified parties shall be notified with the date and time of the opening of the Price Offer in advance.

2.16 Escalation Matrix

Escalation matrix has to be provided for support, technical, project, etc. as per Annexure-IV.

2.17 Undertaking for sufficient quantity of spares

Undertaking for sufficient quantity of spares need to be provided as per Annexure – V.

SECTION-3

GENERAL (COMMERCIAL) CONDITIONS OF THE CONTRACT

3.1 PRICE APPLICABILITY

Prices in the Purchase Order shall remain valid for the period of delivery schedule or extended delivery schedule. In case of delayed supplies, no price increase will be permitted to the supplier.

3.2 STANDARDS

The goods supplied under the contract shall conform to the standards mentioned in the Technical Specifications.

3.3 PATENT RIGHTS

The Supplier shall indemnify the Purchaser against all third party actions/claims of infringement of patent, trademark or industrial design rights arising from the use of goods or any part thereof.

3.4 INSPECTION AND TESTS

The Purchaser or its representatives shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted. Where the Purchaser decides to conduct such tests on the premises of the Supplier, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs. In case the tested goods fail to conform to the specifications, the Inspector may reject them and the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.

3.5 WARRANTY

3.5.1 The Supplier shall give warranty that goods to be supplied shall be new and free from all defects and faults in material, workmanship, and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Supplier shall be responsible for any defects that may develop under the conditions provided by the supplier and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate contact protection, deficiencies in circuit design and or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect goods are faulty. This warrantee shall survive inspection or payment for, and acceptance of goods, after the goods have been taken over.

3.5.2 If it becomes necessary for the supplier to replace or renew any defective portion/portions of the equipment under this clause, the provisions of the clause shall apply to the portion/portions of equipment's replaced or renewed. If any defect is not remedied within the specified time as mentioned in the SLA, the Purchaser may proceed to get the work done at the Supplier's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Supplier in respect of such defects.

3.5.3 Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges. Replacement / Repair / Rectification / Servicing of the material will be directed as per the Service Level Agreement.

3.6 SERVICE LEVEL AGREEMENT

SLA with Bank is to be executed within 21 days from date of acceptance of PO for all the supplied Security Alarm Systems and other materials. Details are below:

The Bidder will take total responsibility for the fault free operation and maintenance of the Security Alarm Systems and other materials.

Penalty for downtime/non-working of Security Alarm Systems after logging of call is as below:

Sr.	Location	Resolution Time	Penalty for delay for Security Alarm Systems and other Hardware's (In Rs) Including taxes
1	Urban Location	Within next working Day	Rs. 100.00/- per day
2	Semi Urban Area	Within Two Business Day	Rs. 50.00/- per day
3	Rural Area	Within Three Business Day	Rs. 50.00/- per day

The quarterly accumulated penalty amount Bank as a whole will be claimed by Bank and Bidder will have to pay the amount by any one of the mode like DD, RTGS/NEFT. If bidder fails to pay the penalty amount, accumulated penalty amount will be recovered by invoking PBG and / or from the retention amount.

The upper cap for the above penalty will be 10% of Hardware value of faulty hardware, including taxes during the warranty. This penalty will be over and above the penalty specified for delay in delivery/installation specified in the clause 3.17 of this RFP.

The successful bidder has to ensure on-site support (without any extra cost) for resolving all hardware equipment related issues, during warranty period.

During the warranty the bidder should undertake to provide free maintenance service which will include repair, replacement and maintenance of Security Alarm Systems and all other equipment.

3.7 CHANGE ORDERS

3.7.1 The Purchaser may at any time by written order given to the Supplier make changes within the general scope of the contract in any one or more of the following:-

Drawings, designs or specifications where goods to be furnished under the contract are to be specifically manufactured for the Purchaser.

Method of transportation or packing.

Place of delivery.

Services to be provided by the supplier.

3.8 SUB-LETTING

The Bidder cannot assign or transfer and sub-contract its interest/obligations under the contract without prior written permission of the Purchaser.

3.9 LIQUIDATED DAMAGES

3.9.1 The date of the delivery of the goods/services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed not later than the dates specified therein. Extension in delivery period will not be given except in exceptional circumstances. General Manager will have the authority for granting the exception up to 15 days. For approval of extension beyond 15 days, Chairman will remain as the competent authority. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the consignee, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.

3.9.2 In case the Supplier fails to supply the goods/services against the order, the same shall be procured from other suppliers at the cost and risk of the Supplier and the excess money will be recovered from any dues of the party.

3.9.3 For late deliveries, as liquidated damages, a sum equal to 2% of the price of any goods /services not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Supplier. The Purchaser also reserves the right to cancel the order in such cases and forfeit the EMD/Performance Bank Guarantee and may also debar the Supplier for future purchases.

3.10 ARBITRATION

3.10.1 Resolution of Disputes:

Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration

3.10.2 The proceedings of arbitration shall be in English language:

3.10.3 In case any supplier wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Coochbehar, West Bengal shall have the Jurisdiction.

3.11 RISK PURCHASE

3.11.1 In the event of Supplier's failure to execute the contract to the satisfaction of the Purchaser, the Purchaser reserves the right:

To reject any part of the Contract executed and withhold payment for such portion of the Contract till such time the defects are rectified to the satisfaction of the Purchaser.

To terminate the Contract by giving 2 weeks' notice in writing without assigning any reason and to get the Contract executed by other agency at the risk and cost of the Supplier.

3.12 PACKING

The supplier shall ensure that the Goods/Equipment is securely and adequately packed to ensure safe arrival at the destination fully withstanding all hazards such as rough handling etc. during transit.

3.13 REPLACEMENT OF DEFECTIVE EQUIPMENT

If any equipment or any part thereof, is found defective purchaser shall give the Supplier a notice setting forth details of such defects or failures and the Supplier shall forthwith arrange to set right the defective equipment or replace the same by the good one to make it comply with the requirements of the contract. This in any case shall be completed within a period not exceeding one month from the date of the initial report pointing out the defects. The replacement or rectification shall be made at site by the Supplier free of cost. Should the Supplier fail to do the needful within this stipulated time frame, the purchaser reserves the right to reject the equipment in full or in part and get it replaced at the cost of the Supplier. The cost of any such replacement made by the Purchaser shall be deducted from the amount payable to the Supplier.

3.14 FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strike, lockout or acts of God hereinafter referred to “eventuality”), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be reason of such an “eventuality” be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceased to exist. In case of any dispute, the decision of the Chairman, UBKGB, COOCHBEHAR Head office, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of manufacture which may be in the possession of the Supplier at the time of such termination, or such portion thereof as the Purchaser may deem fit except such material, as the Supplier may, with the concurrence of the Purchaser, elect to retain.

3.15 TERMINATION FOR DEFAULT

3.15.1 The Purchaser, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part.

If the supplier fails to deliver any or all the goods within the time period (s) Specified in the contract, or any extension thereof granted by the Purchaser

If the Supplier fails to perform any other obligation(s) under the contract; and

If the Supplier, in either of the above circumstances, does not remedy his failure after receipt of the default notice from the Purchaser within a period of 15 days (or such longer period as the Purchaser may authorize in writing)

On a notice period of 30 days.

3.16 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the supplier if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

Indemnity clause: The Contractor shall indemnify UBKGB for any loss suffered by them as a result of disclosure of any confidential information. The Contractor shall not publish, permit to be published, or disclose any particulars of the Works in any trade or technical paper or elsewhere without the previous agreement of UBKGB. The Contractor shall indemnify UBKGB against all claims in respect of rights, and shall defend all actions arising from claims, and shall himself pay all royalties, license fees, damages, cost and charges of all and

every sort that may be legally incurred in respect thereof. The Contractor shall indemnify and keep indemnified UBKGB and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons or property as aforesaid and also against any claim made in respect of injury or damage, whether under any Statute or otherwise and also in respect of any award of compensation or damages consequent upon such claim. The Contractor shall also indemnify and keep indemnified UBKGB against all claims which may be made against UBKGB by any person/ member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof. The Contractor shall also similarly indemnify the UBKGB against all claims which may be made upon UBKGB whether under the Workmen Compensation Act or any other statute in force during the currency of this contract or at Common Law in respect of any employee of the Contractor or any Sub-Contractor in case of any.

3.17 Penalty Clause

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these schedules will constitute a material breach of performance. In the event that the Bank is forced to cancel an awarded contract relative to this RFP due to the successful bidder's inability to meet the agreed delivery dates, the bank may take suitable penal actions as deemed fit.

Penalty will be charged 1% of hardware cost per week or part thereof for delay in delivery and installation of hardware beyond the timeline mentioned as part of Project Timelines subject to a maximum cap of 10% of the project cost. However, General Manager will have the authority to wave off the penalty imposed for delay in delivery and installation of the hardware.

SECTION – 4

SPECIAL CONDITIONS OF CONTRACT

4.1 PAYMENT TERMS

70% payment shall be made against after smooth running of 45 days of delivery and installation and acknowledgement by the Branch Manager. 20% amount will be payable after 30 days of one year completion of the installation and rest 10% amount shall be payable after 30 days of warranty end period. No payment will be made for goods rejected on testing. Any penalty imposed due to violation of the SLA agreement during the warranty period will be deducted from the retention amount and / or by invoking PBG.

4.2 DELIVERY SCHEDULE

Supply, Installation & Commissioning of all Equipment/deliverables is to be made within 45 days from the date of issue of PO/WORK ORDER

4.3 WARRANTY

Minimum 2 (Two) years onsite comprehensive warranty. **Further after expiry of warranty vendor has to participate for AMC agreement under mutually agreed terms and conditions**

4.4 QUANTITY VARIATION

Purchaser may add or delete the number of systems/equipment up to 10% of total equipment's during the contract period and the charges shall be increased/ reduced accordingly on pro-rata basis, based on the unit price quoted by the contractor. Variation beyond that may be settled mutually.

4.5 PENALTY FOR FAULT

The purchaser reserves the right of getting the system / equipment attended by any other agency, if the complaints are not rectified to the satisfaction of purchaser within the time period as mentioned in the point no 3.6 from the time of fault report as per urgency or availability. The cost of such repairs etc. shall be at the risk and cost of vendor.

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In case the fault cannot be rectified at the premises and the system/equipment needs to be taken out of the premises, vendor shall provide standby system/equipment of similar/equivalent configuration till the original system/equipment is replaced after rectification. Transportation charges, if any, shall be borne by the vendor.

ACCEPTANCE

I/We have carefully read and understood the above terms and conditions of the bid and agree to abide by them

Date:

Signature of Authorised Signatory

Place:

(Name of company/firm) With Seal

SECTION – 5Annexure - ATechnical Specification**TECHNICAL SPECIFICATIONS FOR INTEGRATED (BURGLAR CUM FIRE) ALARM SYSTEM WITH IN-BUILT AUTO DAILER**

Sr No	Parameters	Specifications	Remarks
1	Control Panel	<p>Specification :-</p> <ol style="list-style-type: none"> 1. one Zone with fire and smoke detectors connection 2. one zone with Panic Switch connection 3. one Zone with PIR Sensors sequence 4. one zone with Shutter / Door Sensors <p>Above all features must be in other 4 zones if panel installed 8 zone. Fire Alarm zone must be connect with in built PCB or inbuilt feature Panel with LAN port (for CMS connectivity), CCTV camera connectivity port, in built Auto dialers, Separate Key pad (to install in BM's cabin), Auto Alarm / Disarm as per the time set. (it's required for Night mode or day mode operation). Main Input Volatage - 230 to 250 Volt AC, 50 Hz One Zone for 24 hour emergency zone for better security One Zone for Day/Night Mode for Intrusion detectors with variable Entry/Exit delay selection of 15, 30, 120, upto 255 secs Built-in tone generator and amplifier for External Speakers (min 2nos) Tamper proof wiring for panic buttons, Night Sensor and Speakers/Sounders Auto Isolation of defective zones Testing of Wiring, Panic Buttons, Night Sensor without sounding the main speakers/sounders Different coloured LED's for - <ol style="list-style-type: none"> a. Mains indication b. Battery indication c. Faulty / Isolated Zones indication d. Alarm Indication e. Day / Night mode indication Highly user friendly design Software upgradeable for new features Easy interface with other systems and security accessories like Magnet Switch, PIR, Auto Dialer etc High tolerance against noise and voice variations Modular construction for easy servicing Activation in case of tampering In-built battery back-up provision</p> <p>Automatic switch over from power mode to battery mode in case of power failure and vice-versa Battery Protection-Battery deep discharge & short circuit through fuse Amplifiers Protection against False Alarm / Anti -Rodent facility.</p>	

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM**Tender Reference Number: GAD/47/103/2022-23/F – Alarm System**

		Certification - CE Back-up battery -12 Volts, 7 Ah, SMF battery (Standard Make) Reporting formats - SIA3, Contact ID & Fast Format SMS Remote Control App compatibility PSTN and/or GSM Modem In-built Memory logs -1250nos GPRS modem for IP Communication Remote Control + App compatibility No. of Partitions - 8nos. Certifications -Environmental Class II	
2	External Speaker (with LED option)	a. 40W b. Power (65-70 db) c. 4 wired with tamper loop d. Low current consumption e. ABS Body f. Weather Proof Housing	
3	IP compatibility In-Built Auto Dialler	The Alarm system must be IP compatible for future CMS Built in Auto dialer (GSM), alert test mode, emergency alarm, alarm Acknowledgement, Tamper proof.	
4	Surface Mounted Magnetic Contact	a. Minimum Operating distance 15-20mm b. CE approved	
5	Dual Technology Passive Infrared Detector (PIR Sensor)	a. Microwave Frequency b. Detection range 10m x 10m c. Microprocessor Controller d. Tamper proof mounting e. Automatic temperature compensation f. Sealed Optics g. Adjustable Ring h. Wide coverage angle, Min 85 Degree i. Rodent / Pet Prrof j. Good Temperature tolerance k. Superior Radio frequency, fast transient and electrostatic discharge immunity l. CE certified	
6	Panic Button	1. Microswitch rated at 5Amp @24 VDC 2. Touch ABS Plastic 3. Output-NC,NO	
7	Magnetic Contact	1. Magnetic Contact WHITE 2. Standard Gap : 1" (25mm) 3. Adhesive / Screw Mounted 4. 12" (30cm) leads	
8	Overhead Shutter Magnetic Contact	a. Standard Gap 2" b. 24" armored cable c. Cast Magnet	

9	PIR Motion Detector	<p>Detection Method : Dual Element Passive Infrared</p> <p>Coverage :</p> <ol style="list-style-type: none"> Detection Zones :85 degree, 52 zones, 5 planes *a. Pet Immune lens : 52 zones Pulse Processing <ol style="list-style-type: none"> Intermediate, Standard or Harsh selectable via jumper link Temperature Compensation <ol style="list-style-type: none"> Advance Digital Temperature compensation adjusts for above and below body temperature Tamper Proof Design <ol style="list-style-type: none"> Alarm relay cannot be compromised with a magnet Detectable Walk Rate <ol style="list-style-type: none"> 0.5 - 10 ft/sec Mounting Height <ol style="list-style-type: none"> 7ft (2.4m) recommendable for Pet Immune Blue Wave Technology Alarm Relay : <ol style="list-style-type: none"> Form A. SPST 90mA @ 16 VDC with 15-Ohm protective resistor Input Voltage : 8-16 VDC Current : 4mA (Standby) Operating Temperature : Upto 95% RH (max) non-condensing Certification - CE Environmental Class -II 	
10	Glass break Detector	<ol style="list-style-type: none"> Physical Dimensions : White high impact ABS plastic housing Range : 8m max omnidirectional, no minimum range Alarm Relay : Form C, 125mA, 25 VDC Tamper Switch : Combination of cover & wall tamper Power Requirements: 6-18 VDC, 12mA AC Ripple : 4 V peak-to-peak at nominal 12VDC Operating Temperature : -10 to 50 Degree Approvals - CE Angle of Coverage -360 degree Glass Type / Thickness : Plate, Tempered, Laminated, Wired, Coated, Sealed, Insulated, max 10mm Dual confirmation detection - First Impact Detects the frequency of glass flexing Detects the frequency of glass breaking 	
11	Shock Sensor	<p>Loop Voltage - 3VDC (min) to 20VDC (max)</p> <p>Loop Current - 100mA max</p> <p>Power Requirement - Less than 1 Ma</p> <p>Transient Suppression - 600 watts</p> <p>Alarm Output type - Normal-Closed solid-state output</p> <p>Alarm Output resistance - 20 Ohm max (closed /alarm condition)</p> <p>1 Ohm minimum (open/alarm condition)</p> <p>Alarm Output timing - Open for 1 sec min during an alarm condition</p> <p>Operating temperature - 18 - 55 degree</p> <p>Dimensions -</p> <p>Wiring Leads - 22 AWG, 2 conductor zip cord</p> <p>Colour- White</p>	
12	Keypad	<p>Alpha Numeric Keypad with 2 sensor input</p> <p>Wiring : 4 wire</p>	

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM**Tender Reference Number: GAD/47/103/2022-23/F – Alarm System**

		Current - Standby 60mA, Activated -190mA Integrated Proxreader Internal use Prox reader	
13	External Sounder	Electronic Siren, 6-12VDC, 15 watt, 109 db Current - 100mA Output - 110db Size - 60mm x 60mmx70mm	
14	Hooter (Long Range)	Electronic Siren, 6-12VDC, 15 watt, 117 db Voltage - 12V DC Current Draw : 400mA, 6 VDC / 1.2 AMPS, 12 VDC Sound Output : 118 db, 12 VDC	
15	Battery	7 Ah battery for back-up (SI Scope)	
16	Smoke Detectors	Wide-angle, dual-color LED indication Built-in remote maintenance signalling Voltage - 12/24V non polarised Built-in test switch Operating Temperature Range = 2W-B and 4W-B: 32°F to 120°F (0°C to 49°C); 2WT-B and 4WT-B: 32°F to 100°F (0°C to 37.8°C) Operating Humidity Range = 0 to 95% RH non-condensing Thermal Sensor = 135°F (57.2°C) fixed Freeze Trouble = 2WT-B and 4WT-B only: 41°F (5°C) Input Terminals = 14 to 22 AWG	
17	Heat Detectors	Wide-angle, dual-color LED indication Built-in remote maintenance signaling Operating Voltage / Contact Rating = 6–125VAC / 3A 6–28VDC / 1A 125VDC / 0.3A 250VDC / 0.1A Maximum Installation Temperature = 5601P, 5603, 5621, and 5623: 100°F (38°C) 5602, 5604, 5622, and 5624: 150°F (65.6°C) Rate-of-Rise Threshold = 15°F (8.3°C) rise per minute	
18	Wire / Cable / Conduit : SI Scope	a. fire Alarm cable must be FRLS - Min One Sq MM (if Armoured to protect cutting or rat bites) b. PIR sensor cable must be 4 core armoured cable to prevent false alarms. In others cases, any other cable is ok	
19	Accepted Make/Brand	DSC, Qualitronics, Digitals, Sepl, Eagle, Gadsec, Taxecom, ANG, Godrej, Rider, NSE	

Commercial Bid

Annexure – B

EQUIPMENT (Table-1)

Sr No	Item description (A)	Make & Model (B)	Unit (C)	Rate (₹) (D)	Qty (E)	Total (F)	Rental charge/Month @ 4% of Total(F)
1	8 Zone Microprocessor based Integrated Alarm Panel with inbuilt autodialer (GSM)(Conventional Type)		Nos		1		
2	4 Zone Microprocessor based Integrated Alarm Panel with inbuilt autodialer (GSM)(Conventional Type)		Nos		1		
3	12 V 7 AH Battery		Nos		1		
4	External electronic Hooter/ Sounder		Nos		1		
5	Auto Dialer		Nos		1		
6	Magnetic Contact		Nos		1		
7	Overhead shutter magnetic contact		Nos		1		
8	PIR		Nos		1		
9	Panic Switch-Foot		Nos		1		
10	Panic Switch-Push button		Nos		1		
11	Remote panic switch		Nos		1		
12	Glass break detector		Nos		1		
13	Shock sensor		Nos		1		
14	Smoke Detector		Nos		1		
15	Heat Detector		Nos		1		
16	Response Indicator		Nos		1		
17	Manual call point with LED indicator level release system with resettable facility		Nos		1		
18	Wiring		Mtrs		200		
19	PVC Conduit		Mtrs		200		
20	FRLS with Armoured Cable min 1 sqmm, 4 core		Mtrs		100		
21	FRLS unarmoured cable min 1 sqmm, 4 core		Mtrs		100		
22	Wiring for autodialer, 4 core		Mtrs		100		
23	Installation / re-installation charges		Nos		1		
Total							

- Payment/Rental for cabling will be purely on actual usage.
- L1 rate will be arrived at taking into consideration, the rates and the total amount quoted for the Equipment estimated (Col F of Table -1) .

*** The bank reserves the right to procure any quantity as required to meet the surveillance requirement and is not bound to procure qty as mentioned in the Annexure.**

@ The number of branches would be actual, i.e as obtaining on ground.

We confirm that we comply with all the specifications mentioned above & the terms & conditions mentioned in the NIT Document are acceptable to us.

Dated this day of20

(Signature) _____ (Name) _____ (In the capacity of) _____

Duly authorised to sign Bid for and on behalf Of

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM**Tender Reference Number: GAD/47/103/2022-23/F – Alarm System****SECTION – 6****Annexure – I**

1	Company/Firm Name	
2	Registration Number	
3	Year of establishment and constitution. Certified copy of “Partnership Deed” or “Certificate of Incorporation/commencement of business”, Memorandum of Association, Articles of Association should be submitted as the case may be.	
4	Location of Registered office /Corporate office and address- Mailing address of the bidder	
5	Current GST Number (enclose copy of certificate)	
6	Names and designations of the persons authorized to make commitments to the Bank.	
7	Telephone & E-mail addresses of contact persons	
8	Address for Communication	
9	In case of Authorized Dealer, the dealer should submit the dealership certificate. In case of Distributor, the Distributor should submit the Certificate/License of Distributorship	
10	The bidder should submit a self-declaration in company’s letter Head that they have not been debarred by any government / statutory / regulatory / Banks / Insurance Companies / Financial Institutions at the time of submission of Bid.	
11	Bids should be for latest models and should not include models, which are marked to be withdrawn (End of Life) during the next 12 months and End of Support for next 60 Months. A certificate in this regard must be provided in OEM’s Letterhead.	
12	The bidder should submit a certificate from OEM for availability of spares for at least 5 years for the CCTV System quoted	
13	Annual Turnover(₹in Lakhs) in as per the Income Tax returns of last three years(Copy attached)	2019-20: 2020-21: 2021-22:
14	Profits after Tax in last three years(in Rupees Lakhs) @ (Copy attached)	2019-20: 2020-21: 2021-22:
15	Contract amount of at least previous 3 years work orders of different PSU/RRBs/Govt. Depts. payments made	
16	List of major clients during the last THREE years	

- Minimum Turnover needs to be Rs. 10 lakh in a year.
- Minimum work order amount must be 20 lakh for Security Alarm Systems in last 3 years. Work Order from PSU & Govt. Dept. from last three years must be attached.

Certified that the above particulars are true.

Date:

Signature of Authorised Signatory

Place:

(Name of company/firm) With Seal

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM

Tender Reference Number: GAD/47/103/2022-23/F – Alarm System

SECTION-7

Annexure- II

PERFORMANCE BANK GURANTEE

In consideration of Uttarbanga Kshetriya Gramin bank, having its Head office at Coochbehar, Shib Bari road Coochbehar (hereinafter referred to as “UBKGB” which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement _____ dated _____ issued Purchase Order No . _____ dated with/on M/s _____ (hereinafter referred to as “The Supplier” which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors). WHEREAS the Supplier having unequivocally accepted to supply , Install & maintain the materials as per terms and conditions given in the Agreement dated _____/Purchase Order No.....dated _____ and UBKGB having agreed that the Supplier shall furnish to UBKGB a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) of the value of the Purchase Order i.e. for We, _____ (“The Bank”) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order. Hereby, we undertake to pay up to but not exceeding _____ (say Only) upon receipt by us of your first written demand (say accompanied by your declaration stating that the amount claimed is due by reason of the Supplier having failed to perform the Agreement and despite any contestation on the part of above named supplier. This Letter of Guarantee will expire on _____ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

Authorised signature

Seal of the bank

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM

Tender Reference Number: GAD/47/103/2022-23/F – Alarm System

Section - 8

**Annexure- III -
Make in India purchase preference**

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date :

To,

Dear Sir,

Ref : RFP No

This is to certify that proposed _____ <product details> is having the local content of _____ % as defined in the above mentioned RFP.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 dated 15-6-2017 as revised on 16-9-2020, referred to hereinabove.

Signature of Statutory Auditor
Cost Auditor
Name/Company
Registration Number
Seal

Counter-signed:

Bidder
Name & Signature of authorised signatory
(In the capacity of)
Duly authorized to sign bid

OEM
Name & Signature of authorised signatory
(In the capacity of)
Duly authorized to sign for and on behalf of OEM
(supported by Board Resolution/POA)

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM

Tender Reference Number: GAD/47/103/2022-23/F – Alarm System

Section – 9

Annexure IV

Escalation Matrix

SUB: Tender for supply & Installation of Security Alarm Systems in UBKGB.

Ref: Your RFP

Name of the Company

Delivery Related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email Address
a		First Level Contact				
b		Second level contact (If response not received in 24hrs)				
c		Second level contact (If response not received in 24hrs)				
d		Country Head (If response not received in One week)				

Service Related Issues

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email Address
a		First Level Contact				
b		Second level contact (If response not received in 24hrs)				
c		Second level contact (If response not received in 24hrs)				
d		Country Head (If response not received in One week)				

Any change in designation, substitution will be informed by us immediately.

Date:

Signature of Authorised Signatory

Place:

(Name of company/firm) With Seal

REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION & MAINTAINANCE OF SECURITY ALARM SYSTEM

Tender Reference Number: GAD/47/103/2022-23/F – Alarm System

Section – 10

Annexure V

Undertaking for sufficient quantity of spares

To
The General Manager
UTTARBANGA KSHETRIYA GRAMIN BANK
Coochbehar

Sir,

Reg: Undertaking for sufficient quantity of spares

With reference to above, we hereby declare and state that, we shall maintain the sufficient quantity of spares for all the items supplied in the **Tender for supply & Installation of Security Alarm Systems in all Branches/ Offices of UBKGB** and as stock during the warranty at our support offices across the country.

Dated at _____ / _____ day of _____ 2022]

Date:

Signature of Authorised Signatory

Place:

(Name of company/firm) With Seal