

NOTICE INVITING TENDER

Ref.: AGB/P&D/229/05/2026-27

Date: 29-09-2026

Rate Contract for 03 years for Supply, Installation, Commissioning & Maintenance of Security/Burglary Alarm

General Information:

Assam Gramin Bank, Head Office, Guwahati, invites sealed tenders (Technical & Financial) from eligible bidders for supply, installation, commissioning and subsequent maintenance of Security Alarm/Burglary Alarm system under Rate Contract.

The finalized rate for supply, installation, commissioning and subsequent maintenance of Security Alarm/Burglary Alarm system will be for a contract period of **03 (three) years**. Bank reserves the right to extend the contract period for another term as per mutually agreed terms and conditions abiding the other terms and conditions mentioned in this tender document

Sl	Particulars	Remarks
1	Scope of Work	- Supply, installation, commissioning of Security/Burglary Alarm system at Branches of the Bank and comprehensive maintenance of the system for another 04 (four) years after warranty period. - During the validity period of 03 years of Rate contract, work orders will be issued from time to time as per the requirement of the Bank at the same approved rate. However the initial agreement period of 03 years of an individual branch/office may be extended on mutually agreed terms and conditions
2	Equipment to be installed	Provided under 'Annexure-A'
3	Delivery & Installation location	Branches of the Bank through-out the state of Assam which are to be provided time to time.
4	Delivery Period	Within 30 days from the date of issuing work order.
5	EMD	Rs 10,000/- in the form of Demand Draft in favour of Assam Gramin Bank, payable at Guwahati. ➤ EMD of unsuccessful bidder will be released/returned after acceptance of contract by the successful bidder. ➤ EMD of the successful bidder will be returned after receipt of Performance Security as called for in the contract. Note: Firms/Bidders registered under Micro and Small Enterprises (MSEs) or are registered Start-ups as recognized by Department for Promotion of Industry and Internal Trade are exempted from submission of EMD. Valid certificates must be submitted to avail the exemption. <u>Any Bid not accompanied with the requisite EMD/ MSME certificate shall be treated as non-responsive and is liable to be rejected.</u>
6	Performance Security	- The successful vendor will have to Deposit 5% of the work order value (as and when placed by the Bank) as Performance Security by online payment to non-customer account of the Bank (to be provided later) within 15 days of accepting the order. No interest shall be payable on the Performance Security. Performance Security will be returned within 14 days after completion of the entire contract period.
7	Bid Duration	15 days
8	Bid Start Date	30-09-2026 at 9:30 AM

9	Bid End Date	15-10-2026 at 16:00 PM
10	Pre Bid Meeting	09-10-2026 at 11:00 AM, Venue: Conference Hall, at Bank's Head Office
11	Bid Open Date	16-10-2026 at 11:00 AM
12	Venue of Tender Opening	Assam Gramin Bank Head Office, 02 nd Floor, Adam's Plaza, GS Road, Christian Basti, Guwahati-781005
13	Other Terms & Conditions	• The Bank reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof. • Vendors who do not fulfil the minimum eligibility criteria need not apply. Any incomplete application and /or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional tenders are liable for rejection. • All pages of the Bid documents should be signed by the bidder and rubber stamp should be affixed on each page. The acceptance of tender will rest with Assam Gramin Bank which does not bind itself to accept the lowest or any tender and reserves to itself the right to reject any or all the Tenders received without assigning any reason/s thereof.
14	In cases where the manufacturer (OEM) has submitted the bid, the bids of its authorised dealer will not be considered and EMD will be returned.	
15	Tender Document along with all supportive documents are to be duly signed by the Authorized Signatory under the seal of the bidder company/ firm in every page.	
16	Contact Details	P&D Department Assam Gramin Bank Head Office Adam's Plaza, Christian Basti, G.S. Road, Guwahati-781005 Email: hoagb@agvb.bank.in Contact No.6003900575

Eligibility Criteria:

Sl	Criteria	Document Required to be uploaded
1	The bidder should have minimum 3 years of experience in the activity of supply, installation & maintenance of Security/Burglary Alarm system at Banks or other Public Sector Enterprise.	Order Copies older than 3 years from the date of 31-03-2026 and any latest order copies.
2	Turnover Criteria: ➤ Bidder Turnover Criteria: The average annual financial turnover of the bidder during last three years ending on 31-03-2023, 31-03-2024 & 31-03-2025 should not be less than 15.00 lakhs. ➤ OEM Turnover Criteria: The average annual financial turnover of the OEM during last three years ending on 31-03-2023, 31-03-2024 & 31-03-2025 should not be less than 60.00 lakhs. ➤ It should be a profit making company having positive net worth.	Audited Balance Sheet, Profit and Loss Statement and Turnover Certificate of the bidder for the FY 2022-23, 2023-24 & 2024-25 should be furnished.
3	The bidders desirous of quoting should have their Registered Office in the State of Assam.	Self-attested certificate of Incorporation/Registration should be furnished or Self-attested copies of trade licence issued by Guwahati Municipal Corporation or Valid Certificate of registration under Assam shops and establishment act, 1971
4	Certificate from OEM: If the Bidder is not an Original Equipment Manufacturer (OEM) and only an authorized service provider of any item required, they should have valid authorization letter from their OEMs to deal/market their product in India and such authorization letter should be valid for a further period of minimum 5 years from the date of RFP.	Authorization letter from OEM as per Annexure C to be submitted.
5	Make In India Guidelines: At least 20% of the parts of the machine should be make in India.	Necessary proof/declaration to be submitted.
6	All pages of the Tender documents are to be signed by authorized signatory and official Rubber Stamp to be affixed, at the bottom of every page.	To be submitted.
7	Bidder should have valid PAN & GST Registration	Self-Attested Copy to be submitted
8	The Bidder should not have been blacklisted/debarred by any Public Sector Bank or Private Sector Bank during last 3 years from the date of issuance of Tender. A declaration on the bidder's letter head to be submitted.	A declaration on the bidder's letter head to be submitted.
9	The bidder should upload a document (on their letter head) stating that they are willing to abide by all the conditions in the Bid document, ATC included.	Declaration on Bidder's letter head to be submitted.
10	Technical Specifications for Security Alarm System	Annexure –A on Bidder's letter Head to be submitted.
11	Bidder's Information	Annexure-D

Checklist for Submission of Technical Bid:

Sl	Documents required to be submitted	Submitted/ Not submitted
1	Technical Specification of the Product (as per Annexure-A)	
2	Application form (as per Annexure-B)	
3	OEM Authorization Letter (Annexure-C)	
4	Bidder's Profile (as per Annexure-D).	
5	EMD/ Udyam Registration Certificate	
6	The Bidder(s) shall submit a Board resolution in case of a company and/or authorization letter duly signed by the authorized signatory naming the official who shall be authorized to sign the Tender Document.	
7	The tender document (all pages) duly signed by the bidder and rubber stamp should be affixed.	
8	Certificate of Incorporation/Registration of bidder/company/OEM.	
9	Self-attested copies of trade licence issued by Guwahati Municipal Corporation or Valid Certificate of registration under Assam shops and establishment act, 1971 of firm/ Authorized Dealer/Agency	
10	ISO 9001 certificate of manufacturer/company.	
11	Detail of Company/OEM owned service center in the state of Assam along with Name of Officials and Contract Number.	
12	Agreement copies/ work completion certificates/ Order copies older than 3 years from the date of 31-03-2026 and any latest order copies.	
13	Audited Balance Sheet, Profit and Loss Statement and Turnover Certificate of the OEM/Bidder for the FY 2022-23, 2023-24 & 2024-25.	
14	Bidder's PAN & GST Registration (self-attested).	
15	Undertaking/Declaration on bidder's letter head of Not blacklisted/debarred by any Public Sector Bank or Private Sector Bank during last 3 years.	
16	Declaration by the bidder on letter head that the bidder is not defaulter/NPA at any point of time to any bank/financial institution.	
17	Make In India: Self-Certification to be submitted on OEM/bidder letter head	
18	Brochure of the offered product.	

Seal & Sign of Bidder

Additional Terms and Conditions:

Sl	Additional Terms & Conditions
1	Determination of L1 price L1 price will be determined based on the lowest price quoted for total per unit cost which includes Cost of items + installation & making the system operational + 1 year warranty period + 4 years Annual Maintenance Contract .
2	Annual Maintenance Contract period includes quarterly preventive maintenance visits and also any “on call visit” for repair at no extra cost. Bank reserves the right to extend the contract period for another term, as per mutually agreed terms and conditions abiding to other conditions mentioned in this tender document.
3	Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.
4	Apart from the quarterly preventive visits, any complains of breakdown/mal-functioning of the system in any of the branches needs to be attended by the technicians FREE OF COST within 24 hours (or 2 PM on next working day) from lodging of complaint. In all such cases, the system has to be made operational within 48 hrs from receipt of complaint, or by 2 PM on second working day, in case the complaint reporting happening on a holiday.
5	The Performance Security shall be forfeited under the following condition: • If the bidder fails to attend any breakdown call within a reasonable time from the reporting of the service call. • If the bidder fails to carry out the compulsory Quarterly Visit for preventive maintenance at one or more branches during any quarter In such cases, the penalty amount shall be determined by the Bank at its discretion.
6	However, in the case of main equipment or a major component that needs to be taken away for offsite repairs , the bidder shall provide a standby system for a period of not less than five working days . In such cases, the penalty amount shall be realized from the Security Deposit which will be determined by the Bank at its discretion.
7	No payment towards cost of repair, cable or spares will be admissible, during the entire 5-year contract period, post installation. Bidders are hereby advised to select OEM and all associated gadgets and equipment of good quality keeping the above clause(s) related to penalty in mind, which will be enforced strictly by the bank, if situation demands for imposing of penalty, any time during currency of contract.
8	Maintenance contract will also include repairing of the main system [including main/control circuit board(s)] and replacement of the main system or replacement of main/control circuit boards(s), wherever repair is not feasible.
9	Exception to conditions in terms of non-payment for spares will be considered only in case(s) of Natural Calamity, War, Massive Fire etc.
10	Time of Completion of the Work: Supply and making the system operational to be done with 30 days from the date of acceptance of order.
11	Training The successful bidder shall associate with Bank staff during the testing of the system and provide necessary training to Bank staff in proper operation, trouble identification, trouble shooting and routine maintenance. Service support should be available on all Bank working days/ hours.
12	Payment Terms No advance is payable. After successful completion of the work final bill will be paid by the Bank. Invoices submitted must be in the name of “Assam Gramin Bank” and must be GST compliant. (Bank’s GSTIN: 18AAIAA8534E1ZQ)

13	The buyer reserves the right to disqualify bidders during technical evaluation if any of the above documents in the ATC, or other required documents are not uploaded along with the bid, without seeking further clarifications from the bidders.
14	All specifications mentioned in bid document and ATC are applicable. In case of differences in the particulars furnished in the Bid document and ATC, the terms mentioned in ATC would prevail.
15	Any further relevant documents, if not already mentioned in this Bid document and deemed as required by the Bank, subsequently may be asked to be submitted before proceeding for opening of Financial Bid.
16	The EMD may be forfeited if a bidder withdraws or amends its bid during the period of Bid validity specified herein: If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract; or in case of a successful Bidder, if the Bidder fails to sign the contract with the Bank within a period of 15 days of accepting the purchase order or to furnish Security Deposit to the Bank.
17	LIABILITIES OF THE BANK: This tender is not an offer of the Bank, but an invitation for Bidder's responses. No contractual obligations on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together, notification of award of contract and Bidder's written acceptance thereof shall constitute a binding contract with the vendor.
18	LIABILITIES OF THE BIDDER: Bidder's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by bidder's gross negligence/lapse or due to below standard equipment used by Bidder
19	FURNISHING OF INFORMATION: The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required by the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. It shall be the duty of the bidder to upload the bid documents along with necessary documentary evidence on the e-tendering portal.
20	CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT: Successful bidder and its employees will strictly not communicate or allow to be communicated to any person or divulge in any way, any information relating to the ideas, the concepts, know-how, techniques, data, facts, figures and information whatsoever concerning or relating to the Bank and its affairs to which the said employees have access in the course of the performance of the contract.
21	CONTACTING THE BANK Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.
22	PATENTS RIGHTS/ INDEMNITY: The Vendor shall indemnify the purchaser against all third party claims on infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India. The Vendor shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. The Vendor shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be fully responsible for, including all expenses and court and legal fees. Further, the successful vendor will indemnify the Bank from all claims, suits, inability &

	procedure which may be identified/initiated by the employees engaged by the contractor and shall keep Bank harmless from all such rules, procedure, liabilities. The contractor shall also indemnify Bank from all or any legal implication or consequences that may arise out of labour laws/rules and any consequence that may arise out of misconduct of any of his/her personnel. The selected Bidder/ firm/company is to execute necessary Indemnity Bond in this regard.
23	NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER: The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The bank will have right to opt for any new technology option for the Bank usage.
24	EXECUTION OF SLA: On completion of the Bid process, the successful bidder should execute a Service Level Agreement for the Contract within 15 days from the date of issuing Supply Order. The Agreement/Contract would be signed in Guwahati, Assam only and stamped as per Assam Stamp Act. The Stamp duty shall be borne by the Bidder.
25	TERMINATION CLAUSE: A. TERMINATION FOR DEFAULT: The Bank, without prejudice to any other remedy for breach of Contract, shall give written notice of default to the Bidder with a cure period of 30 days. After 30 days if Bank is not satisfied with the response, may terminate the Contract in whole or in part: a) if the Bidder fails to deliver any or all of the solution within the period(s) specified in the Purchase Order, or within any extension thereof granted by the Bank or b) if the Bidder fails to perform any other obligations(s) under the Contract. B. TERMINATION FOR INSOLVENCY The Bank may at any time terminate the Contract by giving written notice with a cure period of 30 days to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. If the bank is not satisfied with the bidder's reply, bank may terminate the contract. Termination in this case will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank. C. TERMINATION FOR CONVENIENCE The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. It is also clarified that the Vendor shall not be entitled to terminate the contract. D. TERMINATION FOR OTHER ACTIONS: The bank has the right to terminate the agreement with immediate effect if the Bidder is blacklisted or in case any fraud, forgery, theft, robbery or any wrongful action/ inaction or breach of this agreement caused by Bidder or its agents or its employees. Bank may also terminate the contract and forfeit BG if the services are not regular and if vendor is not performing the maintenance service in spite of warning or imposing of penalty. The payment for the work executed till the date of termination shall be made as per payment terms.
26	FORCE MAJEURE Bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

	Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the successful bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure.
27	COMPLIANCE TO LABOUR ACT: As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Successful bidder shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors (if permitted by the bank)etc. engaged by SB and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender.
28	RESOLUTION OF DISPUTES The Bank and the successful bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof. In case of any disagreement or dispute between the Bank and the successful bidder which remains unresolved after discussions, the dispute will be resolved in a manner as outlined hereunder. In the event of any dispute between the bank and the contractor relating to those contracts where Integrity Pact is applicable, in case both the parties are agreeable, they shall try to settle dispute through mediation before the panel of IEMS in a time bound manner. The fees/expenses for dispute resolution shall be equally shared by both Bank and successful bidder. In case the dispute remains unresolved even after mediation by the panel of Independent External Monitors, such differences and disputes shall be referred, at the option of either party, to the arbitration of one single arbitrator to be mutually agreed upon and in the event of no consensus, the arbitration shall be done by three arbitrators, one to be nominated by the Bank, one to be nominated by the successful bidder and the third arbitrator shall be nominated by the two arbitrators nominated as above. Such submission to arbitration will be in accordance with the Arbitration and Conciliation Act 1996. Upon every or any such reference the cost of and incidental to the references and award shall be at the discretion of the arbitrator or arbitrators or Umpire appointed for the purpose, who may determine the amount thereof and shall direct by whom and to whom and in what manner the same shall be borne and paid. In case of Arbitration the same shall be done in accordance with the Rules of Arbitration of the “SCOPE” and the award made in pursuance thereof shall be final and binding on the parties. Courts of Guwahati city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.
29	The Bank ascertains and concludes that everything as mentioned in the tender document or its addendum circulated to the bidders and responded by the bidders have been quoted for by the bidders, and there will be no extra cost associated with the same in case the SB has not quoted for the same.
30	Bank reserves its right to reject any/ or all the applications without assigning any reasons whatsoever.

(On Bidder's Letter Head)

Annexure-A

**Technical Specification for
SECURITY ALARM/ BURGLARY ALARM**

Sr.	Items	Quantity (Per Branch)
1	Control Panel	1
2	Battery	1
3	Panic Switch	5
4	PIR Sensor	2
5	Magnetic Sensor	2
6	Hooter	1
7	External	1
8	Internal	1
9	Cable	200 mtr (aprox.)
10	Conduit Pipe	100 mtr (aprox.)

Date:
Place:

Seal & Signature of Bidder

**Application for participation in Rate Contract for 03 years for Supply, Installation,
Commissioning & Maintenance of Security/Burglary Alarm**

(On letter head of the bidder)

The
The General Manager
Assam Gramin Bank
Head Office, Christian Basti, GS Road
Guwahati

Dear Sir,

Subject: Application for participation in Rate Contract for 03 years for Supply, Installation, Commissioning & Maintenance of Security/Burglary Alarm.

Ref: Bank's Tender No. AGB/P&D/229/04/2026-27 Date: 29-09-2026

With reference to your advertisement on the captioned subject, we have carefully perused and understood the criteria mentioned therein.

Accordingly, we now submit the application form duly completed in all respects, together with certified copies of the documents as required by you for participation in Rate Contract for 03 years for Supply, Installation, Commissioning & Maintenance of Security/Burglary Alarm to your bank.

We confirm that all information given herein is true to the best of our knowledge. We also understand and confirm that if any of the information given is found to be incorrect either fully or partially or any false/fake document is submitted at any stage, you may reject the application summarily and also take any legal action as per law.

It is also confirmed that we hereby agree with all the terms and conditions laid down in the aforementioned tender documents.

We also undertake to provide services across all the branches/offices in the state of Assam.

Yours Faithfully,

(Bidder' Signature, Name & Seal)

(On OEM's Letter Head)

Annexure-C

OEM's Authorization Form

No.....

Date:

To
The General Manager
Assam Gramin Bank
Head Office, Guwahati

Dear Sir,

We refer to GeM tender reference No.....

We certify that the agency having its registered office at.....is our
authorized Service Provider with effect from.....

We conform that the Security Alarm/Burglary alarm system model name.....

Model no.....complies with the specifications as mentioned in the
tender notice referred above.

We undertake to provide Warranty Certificate(s) with Make, Model & Serial Number mentioned in the
certificate for each item manufactured by the company.

We also agree to provide spares support for a minimum period of FIVE years from the date of Purchase
by the SP / SI, which includes main/control Circuit Board and other Circuit boards.

Yours faithfully

(Name)

Authorized Signatory with Company Seal

Bidder's Information
(On Bidder's Letter Head)

Annexure-D

Particulars of Bidders:

Sl	Particulars	
A	Company/Bidder Profile	
1	Name of the Bidder/Firm/Company	
2	Constitution	
3	Date of Establishment/Incorporation	
4	Address: Detail of Local Registered Office: Corporate Office:	
5	Telephone No: Email Address: Website:	
6	Brand Name of Equipment Chosen (Control Panel)	
7	Are you MSME or not? If Yes MSME Registration Number :	
8	Sales Turnover 2022-2023 2023-2024 2024-2025	 Rs: Rs: Rs:

Signature of the Authorized Signatory with date & seal

(On Bidder's Letter Head)

Annexure- D

FINANCIAL BID

I/We have carefully and thoroughly read the item specification and scope of work, along with all other terms in this tender document. In accordance with the same, I/we hereby submit the Financial Bid as under:

<u>Sl</u>	<u>Details of Work</u>	Total Quoted Rate Per Branch for a contract period of 3(three) years from the date of approval of the rates (Excluding GST)
1	Rate contract for 03 (three) years for supply, installation, commissioning and subsequent maintenance of Security Alarm/Burglary Alarm system	

Rupees.....
.....

Note- Determination of L1 price

L1 price will be determined based on the lowest price quoted for total per unit cost which includes Cost of items + installation & making the system operational + 1-year **warranty period** + 4 years **Annual Maintenance Contract**

Detailed cost per item for 03 years:

Sr.	Items	Quantity (Per Branch)	Rate (In Rs)
1	Control Panel	1	
2	Battery	1	
3	Panic Switch	1	
4	PIR Sensor	1	
5	Magnetic Sensor	1	
6	Hooter	1	
7	External	1	
8	Internal	1	
9	Cable	Per meter	
10	Conduit Pipe	Per meter	
11	Re-Installation Charge	1	

Seal & Signature of Bidder