



**CANARA BANK**  
**Premises Section**  
Circle Office, Delhi  
7<sup>th</sup> Floor, Ansal Tower  
38-Nehru Place, New Delhi-110019.  
**Phone:** (91) (11) 26285004  
**Email:** pecodel@canarabank.com  
**Web:** <http://www.canarabank.com>

**DOCUMENT**  
**FOR**  
**EMPANELMENT**  
**OF**  
**SECURITY EQUIPMENT VENDORS**  
**YEAR 2020-2023**



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**For Empanelment of Vendors/Firms/Suppliers for supply, Installation & Maintenance of Fire Alarm system with Auto Dialer, CCTV System , Burglar Alarm System with Auto Dialer , Fire Fighting equipments , Biometric Access Control System & Time Lock system in the Administrative Offices/Branches/Chests / ATMs under Canara Bank Delhi Circle Office.**

Canara Bank, Delhi Circle Office invites **sealed quotation** (Technical bids) for empanelment of vendors/Firms/Suppliers for empanelment of vendors for supply, installation and maintenance of Fire Alarm system with Auto Dialer, Burglar alarm System with Auto Dialer , CCTV system ,Fire Fighting Equipments , Biometric Access Control System & Time Lock system in the Branches/ATMS/Offices under Delhi Circle Office on as and when required basis from the Reputed Manufacturer/Authorized dealers having not less than 5 years of Experience in the product offered and fulfill the following Mandatory conditions/requirements.

Responsibility of Procurement (as and when required) and maintenance of security equipments maintenance of Fire Alarm system with Auto Dialer, Burglar alarm System, CCTV system ,Fire Fighting Equipments , Biometric Access Control System & Time Lock system for approximately 370 plus branches/offices / chests of Canara Bank , Delhi Circle Office spread in NCT of Delhi, Western Uttarpradesh & Uttrakhand.

RFP Forms can be downloaded from website and can be submitted along with the Technical bid Offer on payment of Rs 2000/- per system (Non-Refundable) by way of Demand Draft/ Pay Order favoring Canara Bank payable at New Delhi.

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The duly completed document in the prescribed format with all supporting documents shall be sealed in a cover and super scribed as 'Application for EMPANELMENT of "Security Items vendors" and shall be submitted to the above mentioned office of CANARA BANK on or before 23.03.2020 upto 3.00 PM.

Date of commencement of issue of RFP	:	08.03.2020
Last date for submission of RFP	:	23.03.2020 Up to 3.00 PM

All addendum/amendments in respect of this tender if any will be displayed on bank's website only and no paper advertisement will be released. All interested vendor to monitor the bank website for any addendum/amendments.

Earnest Money Deposit of Rs. 1, 00,000/- (Rupees One lakh Only) for CCTV systems, Rs. 50,000 (Rs. Fifty Thousand only) for Electronic Security alarm systems, Rs. 50,000 (Rs. Fifty Thousand only) for Fire Alarm Systems and Rs. 50,000/- for Fire Fighting Equipments , Rs 20000 (Rs. Twenty Thousand Only) for Biometric Access Control System & Rs 20000 (Rs. Twenty Thousand Only) for Time Lock System.

MSE's (Micro and Small Enterprise) / NSIC / KVI etc. are exempted from paying the Earnest Money Deposit (EMD) and Cost of Tender document for which the concerned enterprise needs to provide necessary valid certificates / documentary evidence for the said work. For MSE's, Govt. of India provision shall be considered while evaluating the tender.

*"In case of any unexpected interruption due to events beyond control of the procurement committee, the process interrupted will be continued on the subsequent working day at the scheduled time."*

For details and application form, please visit bank website <http://www.canarabank.com/announcements/tenders> invariably.

The Bank reserves the right to accept or reject any or all the applications without assigning any reasons thereof.

Date: 07.03.2020

ASSISTANT GENERAL MANAGER

**GENERAL RULES AND INSTRUCTIONS TO THE INTENDING APPLICANTS:**

1. The empanelment of vendors is proposed for the (CCTV, Fire alarm system including auto dialer, Security alarm system , Fire Fighting Equipments , Biometric Access Control system and Time Lock system.) at Branches / Offices / Chests of the Bank coming under the Delhi Circle office. Generally, the routine works of the Bank are awarded/procurements are made as per Standardized rates. However, the Bank has the right to award the work/procure supply from any of the empanelled agencies, depending on the exigencies of the work.
2. This document consists of the following:
  - a) Notice inviting applications for empanelment of Security Items vendor/supplier.
  - b) General rules and instructions to the intending applicants
  - c) Scope, eligibility criteria & general terms & conditions for each category.
  - d) Application format for empanelment
  - e) Check list of documents furnished.
3. **The document as detailed above in (a) to (e), complete in all respects, should be submitted** by the intending applicants within the stipulated date and as per the instructions given in the Notice inviting applications. The details of the applicants and their experience shall be furnished in the prescribed “Application Format” only. Wherever required and if the space provided is not sufficient, particulars can be furnished in Annexures but such details shall be clearly mentioned in the respective columns of the Application Format. Applicant shall enclose latest copies of brochures and technical documentation giving additional information about the applicant. Each page of the document shall be duly signed by the Applicant or their authorized representative.
4. The Consultants/Contractors/suppliers, who intend to apply for more than one Security Item, have to apply for each category using separate application forms.
5. No costs incurred by the applicant in applying, in providing necessary clarifications or attending discussions, conferences or site visits will be reimbursed by the Bank.
6. Documentary proof with respect to the details furnished in the application form regarding eligibility criteria shall be furnished along with the application form. In this regard, copies of the work order and completion certificate and/or such documents shall be submitted. **Incomplete applications or applications without proper proofs for establishing their credentials will be summarily rejected and no correspondence will be entertained in this regard.**
7. If the application is made by a partnership firm, a certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
8. If the application is made by a limited company, it shall be signed by a duly authorized person holding the power of attorney for signing the application in which case certified

copies of the power of attorney and the certification of incorporation, Memorandum of Articles of Association shall accompany the application.

9. The empanelment shall be made for a specific product category; however one vendor can be empanelled for more than one product category if they are eligible.
10. The evaluation will be based on the experience of the consultants/ contractors / suppliers and their financial capabilities and may also include inspecting the works furnished by them for which, necessary co-ordination shall be made by them. Based on the details furnished and inspection of works, eligibility criteria, the consultants/ contractors/ suppliers will be empanelled. **Decision of the Bank regarding selection / rejection for empanelment will be final and binding and no further correspondence will be entertained. The empanelled contractors will only be informed by post / email.**
11. If, information and details furnished by applicants are found to be false at any time in future or any information withheld, which comes to the notice of the Bank at a later date, the empanelment of such applicant will be cancelled immediately.
12. Applications received after the due date and time is liable for rejections.
13. **The consultants/contractors/suppliers having their office in the geographical jurisdiction of the Circle office will only be considered. The empanelment shall be valid for a minimum period of one year.**
14. Canara Bank reserves its right to reject any / or all the applications without assigning any reasons whatsoever.

## **SCOPE, AND ELIGIBILITY CRITERIA FOR CONTRACTORS**

### **A. SCOPE OF WORK:**

New Installation and Annual Maintenance contract for new as well as existing Security equipments (CCTV, Fire alarm system including auto dialer, Security alarm system and Fire Fighting Equipments) and buy back of any system of “Fire Alarm System with Auto Dialer, Burglar alarm System, CCTV System , Fire Fighting Equipments Biometric Access Control system and Time Lock system installed at Branches / Offices / Chests of Canara Bank , Under Circle office Delhi on as and when required basis. The Vendor will maintain all Security equipment (irrespective of Make and Model) installed earlier in the branches/ATMs & offices at the quoted rates.

The comprehensive AMC will be for 5 years from date of installation of equipment or from the date of contract in case of existing system. AMC or Comprehensive AMC rates fixed at the time of contract will be non-negotiable and no revision will be permitted.

Rate contract for supply and installation of new equipments will be for the period of One year. However after satisfactorily completion of the contract, if both parties are willing to continue the contract at the existing terms and conditions and same rates, the contract may be extended for another one year. However extension of contract period will not exceed the maximum of 3 years from the date of original contract.

### **B. ELIGIBILITY CRITERIA:**

In respect to Empanelment or shortlist of Vendors/Firms/Suppliers the following criteria shall be applied.

*For this purpose Vendors/Firms/Suppliers shall submit proof of documents along with the Tender, if Vendors/Firms/Suppliers are not submitting documentary proof and / or not conforming to any of these parameters will not qualify for empanelment or short listing:*

Technical bid along with supporting documents should be in sealed envelope duly superscripted “TECHNICAL BID FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SECURITY SYSTEMS-CCTV/FAS/BAS/FE / BACS / TLS” (Whichever is applicable). Note: The tender documents should be submitted duly signed and stamped at each page by authorized signatory. FAX/Telegram/Telex or any form of electronic communication will not be acceptable.

*Late Bids:-Any bid received after the deadline as prescribed by the Bank will be rejected and/or returned unopened to the Bidder, if bidder desire so.*

### **C. GENERAL TERMS & CONDITIONS**

- a. The Vendors/Firms/Suppliers should have sales turnover of 50 Lakhs or above for CCTV, Burglar alarm System & Fire Alarm System and Detection system and 20 lakhs for Fire Fighting Equipments average in the last 3 years.
- b. The Vendors/Firms/Suppliers should have earned profit consecutively during the last three years.
- c. Firms should be registered companies/their authorized dealers/authorized suppliers reputed in the concerned field with not less than five years dealing in the products offered. (Attested copies or original Work orders will be accepted as proof and attested copies of certificate of corporation to be submitted)
- d. Product quality and Robustness:- All Products for which BIS standards exist should conform to those standards or should have test report by the Circle Electronic Test Development Centers. (Attested copy of proof to be submitted)
- e. After sales service network within “Delhi NCR region”. The Firm should have at least one of its own office and service centre functioning not less than three years from the date of issue of RFP in Delhi NCR. (Firms should submit attested copies of original rent receipt or any proof to prove that it has own office and service centre functioning in Delhi NCR to apply for not less than three years as on the date).
- f. The Vendors/Firms/Suppliers should have an office/service center in Delhi NCR; the Vendors/Firms/Suppliers are interested to apply with sufficient network to support for attending any request for rectification in a short span of time. The firm should have sufficient network of service Engineers in Delhi NCR.
- g. The Vendors/Firms/Suppliers applying for CCTV/Fire Alarm/BAS Systems should have installed/ looking after the Annual Maintenance for CCTV/Fire Alarm/BAS Systems of at least one Public Sector Banks/ Public Sector Undertakings (other than Canara Bank) situated in Delhi NCR for at least last 3 years ( Vendor should provide reference site details in the specified annexure and they will qualify only, if the Bank get positive feedback from two Public Sector Banks / Public Sector Undertakings.)
- h. The Vendors/Firms/Suppliers with Test report by the Circle Electronic Test Development centers or BIS certification is must. (Attested copies or original Proof, if any has to be submitted).
- i. After the demonstration, if the board requests to provide another demo in another/same premises to ensure the quality of the product, the vendor should provide it without any additional charges.
- j. Firms should have Income Tax PAN, TIN number, GSTN and the latest Clearance Certificate. (Attested copies of PAN card, TIN number and latest Income tax return to be submitted)
- k. Firms should have Registration under Shops & Establishments Act. (Attested copy of certificate to be submitted)
- l. Firms should have one office with Landline telephone connection and Email facility in Delhi NCR where Branch/office is located and office should be manned during the office hours. Email will be considered as valid means to report compliant and vendor is bound to attend the complaint within 48 hrs latest.

All correspondence will be made in the local office.

- m. Firms shall not be owned or controlled by any director or officer/employee of the Bank or their relatives having the same meaning as assigned under Section 6 of the Companies Act 1956. (A certificate denying the ownership of Agency/Firm/Manufacturer/ Dealer by any director or officer/ employee of the Bank or their relatives having the same meaning as assigned under Section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm to be submitted along with the Tender).
- n. Firms should submit an undertaking (on their letter head) that they have not been “Black Listed” by any of the Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal.
- o. Firms should have registration number for payment of GST (Attested copy of proof to be submitted with company seal)
- p. Tenders which are not in sealed covers will not be accepted.

#### **D. EARNEST MONEY DEPOSIT**

a. Earnest Money Deposit of Rs. 1,00,000/- (Rupees One lakh Only) for CCTV system for branches/offices / Chests , Rs. 50,000 (Rs. Fifty Thousand only) for Security alarm system, Rs. 50,000 (Rs. Fifty Thousand only) for Fire Alarm System , Rs 50,000 for Fire Fighting Equipments , Rs 20000 (Rs. Twenty Thousand Only) for Biometric Access Control System , Rs 20000 (Rs. Twenty Thousand Only) for Time Lock System in the form of a demand draft/pay order issued by a scheduled commercial Bank favoring Canara Bank, payable at New Delhi must be submitted along with the Offer. Offers not accompanied with Earnest Money Deposit specified will not be accepted.

b. MSE's (Micro and Small Enterprise) / NSIC / KVI etc. are exempted from paying the Earnest Money Deposit (EMD) and Cost of Tender document for which the concerned enterprise needs to provide necessary valid certificates / documentary evidence for the said work. For MSE's, Govt. of India provision shall be considered while evaluating the tender.

c. The Earnest Money Deposit will be forfeited if the vendor:-

- i. Withdraws its bid during bid validity period.
- ii. Refuses to honor commercial bid. Bank reserves the right to place order onto vendor based on prices quoted by them.
- iii. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
- iv. Refuses to submit bank guarantee on finalization of rate contract. Bid security to successful vendor will be refunded only after successful completion of bid period.

#### **E. VALIDITY PERIOD**

- a. *The empanelled Vendors/Firms/Suppliers will remain in the empanelled list of the Bank for Delhi Circle for three years from the date of empanelment or till the completion of next empanelment period at the Bank's own discretion (whichever is earlier). Empanelment of the Vendors/Firms/Suppliers will be reviewed after 1 year subject to service & performance standards.*
- b. *The Annual rate contract will be valid for (01) one year, Comprehensive Annual Maintenance Contract will be valid for 05 (five) years & Annual maintenance contract also for 1 year.*



- c. *Empanelment will be valid only, if all eligibility criteria mentioned in the advertisement are fulfilled during the entire empanelment period.*
- d. *If the service provided by vendor is found to be unsatisfactory or if at any point of time during the empanelment it is found that the information provided by vendor is false or if vendor do not participate in any subsequent RFP or tendering process three times consecutively, the Bank reserves the right to remove the vendor from the empanelment list without giving any notice. Bank's decision in this regard will be final.*

**Bank reserves the right to reject an offer under any of the following circumstances:**

1. Bid security (EMD) is not submitted.
2. Incomplete Offer and/or all documents not attached.
3. Offer is not in conformity with the terms and conditions stipulated in this document. Specifications stipulated in RFP are not met with. However, deviations resulting in higher / superior configuration will be accepted.
4. If Technical Offer contain any price information.
5. Commercial Offer format differs from actual Commercial Offer format.
6. Or violates any terms and conditions in the RFP document.
7. Or If found that the information provided in the offer is false.
8. If required, normalization of TO would be undertaken on the basis of technical evaluation, before opening the Commercial Offers.

## APPLICATION FORMAT

### APPLIED FOR EMPANELMENT OF:

(Write correct choice CONSULTANTS/  
CONTRACTORS /SUPPLIERS)

**CATEGORY** (type of work) : A / B  
(Class A/B if any)

1. Name of the Applicant :  
Address :

Communication Details : (\*) Mandatory fields  
Telephone Office (\*) :  
Telephone Residence :  
Mobile (\*) :  
Fax :  
E-Mail (\*) :

2. a) Status of the Firm (Whether company/  
Partnership / proprietary) :

b) Name of the Proprietor/ Partners/ Directors  
(With professional qualifications, if any)

I)  
II)  
III)

c) Year of establishment :

3. Whether registered with Registrar of  
Companies/ firm. If so, No. & Date :

4. Registration with Tax Authorities :

a) Income-tax No. PAN/GIR NO;  
(Furnish copies of Income-tax returns)

b) GST No. :

5. a> Names of the Bankers with address:

I)

II)

b> Enclose solvency certificate from the bankers:

6. Turnover of the Company/firm (Please attach copy of audited balance sheet and profit and loss account for three years).

	Year	Turnover
1	2018-19	
2	2017-18	
3	2016-17	

7. Empanelment with Government / Public Sector / Banks / MNC's

NAME OF THE ORGANISATION	NATURE OF WORKS	VALUE OF WORKS	DATE OF EMPANELMENT

8. What are your fields of activities? Mention the fields on preference Basis

- 1)
- 2)
- 3)

9. Details of the works executed during the last 3 years (for class- A and B vendors )  
( please mention only such works which qualifies for eligibility criteria)

Sl. No.	Name of Work	Work executed for (name of the organization with address, concerned office and telephone number)	Nature of work (in brief)	Location of the work	Actual Value of the works	Stipulated time for completion	Actual time for completion	If work left incomplete or terminated (furnish reasons)

Note: Copies of satisfactory completion certificate obtained from the client shall be enclosed.

10. Details of present works under execution ( enclose copies of work orders issued by clients)

11. Key personnel permanently employed in your organization:

Sl No.	Name	Qualifications	Experience	Particulars of work done	Employed in your firm since	Any other

12. Furnish the names of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization.

NAME OF THE OFFICIAL	ORGANISATION & ADDRESS	CONTACT NUMBERS

13. Furnish the details of litigation/ Arbitration cases resulting from the contracts executed in the last seven years or currently under execution in the following format.

YEAR	Award for or Against Applicant	Name of clients, cause of litigation and matter of dispute	Disputed Amount	Actual Awarded Amount

**DECLARATION**

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / annexure.
3. I / We agree that the decision of CANARA BANK in selection of vendors will be final and binding to me / us.
4. I / We have read the instructions appended to the proforma and I / we understand that if any false information is detected at a later date the empanelment shall be cancelled at the discretion of the bank.

Place :  
Date :

SIGNATURE OF CONTRACTOR  
NAME & DESIGNATION  
SEAL OF ORGANISATION

**CHECK LIST OF DOCUMENTS TO BE SUBMITTED**

Sl. No	Particulars	Compliance	
		Yes	No
1.	Certificate of Registration of Company / Partnership Deed etc		
2.	Incorporation Certificate		
3.	MSE / NSI / KIV certificates and documents		
4.	Earnest Money Deposit :a DD / Pay Order		
5.	Cost of Tender document / Tender fee:		
6.	Shop & Establishment Certificate of Local Office		
7.	Certificate of Registration with Income Tax Authorities		
8.	Certificate of Registration with EPF		
9.	Certificate of Registration with ESIC		
10.	Certificate of Registration with GST		
11.	Audited Balance sheet & P&L statement for FY 2016-17		
12.	Audited Balance sheet & P&L statement for FY 2017-18		
13.	Audited Balance sheet & P&L statement for FY 2018-19		
14.	Copies of Turnover Certificate Tax returns and assessment orders for 2016-17		
15.	Copies of Turnover Certificate Tax returns and assessment orders for 2017-18		
16.	Copies of Turnover Certificate Tax returns and assessment orders for 2018-19		
17.	Registration Certificate as per Company's Act		
18.	Certificate from ESI corporation regarding Registration under Shops & Establishment Act		
19.	Detail list of Branch Office, Head Office: on Pan India with Contact Numbers (Landline & Mobile) and email id.		
20.	Latest Certificate from EPF Organization under EPF & Misc. Provision Act-1952 (EPF Register of employees of last 12 months)		
21.	Copies of Balance Sheet (Audited) for last three financial years		
22.	Copies of PAN, ESI, EPF, GST registration number etc.		
23.	Signed copy of all the Tender documents		