

Subject : Tender for AMC of Fire & Burglar Alarm System for Branches coming under Circle Office Chandigarh.

NAME OF THE VENDOR :

Dear Sir,


We are issuing tender form for the Fire & Burglar Alarm System for Branches coming under Circle Office, Chandigarh. The tender is for empanelled vendor under Circle Office Chandigarh under respective category. You are requested to submit the same in closed envelope to us at the earliest on or before 30.09.2020 up to 02.00 PM.

Before submitting the tender, you are requested to read the instructions carefully as mentioned below:

1. Vendor has to visit every quarter for preventive maintenance & submit the report to branch In-charge. . This is apart from any breakdown visits that may be required which may emanate in between the two preventive maintenance inspections.
2. You shall maintain the FBAS System and ensure that it works as per the tendered parameters.
3. The maximum breakdown time shall be 24 hours from the time of receiving the complaint over phone. If the supplier is not in a position to set right the defect or repair and put back the system to working condition within one hour, a standby unit of to suit the tender parameters should be provided immediately.
4. During the Preventive Maintenance the supplier shall inspect/ check the equipment and record the following in log book, which shall be verified and confirmed by the branch in charge.
 - a. FBAS system: Any malfunctioning of the components.
 - b. Any other remarks regarding the System:
 - c. Any steps to be taken by bank for working of system.
5. During the preventive Maintenance inspection supplier shall carryout the following apart from the other requirements for functioning of system as per tender parameters and same shall be recorded in a log book which shall be verified and confirmed by bank's representative.
6. During the break down calls, the nature of repair carried out, parts replaced etc shall be recorded in the log book.
7. The representative of the firm will visit the Branches / Offices / Chest / ATM during the office hours only.
8. The time gap between each mandatory maintenance visit in succession should not be less than 90 days.
9. The representative of firm will visit every branch/ offices/ chests/ ATM under his own arrangements for conveyance.
10. The representative of firm will carry the Company's ID card/ Introduction letter countersigned by authorized signatory of the firm with his photograph duly affixed & attested.

11. The defective system / component should be repaired on site. In case not feasible to repair on site the system / component to be taken for repairs and a standby system / component be placed at the branch within 24 hours of the receipt of the complaint report from the branches.
12. The company will give the complaint no. to the Branches / Offices / Chest even without asking for the same. The complaint register at the company office will be made available as & when required for inspection by Security Cells.
13. Company/Vendor has to timely renew the CAMC by submitting proposal to respective Branches / Offices / Chest & to enter into agreement with respective Branches / Offices / Chest every year
14. During each service, demonstration of the system shall be given to Branches / Offices / Chest staff, to make them familiar with operation of system and maintenance required at their end.
15. The contractor must comply with the labour law & other applicable local by-laws.
16. Incomplete and conditional tenders shall be summarily rejected.
17. Rates shall include taxes, duties etc. including VAT, Sales Tax, Octroi, Excise Duty or any other tax on material or on finished works like work's contract tax, turnover tax, income tax, etc, as applicable till completion of work in respect of this contract shall be payable by contractor and the Bank will not entertain any claim whatsoever in this respect, GST (GST WILL BE PAID EXTRA). Income tax shall also be deducted as per statutory instructions, from all payments due to the contractor(s).
18. The vendor must possess GST registration number at the time of tender submission. Tenders without GST registration number will be rejected.
19. Other terms will be as per Bank's guidelines.
20. In case of any deadlock, bank's decision will be final & binding upon you.
21. The Bank reserves the right to reject the goods/items if the supplies are not in conformity with the orders in any manner whatsoever.
22. The Bank also reserves the right to withhold payment; if any defect is noticed after delivery of the item until the defect is set right/the item is replaced.
23. Special Instruction: Please note that in case of non-compliance of any of the above terms and conditions as per your quotation, the Bank reserves right to cancel this order without assigning any reasons or notice.

Yours faithfully,



ASSISTANT GENERAL MANAGER

