



## Online Request for Tender (e-NIT)

For

### Comprehensive Annual Maintenance of Fire Alarm Systems installed at various Branches/offices/Ext. Counters of the Bank in Udhampur Zone Only

e-RFP Ref. No.JKB/CHQ/E&ED/AMC-Fire-Alarm-ZOUdhampur/2025-1356  
Dated:27-03-2025

Issued by:  
J&K Bank Ltd.  
General & Estates Department,  
Zonal Office Udhampur

## e-Tender Notice for Comprehensive AMC of Fire Alarm Systems installed at various Branches / offices / Ext. Counters of the Bank in Udhampur Zone Only.

For and on behalf of Jammu & Kashmir Bank bids in electronic format bid system are invited for the job of Comprehensive AMC of Fire Alarm Systems installed at various Branches / offices /Ext. Counters of the Bank in Udhampur Zone Only.

The details of the RFP, along with documents, price bid, prequalification documents, agreement etc can be downloaded from the e-portal link <https://jkbank.abcprocure.com> . The details of work are as under:-

Name of the work	Tender Processing fee (Non-Refundable)	Estimated Cost (lacs)	Earnest Money Deposit (EMD) Amount	Last Date of submission
Comprehensive AMC of Fire Alarm Systems installed at various Branches / offices /Ext. Counters of the Bank in Udhampur Zone Only	Rs.500/- to be deposited to the Prescribed a/c through NEFT / Transfer only. UTR No. / Tran No. Tran dates be uploaded on the e-Tendering Portal as Proof	Rs.2.00 lacs per year, i.e. Rs 4.00 Lacs for 2 years (inc of GST)	Rs.8,000/- (2% of Estimated cost for 2 years)  to be deposited to the prescribed a/c through NEFT or Transfer only. UTR No. / Tran No. Tran dates be uploaded on the e-Tendering Portal as Proof	23/04/2025

### Timelines :-

1	Date of issue of tender notice	02/04/2025
2	Bid submission start date	02/04/2025 from 16.00 Hrs.
3	Bid submission end date	23/04/2025 up to 17.00 Hrs.
4	Opening of Technical Bid	Will be notified on Website/mail/phone to the concerned service providers
5	Opening of financial Bid	Will be notified on Website/mail/phone to the concerned service providers

The Bank reserves the right to reject any or all tenders without assigning any reason whatsoever.

Deputy General Manager

Zonal Office Udhampur

## DISCLAIMER

The information contained in this tender document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the J&K Bank or any of their representatives, employees or advisors (collectively referred to as Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this tender Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

This tender document is not an agreement and is not an offer or invitation by the Bank Representatives to any party other than the entities who are qualified to submit their Proposal (Bidders). The purpose of this tender document is to provide the Bidder with information to assist the formulation of their Proposal. This tender document does not purport to contain all the information each Bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this tender document.

The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the tender and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this tender.

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender document.

**1. NAME OF THE CONTRACT:-**

Comprehensive AMC of Fire Alarm Systems installed at various Branches / offices / Ext. Counters of the Bank in Udhampur Zone Only for 2 Years.

Main details of tender are as:-

e-NIT Ref. Number	JKB/CHQ/E&ED/AMC-Fire-Alarm-ZOUdhampur/2025-1356 Dated:27-03-2025
Department Name	General & Estates Department, Zonal Office Udhampur, Opposite Sanson Petrol Pump, Domail Chowk, Udhampur - 182101 J&K
Scope of Work	Comprehensive AMC of Fire Alarm Systems installed at various Branches / Offices /Ext. Counters of the Bank in Udhampur Zone Only
Period of CAMC	Two (2) Years
Contact details of issuing Department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	1. Ms. Anita Gen & Estates Department, Zonal Office Udhampur, Opp. Sanson Petrol Pump Domail Chowk Udhampur, J&K, 182101 e-mail <a href="mailto:est.zojnor@jkbmail.com">est.zojnor@jkbmail.com</a> , Landline: 01992- 270367
Bid Document Availability including changes/amendments, if any to be issued	NIT can be downloaded from and submitted on Bank's e- Tendering Services Provider's Portal <a href="https://jkbank.abcprocure.com">https://jkbank.abcprocure.com</a> from April 02, 2025, 16.00 Hrs. To April 23, 2025, 17.00 Hrs.
Last Date for Pre-Bid Queries & submission Mode	All Clarifications / Queries shall be raised online only through e-Tendering Portal <a href="https://jkbank.abcprocure.com">https://jkbank.abcprocure.com</a> by or before April 09, 2025, 17.00 Hrs.
Pre-bid Queries Response date	All communications regarding points / queries requiring clarifications shall be given online through prescribed e- Tendering Portal on April 16 , 2025
Last Date of Submission of RFP Bid	April 23, 2025, 17.00 Hrs.
Submission of online Technical Bid	As prescribed in Bank's online tender portal <a href="https://jkbank.abcprocure.com">https://jkbank.abcprocure.com</a>
Tender Type	Online
Type of Contract	Services

Joint Venture , subletting or consortium	Joint Venture, subletting or consortium Bids are not allowed.
Earnest Money Deposit ( Refundable)	Rs. 4,000/- (2% of estimated cost for 2 years) to be credited through NEFT/Bank Transfer only as per details below: Account Name: <b>Earnest Money deposit(EMD)</b> 16-digit Account No : <b>9931070690000001</b> IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K - 190001 <b>UTR Number may be uploaded on E-tendering portal</b> (Tender fee & EMD is exempted for all Start-ups as recognized by DPIIT/DIPP and Micro and Small Enterprises (MSEs).
Performance Security	The Successful Bidder immediately after the award of Work order/PO has to submit Performance Guarantee in the shape of CDR/FDR/DD/Bank Guarantee in favor of Deputy General Manager (BSD), J&K Bank equivalent to the amount of 5% of the total contract value (including 2% EMD deposit).
Tender Processing Fee (Non-Refundable)	Rs. 500/- (Rupees Five Hundred Only) to be credited through NEFT/Transfer only vide below details: Account Name: <b>Tender Fee/ Cost Account</b> 16-digit Account No : <b>9931530300000001</b> IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K - 190001 <b>UTR Number may be uploaded on E-tendering portal</b>
Eligibility & Technical Criteria	As per Pre-qualification Document
CORRIGENDUM	All the Corrigendum will be uploaded on online tender portal <a href="https://jkbank.abcprocure.com">https://jkbank.abcprocure.com</a>

For e-Tender related Queries	<b><u>Service Provider:</u></b> M/s. E-procurement Technologies Limited ( Auction Tiger ) , B-705, Wall Street- II, Opp. Orient Club, Ellis Bridge, Near Gujarat College, Ahmedabad- 380006, Gujarat			
	<b><u>Help Desk:</u></b>			
	Sr. No	Name	Mobile No.	Email ID
	1	Utkarsh Pal	6352632098	<a href="mailto:utkarsh@eptl.in">utkarsh@eptl.in</a>
	2	Mubassera Mansuri	7859800621	<a href="mailto:mubassera@eptl.in">mubassera@eptl.in</a>
3	Sandhya Vekariya	6352631968	<a href="mailto:sandhya@eptl.in">sandhya@eptl.in</a>	
4	Trupti Patel	6352631766	<a href="mailto:trupti.p@eptl.in">trupti.p@eptl.in</a>	

### 1. Scope of Work:-

The Successful bidder(s) to start the work from the date of issuance of the Allotment order.

The AMC shall include routine, preventive maintenance and also breakdown maintenance if and when required. Maintenance services shall be provided with 24 hour emergency call out service.

The successful Bidder shall be fully responsible for the following:-

- a) Maintenance of the Fire Alarm system which include routine preventive maintenance as well as breakdown maintenance of all the Fire Alarm Systems throughout the period, for which the Bidder shall visit the Branches /Offices /Ext. Counters at least once in every Quarter and on call whenever any fault occurs to the Fire Alarm System.
- b) Attending to unlimited break down call (as and when required) from the branch/office within a maximum of 12 hours.
- c) The Bidder shall replace the defective part of the system with a brand new component of equivalent make. For this the Bidder shall maintain sufficient stock of equipment used/installed in Fire Alarm System.
- d) The rates quoted by vendor shall include all liabilities such as supervision, wages, overtime, leave, bonus, increment, retrenchment compensation, insurance and all other statutory payments, including providing of tools and tackles under bidder's scope of supply, overheads, profits etc. for which no extra payment whatsoever will be made by the bank. Vendor shall maintain inventory of minimum following consumables & general spares/items at site, which are required for day to day smooth operation of the system.
- e) All tools & tackles, manpower, transportation and other resources required for executing the job shall be in the scope of the bidder. No extra charges will be paid by the authority regarding tools & tackles, manpower, transportation etc.
- f) The Vendor has to maintain a maintenance register during each visit mentioning what kind of job has been done during that visit. The bidder also has to provide maintenance report.
- g) The vendor shall designate a single person who will control this Annual maintenance work, so that Bank can contact him for any kind of problem in the Fire Alarm System.

**NOTE:** All the equipment's/installations shall always be kept in good and trouble free operating conditions. All the required record for break-downs/repairs and maintenance etc. shall be maintained in the form of history books and logbooks etc. as per directions. All the maintenance works shall be carried out in accordance with the manufacturer's specifications and instructions of the Incharge Engineering or his representative.

**a) Breakdown Maintenance**

The bidder shall also undertake to provide a comprehensive breakdown service whereby qualified technicians shall attend to each breakdown as soon as practicable after a breakdown is reported and carry out immediate remedial work at a reasonable speed according to the nature of the breakdown. Any faulty equipment or components shall be quickly replaced with the fresh and original ones.

**b) Preventive Maintenance**

Preventive Maintenance shall be provided to ensure that the Fire Alarm System is maintained in good operating condition as per the Specifications during the term of the Agreement, which includes the provision of labour charges, cost of spare parts and travelling expenses as deemed necessary by "Company" at no extra charges to the Bank.

- a) The preventive maintenance shall be done at least once on quarterly basis. In exceptional cases, the "Company" shall determine the frequency and duration of Preventive Maintenance where same is required more than once in a month.
- b) During preventive maintenance the "Company" shall replace the components of the Fire Alarm System as per the prescribed scheduled for wear and tear and other usage factors if any.
- c) The "Company" shall coordinate in advance with the concerned officers/ officials of the site for the suitable day and time for such preventive maintenance.

**c) Call Coordinator**

- i. There should be single person of contact for our office to inform down calls and lodge complaints. This person may not be exclusively provided for our bank, but should be a staff of the firm/company and should be reachable over phone and email provided by the company. This person will be known as "Call coordinator" throughout this document.
- ii. Call coordinator shall lodge down-calls as informed by bank. They need to coordinate with their field team to rectify the complaints, failure of which will attract penalties as mentioned in this RFP.
- iii. Call coordinator shall maintain details of all open/closed cases and produce the status as and when required by bank. They should make sure that any pending down calls is closed only after the required maintenance activities are fully completed.

**d) Immediate replacement of faulty parts/ equipment:**

- a) Whenever any complaint for the parts/components of the Fire Alarm System is logged by the office, the service engineer of the "Company" who attends to the complaint must invariably carry a spare of such part of the Hardware and should replace the same immediately, if required.
- b) A complete inventory validation will be done by "Company" during the contract to ascertain the Sl numbers of the equipment as part of PM.

**e) Repair outside the Office premises**

- f) Whenever any Hardware equipment/ component is taken out of BANK site for repair, the same hardware equipment/ component has to be returned after repairs unless it is declared to be irreparably damaged. When any Hardware equipment/ component is taken out of any BANK Office for repair, such shifting should be done with the prior permission of the Authorized official of the BANK, and the "Company" shall make all arrangements for removal of the hardware equipment/ component, its transportation to the workshop

and back to BANK's site and its reinstallation. The "Company" shall hand over the systems in 100% working condition after repair/ maintenance/ rectification.

- a) Any Hardware equipment taken out of the BANK's Office for repair should be returned within a maximum period of 7 days duly repaired. When any hardware item is taken out for repair and is not returned, duly repaired, within 7 days, breakdown will be charged for number of days in excess of 7 days, in spite of provision of stand by equipment by the "Company".
- b) Whenever any Hardware equipment is taken out of a BANK Office for repair, "Company" shall reinstall the same machine after repair and will ensure that the system is put in production and all the applications required for its functionality are installed and duly verified by concerned owner of the equipment.

## 2. Safety:-

The Service Provider shall at all times conduct his operation in such a manner so as to avoid any risk of bodily harm to persons or damage to property. In addition the Service Provider shall comply with all applicable safety standards, codes and regulations.

## 3. ELIGIBILITY CRITERIA FOR BIDDERS

### (a) Registration

The Applicants should have authentic PAN, GST etc. registration allotted by competent authorities.

### (b) Average Financial Turnover:

The bidders should have the average financial turnover of minimum 30% of the total estimated cost for one financial year i.e. 30% of Rs 2,30,000/- = Rs 0.69 lacs/year for three years

#### i. Works Executed.

One similar work of 80% of estimated cost (per year rate i.e. Rs 1.60 lacs) OR

Two similar works of 50% of estimated cost (per year rate i.e. Rs 1.00 lacs) OR

Three similar works of 40% of estimated cost (per year rate i.e. Rs 0.80 lacs)

**Executed in last seven (7) years from any Got. Deptt./ PSU/ reputed MNC**

ii. Similar Works shall mean AMC/SITC of Fire Alarm System.

iii. EMD /Tender fees shall be exempted for all Start-ups as recognized by DPIIT/DIPP & Micro and Small Enterprises (MSEs).

iv. Performance Certificate: The applicant should submit a "Satisfactory Performance Certificate" from the concerned Department/Agency of which the relevant work order has been submitted as a proof of work experience.

v. Past Record: The applicant should not have been blacklisted by any PSU/PSB/Govt Organization in past 7 years or services terminated due to poor performance. A certificate be submitted on affidavit (as per annexure attached) stating that the company/firm or its owner or any sister concern have not been blacklisted.

vi. If any of the Zone of J&K Bank has issued a dissatisfactory letter about any agency the bid of such company will be rejected in that / those Zone(s).

## 4. General Conditions & Instructions to Tenderers:-

A) The bid document is available online on the website [www.jkbank.com](http://www.jkbank.com). The bid document can be downloaded free of cost, however, the Service Provider is required to submit scanned copy of

receipt of NEFT towards cost of bid document in favor of the name given above. The Service Provider would be required to register in the web-site which is free of cost. For submission of bids, the Service Provider is required to have valid Digital Signature Certificate (DSC) from one of the authorized Certifying Authorities (CA). Before the deadline for submission of bids, the Bank may modify the bidding documents by issuing online corrigendum. The corrigendum will appear on the web page of the website www.jkbank.com under the "Latest Corrigendum".

**B) Documents Comprising the Bid**

The Bid submitted by the Service Provider shall be in two separate parts:-

**Part I: Technical Bid Cum Eligibility Criteria of Bid and shall comprise of:-**

- I. Form of bid for Part I of the bid, as per format given (to be submitted online).
- II. Scanned copy of the receipt of NEFT for the cost of the Tender documents.
- III. Scanned copy of the EMD as prescribed in the form.
- IV. Authorized address and contact details of the Service Provider having the following information:-

Address of communication:

Telephone No. (s): Office:

Mobile No.:

Facsimile (FAX) No.:

Electronic Mail Identification (E-mail ID):

- V. Prequalification documents with the scanned copy of allotment letters, performance/ completion certificates, relevant TDS certificated and Undertaking as specified.
- VI. Undertaking that the bid shall remain valid for the period specified.
- VII. Any other information/documents required to be completed and submitted by Service Providers, as specified and
- VIII. Scanned copy of the affidavit affirming that information he has furnished in the bidding document is correct to the best of knowledge and belief of the Service Provider.

**Part II: Commercial- Bid.**

It shall contain the prices of the offered products as per annexure D. The bidder shall be short listed for financial evaluation on the basis of Technical evaluation and the financial cover of only technically qualifying bidders shall be opened.

The above files will have markings as given in the tender documents.

The contents of the Technical Bid and Commercial bid shall be as specified. All the documents are required to be signed digitally by the Service Provider. After electronic on line bid submission, the system generates a unique bid identification number which is time stamped. This shall be treated as acknowledgement of bid submission.

**Submission of Original Documents:** The lowest Service Provider (L1) is required to submit (i) original copy of NEFT receipt towards the cost of bid document and (ii) original CDR and (iii) original affidavit regarding correctness of information furnished with bid document by hand within two working days of opening of financial bids. These documents must match the scanned copies submitted along with the bids online. In case of any deficiency in this respect, it will be treated as mis-representation by such Service Provider & work shall be put to fresh tender at his risk and cost. Such a Service Provider shall be liable to be debarred for participating in bids under J&K Bank for one year.

**The Earnest Money Deposit (EMD) made by the Service Provider will be forfeited if:**

- (a) If a Service Provider makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract.

- (b) If Service Provider withdraws/revokes their offer or modifies/changes the same during the validity of the bid.
- (c) In case of successful Service Provider, if the Service Provider fails to sign the service level agreement and/or any other document as may be required by the Bank within specified date.

Earnest money deposit shall be released in favor of unsuccessful Bidders immediately after award of contract.

### **C) Deadline for Submission of Bids**

- i) Complete Bids in two parts must be submitted by the Service Provider online not later than the date and time indicated in the Appendix.
- ii) To give prospective Service Providers reasonable time in which to take an addendum into account in preparing their bids, the Bank shall extend, as necessary, the deadline for submission of bids. The Bank may extend the deadline for submission of bids by issuing an amendment. In such case all rights and obligations of the Bank and the successful Service Provider previously subject to the original deadline will then be subject to the new deadline.

### **D) Bid Opening and Evaluation**

#### **Bid Opening**

- i) The Bank inviting the bids or its authorized representative will open the bids online and this could be viewed by the Service Providers also online.
- ii) The file containing the Part-I of the bid will be opened first.
- iii) In all cases, the amount of EMD, cost of bid documents, and the validity of the bid shall be scrutinized. Thereafter, the Service Providers' names and such other details as the Bank may consider appropriate, will be notified as Part-I bid opening summary by the Authority inviting bids at the online opening. A separate electronic summary of the opening is generated and kept online.
- iv) Evaluation of Part-I of bids with respect to EMD, Prequalification information and other information furnished in Part I of the bid, shall be taken up and completed within reasonable time, and a list will be drawn up of the qualified Service Providers whose Part- II of bids are eligible for opening.
- v) The Bank shall inform the Service Providers, who have qualified during evaluation of Part I of bids, of the date, time of online opening of Part II of the bid, if the specified date of opening of financial bid is changed. In the event of the specified date being declared a holiday for the Bank, the bids will be opened at the appointed time and location on the next working day.
- vi) Part II of bids of only those Service Providers will be opened online, who have qualified in Part I of the bid. The Service Providers' names, the Bid prices, the total amount of each bid, and such other details as the Bank may consider appropriate will be notified online by the Bank at the time of bid opening.
- vii) Post opening of the commercial bids, The Bank shall be entitled to complete the entire procurement process through a single Electronic Reverse Auction or in multiple Electronic Reverse Auctions. The Bank shall however, be entitled to cancel the Reverse Auction process, if in its view procurement or Reverse Auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

#### **Award of Contract**

### **E) Award Criteria**

The Bank will award the Contract to the Service Provider whose Bid has been determined:



- (i) to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Service Provider has been determined to be eligible in accordance with the provisions, and qualified in accordance with the provisions; and
- (ii) to be within the available bid capacity adjusted to account for his bid price which is evaluated the lowest in any of the packages opened earlier than the one under consideration.

J&K Bank reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Service Provider or Service Providers or any obligation to inform the affected Service Provider or Service Providers of the grounds for the Bank's action.

Any other information regarding tendering process can be had from the General & Estates Department, J&K Bank Zonal Office Udhampur. The interested Service Provider can download the bid from the website [www.jkbank.com](http://www.jkbank.com).

The department will not be responsible for delay in submission due to any reasons. All required information for bid must be filled and submitted.

The Bank reserves the right to reject any or all tenders without assigning any reason whatsoever.

### 5. Tender Process:-

- i. Two-stage bidding process will be followed. The response to the tender should be submitted in two parts: Technical Bid and Commercial Bid through online e-tendering portal with a tender document fee and earnest money deposit mentioned in RFP.
- ii. The commercial Bids of only those Service Providers who qualify the prequalifications laid by the Bank shall be considered.
- iii. On the basis of submitted commercial offers and subsequent e-reverse auction, bank will enter in to contract with the selected Service Provider. Rates fixed at the time of contract will be non-negotiable for the contract period and no revision will be permitted. This includes changes in taxes or similar government decisions.
- iv. If the service provided by the successful Service Provider is found to be unsatisfactory or if at any time it is found that the information provided by the successful Service Provider is false, the Bank reserves the right to revoke the awarded contract without giving any notice to the Service Provider. Bank's decision in this regard will be final.
- v. If any of the shortlisted Service Providers are unable to fulfill the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other participating Service Providers after giving 15-days" notice to the defaulting Service Provider.
- vi. J&K Bank reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Service Provider or Service Providers or any obligation to inform the affected Service Provider or Service Providers of the grounds for the Bank's action.

### 6. Signing of Contract:-

If the bank decides so, the Service Provider which is awarded with the work order will have to execute an agreement with the bank for the Comprehensive AMC of Fire Alarm System at various Branches/ offices /Ext. Counters of Udhampur Zone only at the approved rates and it shall be signed by authorized signatories of both parties on a **stamp paper having value of Rs.100**. Service Provider has to execute the contract at their own cost.

- i. Format of agreement is enclosed downside with the tender document. The terms and conditions of the agreement will be decided by the bank and no deviations will be permitted.
- ii. In the absence of any formal contract, the copy of work order, the RFP document and other related documents will be treated as contract.

Bank may terminate the contract by giving 30 days advance written notice without citing any reason whatsoever. In such case, payment will be appropriated till the date of termination of contract and Service Provider will not be eligible for payments for the remaining period.

### 7. Splitting of Contracts/Parallel Contracts:-

If need may be felt by Bank, work may be distributed among the shortlisted bidders if required, keeping in view their performance, relative strengths, geographical feasibility and operational convenience. Hence, one or more Bidder may be nominated for providing Annual Maintenance Contract of Fire Alarm Systems installed at Branches, Offices, Extension counters of J&K Bank in Udhampur Zone only as per Bank's convenience/requirement as per Annexure D. Therefore, the lowest quoting bidder may not have sole claim over the entire order. The L1-bidder will get at least 50% of work contract, remaining work orders may be given to L2 @ 50%/30% and/or L3 @ 20% of the work, provided they accept the L1 rates. In case L2 and L3 Bidder cannot match the L1 Price, offer will be made to L4 Bidder and so on. Furthermore, if no bidder matches L1 Price, 100 percent of the orders will be awarded to L1 Bidder. Bank's decision in this regard will be final.

### 8. Reverse Auction:-

In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Electronic Reverse Auction or in multiple Electronic Reverse Auctions. The Bank shall however, be entitled to cancel the Reverse Auction process, if in its view procurement or Reverse Auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

### 9. Service Level Agreement (SLA):-

The Service Provider need to execute a Service Level Agreement (Annexure A) with the Bank covering all terms and conditions of this tender. Service Providers need to strictly adhere to Service Level Agreements (SLA). Services delivered by Service Provider should have to comply with the SLA.

### 10. Sufficiency of quoted price:-

- i. The Service Provider shall be deemed to have satisfied himself as to the correctness and sufficiency of the quoted price. The rates shall cover all his obligations under the order and all matters and things necessary for the proper execution of his obligations.
- ii. No price variations shall be allowed for any rise or fall in Taxes, cost of labour, materials or any other factors influencing the order price. However any variations i.e. increase or decrease in taxes during the contract period shall be incorporated in the total AMC cost.

### 11. Penalty Clause:-

Bidder shall guarantee a minimum uptime of 90% for each fire alarm system. The penalty for any down time of more than 10% (shall be imposed on the Bidder, which shall be 2% of the Maintenance Contract amount per branch/office/Ext. counters as per delayed working hour). In case the Bidder does not attend to any break down call in time, the Bank shall arrange some other Bidder for the rectification of the fault, at the sole risk and responsibility of the empanelled Bidder. The cost of same shall be deducted from the earnest money/payment due with the bank.

### 12. Price fixation:-

The bank shall fix the final prices as per the lowest rates offered by the qualifying tenderers and subsequent e- reverse auction, mere fixing of the prices shall not in any way be deemed to indicate the allotment of tender to any of the particular Service Provider.

### 13. Payment Terms:-

Payment for the CAMC shall be released only after submission of satisfactory service reports (Preventive Maintenance Reports) from each Branch/office/Ext. counters under Udhampur Zone only.

Kindly note that the reports have to be obtained from each site under AMC for release of full payment, so as to ensure that all the sites including those in far flung areas have been properly attended to and serviced. For effecting the AMC payments, Quarterly invoice along with **the duly signed & stamped FSR's from the concerned Branch/Office** should be submitted upto 15th day of 1st month of the next quarter to the Udhampur Zone. T.D.S. or any other applicable Tax, etc. at prescribed rates shall be deducted from the quarterly invoices.

### 14. Special Conditions:-

- a) The tender shall remain valid for a period of two (02) years from the issue of letter of award or till the discretion of the Bank.
- b) The Bidder will be provided with the list of sites to be maintained under AMC and list of sites presently under warranty period which shall come under AMC once the warranty period expires, by the concerned Zonal office.
- c) Every page of the tender document including terms and conditions shall be agreed by tenderer before giving tender otherwise tender shall be rejected.
- d) Each page of the tender documents including terms and conditions shall be agreed by the tenderer by signing the same digitally before submitting the tender otherwise tender shall be rejected.
- e) Conditional tenders and tenderer without any valid experience shall be rejected out rightly.
- f) The Price bid of only those Bidders/firms who qualify the pre-qualification shall be considered. Post opening of Price Bids, all successful bidders will have to go through Reverse Auction Process.

### 15. Validity:-

The tender shall remain valid for a minimum period of **Two years** from the date of issue of L.O.I. However, the Bank reserves the right to terminate the contract at its own convenience without assigning any reason(s) or without any cost or compensation thereof.

### 16. Arbitration Clause:-

In the event of disputes, differences, claims and questions between the parties hereto arising out of this agreement or in any way relating hereto or any term, condition of provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to settle such differences, disputes, claims or questions by friendly consultation and failing such settlement, the same shall be referred to the arbitration of two arbitrators, one to be appointed by each party and such attributors shall appoint an umpire before commencing the arbitration proceedings. The arbitration shall be held in accordance with the **Arbitration and conciliation Act, 1996** or any statutory modification or re-enactment thereof for the time being in force and shall be held in Jammu (J&K) and conducted in English language.

The court in Jammu alone shall have jurisdiction over such arbitration proceedings.

The award of the arbitration shall be final, conclusive and binding upon the parties hereto as an award of **Arbitration and conciliation Act, 1996** or any statutory modification or re-enactment thereof for the time being in force. Such award shall be filed in any competent court in Jammu (J&K). Each party will bear the expenses/costs incurred by it in appointing the Arbitrator. However, the cost of appointing the umpire shall be borne equally by both the parties.

17. The Bank reserves right to make any changes to this RFP including to the schedule herein above. Said changes (if any), and as & when made may be updated only on the bank's website [www.jkbank.com](http://www.jkbank.com). The interested Service Providers, as such, are requested to keep visiting the Bank's website for all the related updates.

#### 18. Special Terms and Conditions:-

i) The Service Provider hereby agrees and undertakes to indemnify the bank and keep it indemnified against the bank on account of any act or omission on part of the Service Provider, its agent, representative, employees and sub-contractors.

ii) The Service Provider hereby undertakes to defend and indemnify the Bank at its own expenses against all third party claims and extinguish same expeditiously. In case Bank is required to pay compensation to a third party resulting from such infringement/act/omission, the Service Provider shall be fully responsible to pay such compensation along with its all costs damages including the attorney fees and other expenses that a court may finally award.

iii) The bank shall issue notice to the Service Provider of any such claim and provide reasonable assistance to the Service Provider in disposal of such claim, shall at no time admit to any liability.

iv) The Bank is at liberty to award the AMC of Fire Alarm System to more than one firm by Splitting of contract.

v) In the event Service Provider fails to fulfill its obligations under this clause within the notice issued by bank, the bank shall be entitled to recover the amounts due to it under this provision from any amounts payable to the Service Provider under this project with prejudice to right and remedies available to bank for recovery of the amount as per law.

vi) *The bank reserves its right to terminate the maintenance contract at any time after giving a ..... days' notice without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms.*

***Terms and conditions accepted***

**Seal & Signature of Tenderer**



**ANNEXURES**

- a) **ANNEXURE A- SERVICE LEVEL AGREEMENT**
- b) **ANNEXURE B- PRE-QUALIFICATION CRITERIA**
- c) **ANNEXURE C- LIST OF BRANCHES**
- d) **ANNEXURE D- BOQ & PRICE BID FORMAT**
- e) **ANNEXURE E- BLACK LIST CERTIFICATE**
- f) **ANNEXURE-F- PERFORMANCE BANK GUARANTEE**

Annexure A  
FORM OF AGREEMENT  
(On Stamp Paper 100/=)

Service Level Agreement for Annual Maintenance Contract (AMC) of Fire Alarm Systems installed at various Branches /Offices /Ext. Counters of the J&K Bank under Udhampur Zone only on comprehensive Basis.

This Agreement is executed at ..... on this.....day of.....2024 (hereinafter referred to as the effective date) by and between "The Jammu and Kashmir Bank Ltd", a Banking company incorporated under the Jammu and Kashmir Companies Act, 1977(SVT) having its registered /head office at Corporate Headquarters, M. A. Road, Srinagar Jammu and Kashmir 190001 and a Zonal Office Jammu at Rail Head Complex, Panama Chowk, Jammu 180012 (Hereinafter referred to as the Bank, which term or expression shall unless excluded by or repugnant to the context or meaning thereof include its successors, administrators, executors and assigns) of the First Part.

AND

M/s..... (company/firm/ sole proprietor) and having its registered Office at..... (Hereinafter for the sake of brevity referred to as "the Service Provider", which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-business and permitted assigns) of the SECOND PART. The Service Provider and The Bank are hereinafter collectively referred to as "Parties" and individually as "party".

Whereas, the Service Provider has emerged as successful bidder pursuant to the e-RFP reference no. ....dated.....for Annual Maintenance Contract of Fire Alarm Systems installed at various Branches /Offices /Ext. Counters of the J&K Bank under Udhampur Zone Only on comprehensive Basis.

Whereas, the Bank has awarded the Contract vide letter No..... dated.....to the Service Provider for a period of **Two years** and the parties herein agreed to reproduce in writing the terms and conditions governing Annual Maintenance Contract of Fire Alarm Systems installed at various Branches /Offices /Ext. Counters of the J&K Bank under Udhampur Zone only on comprehensive Basis in the form of a legally expressible documents herein referred to as Agreement".

**NOW, THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS**

**1. Duration of SLA**

This Agreement shall commence from the effective date and thereafter shall be in force for a period of **Two years**, unless terminated in accordance with the provisions of the Agreement. However, the parties can extend the term of the Agreement by mutual consent in accordance with the terms and conditions agreed thereupon".

**2. Scope of Work**

The Successful bidder(s) to start the work from the date of issuance of the Allotment order. The AMC shall include routine and preventive maintenance as also breakdown maintenance if and when required. Maintenance services shall be provided with 24 hour emergency call out service.

The **successful bidder** shall be fully responsible for the following:-



- a) Maintenance of the Fire Alarm system which include routine preventive maintenance as well as breakdown maintenance of all the Fire Alarm Systems throughout the period, for which the Bidder shall visit the **Branches /Offices /Ext. Counters** at least once in every Quarter or on call whenever any fault occurs to the Fire Alarm System.
- b) Attending to any break down call from the branch within a maximum of 12 hours.
- c) The successful Bidder shall replace the defective part of the system with a brand new component of equivalent make. For this the Bidder shall maintain sufficient stock of equipment used/installed in Fire Alarm System.
- d) The rates quoted by vendor shall include all liabilities such as supervision, wages, overtime, leave, bonus, increment, retrenchment compensation, insurance and all other statutory payments, including providing of tools and tackles under bidder's scope of supply, overheads, profits etc. for which no extra payment whatsoever will be made by the bank. Vendor shall maintain inventory of minimum following consumables & general spares/items at site, which are required for day to day smooth operation of the system.
- e) All tools & tackles, manpower, transportation and other resources required for executing the job shall be in the scope of the Service Provider. No extra charges will be paid by the authority regarding tools & tackles, manpower, transportation etc.
- f) The Vendor has to maintain a maintenance register during each visit mentioning what kind of job has been done during that visit. The bidder also has to provide maintenance report.
- g) The vendor shall designate a single person who will control this Annual maintenance work, so that Bank can contact him for any kind of problem in the Fire Alarm System.

**NOTE:** All the equipments/installations shall always be kept in good and trouble free operating conditions. All the required record for break-downs/repairs and maintenance etc. shall be maintained in the form of history books and logbooks etc. as per directions. All the maintenance works shall be carried out in accordance with the manufacturer's specifications and instructions of the Incharge Engineering or his representative.

### 3) Break Down Maintenance:

The **successful** bidder shall also undertake to provide a comprehensive breakdown service whereby qualified technicians shall attend to each breakdown as soon as practicable after a breakdown is reported and carry out immediate remedial work at a reasonable speed according to the nature of the breakdown. Any faulty equipment or components shall be quickly replaced with the fresh and original ones.

### 4) Preventive Maintenance

Preventive Maintenance shall be provided to ensure that the Fire Alarm System is maintained in good operating condition as per the Specifications during the term of the Agreement, which includes the provision of labour charges ,cost of spare parts and travelling expenses as deemed necessary by "Company" at no extra charges to the Bank.

- a. The preventive maintenance shall be done at least once on quarterly basis. In exceptional cases, the "Company" shall determine the frequency and duration of Preventive Maintenance where same is required more than once in a month.
- b. During preventive maintenance the "Company" shall replace the components of the Fire Alarm System as per the prescribed scheduled for wear and tear and other usage factors if any.
- c. The "Company" shall coordinate in advance with the concerned officers/

officials of the site for the suitable day and time for such preventive maintenance.

#### **5. Call Coordinator**

- i. There should be single person of contact for our office to inform down calls and lodge complaints. This person may not be exclusively provided for our bank, but should be a staff of the firm/company and should be reachable over phone and email provided by the company. This person will be known as “Call coordinator” throughout this document.
- ii. Call coordinator shall lodge down-calls as informed by bank. They need to coordinate with their field team to rectify the complaints, failure of which will attract penalties as mentioned in this RFP.
- iii. Call coordinator shall maintain details of all open/closed cases and produce the status as and when required by bank. They should make sure that any pending down calls is closed only after the required maintenance activities are fully completed.

#### **6. Immediate replacement of faulty parts/ equipment:**

- i. Whenever any complaint for the parts/components of the Fire Alarm System is logged by the office, the service engineer of the “Company” who attends to the complaint must invariably carry a spare of such part of the Hardware and should replace the same immediately, if required.
- ii. A complete inventory validation will be done by “Company” during the contract to ascertain the SL numbers of the equipment as part of PM.

#### **7. Repair outside the Office premises**

- i. Whenever any Hardware equipment/ component is taken out of BANK site for repair, the same hardware equipment/ component has to be returned after repairs unless it is declared to be irreparably damaged. When any Hardware equipment/ component is taken out of any BANK Office for repair, such shifting should be done with the prior permission of the Authorized official of the BANK, and the “Company” shall make all arrangements for removal of the hardware equipment/ component, its transportation to the workshop and back to BANK’s site and its reinstallation. The “Company” shall hand over the systems in 100% working condition after repair/ maintenance/ rectification.
- ii. Any Hardware equipment taken out of the BANK’s Office for repair should be returned within a maximum period of 7 days duly repaired. When any hardware item is taken out for repair and is not returned, duly repaired, within 7 days, breakdown will be charged for number of days in excess of 7 days, in spite of provision of stand by equipment by the “Company”.
- iii. Whenever any Hardware equipment is taken out of a BANK Office for repair, “Company” shall reinstall the same machine after repair and will ensure that the system is put in production and all the applications required for its functionality are installed and duly verified by concerned owner of the equipment.

#### **8. Payment Terms:**

**Payment for the AMC shall be released only after submission of satisfactory service reports (Preventive Maintenance Reports) from each Branch/Offices/Ext. Counters under Udhampur Zone.**

Kindly note that the reports have to be obtained from each site under AMC for release of full payment, so as to ensure that all the sites including those in far flung areas have been properly attended to and serviced. For effecting the AMC payments, Quarterly invoice along with the duly signed & stamped FSR’s from the concerned Branch/Office should be submitted upto 15<sup>th</sup> day of

1<sup>st</sup> month of the next quarter to the Udhampur Zone. T.D.S. or any other applicable Tax, etc. at prescribed rates shall be deducted from the quarterly invoices.

#### **9. Liquidated Damages**

Bidder shall guarantee a minimum uptime of 90% for each fire alarm system. The penalty for any down time of more than 10% (shall be imposed on the Bidder, which shall be 2% of the Maintenance Contract amount per branch/office as per delayed working hour). In case the Bidder does not attend to any break down call in time, the Bank shall arrange some other Bidder for the rectification of the fault, at the sole risk and responsibility of the empanelled Bidder. The cost of same shall be deducted from the earnest money/payment due with the bank.

#### **10. Splitting of Contracts/Parallel Contracts:-**

If need may be felt by Bank, work may be distributed among the shortlisted bidders if required, keeping in view their performance, relative strengths, geographical feasibility and operational convenience. Hence, one or more Bidder may be nominated for providing Annual Maintenance Contract of Fire Alarm Systems installed at Branches, Offices, Extension counters of J&K Bank in Udhampur Zone only as per Bank's convenience/requirement as per Annexure D. Therefore, the lowest quoting bidder may not have sole claim over the entire order. The L1-bidder will get at least 50% of work contract, remaining work orders may be given to L2 @ 50%/30% and/or L3 @ 20% of the work, provided they accept the L1 rates. In case L2 and L3 Bidder cannot match the L1 Price, offer will be made to L4 Bidder and so on. Furthermore, if no bidder matches L1 Price, 100 percent of the orders will be awarded to L1 Bidder. Bank's decision in this regard will be final.

#### **11. Termination**

- i. The Bank reserves the right to terminate the present contract/Agreement at any time after giving due Notice to the Service Provider without assigning any reason besides also invoking the performance Bank guarantee in case of breach of any of the terms of this maintenance contract /Agreement by the Service provider.
- ii. *The bank reserves its right to terminate the maintenance contract at any time after giving a ..... days' notice without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms*
- iii. The termination decision thus taken by the Bank shall be final & the said decision of the Bank cannot be called in question by the service provider and the service provider will also not be entitled to claim any compensation against such termination. However while terminating the contract, if any payment is due to the service provider for maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms.
- iv. "That upon termination or expiration of this Agreement for any reason whatsoever, the Service Provider shall (i) immediately refrain from any action that would cause or may indicate any relationship between it and the Bank. (ii) Forthwith hand over to the Bank the possession of all documents, material or any other property belonging to the Bank that may be in its possession".

**12. The "Service Provider" will have to hand over the Fire Alarm Systems in 100% working condition on the termination or end of the Contract. Any Breakdown call that has been reported before the termination of the Contract will have to be rectified by the "Service Provider" before handing over the systems to the BANK.**

Unless otherwise provided herein, all notices or other communications under or in connection with this agreement shall be given in writing may be sent by personal delivery or post or courier or facsimile addressed to facsimile number given below or email. Any such notice or other communication will be deemed to be effective by personal delivery when delivered, if

sent by post, three days after being deposited in the post and if sent by courier, two days after being deposited with the courier, if sent by facsimile, when sent (on receipt of a confirmation of having been sent to the correct facsimile number) and if sent by mail (on receipt of a confirmation).

If to the Bank.....

If to the Service Provider.....

**13. Force Majeure**

The selected Service Provider shall not be liable for forfeiture of its performance security, liquidity damages, or termination for default, if any, to the extent that its 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 explicitly beyond the reasonable control of the Service Provider and not involving the service provider’s fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by the act of God, wars, insurrections, riots, earthquake and fire, revolutions, civil, floods, epidemics, declared general strikes in relevant industries, satellite failure, act of GOI, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party to the agreement shall not be liable to perform its obligations under the present contract so long as the delay and/or failure to perform its obligations under the contract is the result of an event of Force majeure. However, the parties to the present agreement needs to give notice of any such Force Majeure as soon as it occurs and it cannot be claimed ex- post facto.

Unless otherwise directed by the Bank in writing, the selected Service Provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonably alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be prevented by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the bank and the Service provider may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding above, the decision of the bank shall be final and binding on the Service Provider regarding termination of the contract or otherwise.

**14. Performance Guarantee:**

The service provider shall furnish the required performance guarantee as per Annexure F.

**15. Arbitration and Jurisdiction**

In the case of any dispute arising upon or in relation to or in connection with this agreement between parties, the disputes shall at the first instance be resolved through negotiations. If the dispute cannot be settled amicable within fourteen (14) days from the date on which either party has served written notice on the other of the dispute then any party can submit the dispute for arbitration under arbitration and conciliation Act, 1996. The sole Arbitrator shall be chosen by the bank.

An officer not below the rank of V.P or such other person as may be deemed fit, may be appointed to act as an arbitrator on behalf of the Bank by the Competent Authority of the Bank.

The Place of Arbitrations shall be Jammu, Jammu & Kashmir and the language of the arbitration proceedings and that of the documents and communication between the parties shall be English.



The Decision of the Arbitrator shall be final and binding upon the parties. The expenses of the arbitrator as determined by the arbitrator shall be borne equally.

The parties shall continue to be performing their respective obligation under this Agreement, despite the continuance of the arbitration proceedings, except for the disputed part under arbitration.

**16. Indemnification**

The Service Provider hereby agrees and undertakes to Indemnify the Bank and keep it indemnified against any loss, damages suffered and claims ,actions /suits brought against the Bank on account of any act or omission on part of the service provider , its agent, representative, employees and sub-Service Providers. The Service Provider hereby undertakes to defend and indemnify the Bank at its own expenses against all third party claims and extinguish same expeditiously.

In case Bank is required to pay compensation to a third party resulting from such infringement/act/omission, the Service Provider shall be fully responsible to pay such compensation along with all costs damages including the attorney fees and other expenses that a court may finally award. In the event Service Provider fails to fulfil its obligations under this clause within the notice period issued by Bank, the Bank shall be entitled to recover the amounts due it under this provision from invocation of the bank guarantee and any amounts payable to the vendor under this arrangement without prejudice to other rights and remedies available to Bank for recovery of the amount as per law.

**17. Amendments:**

Any provision of this Agreement may be amended or waived if and only if such amendment or waiver is in writing and signed, in case of amendment by each party, or in case of waiver, by the party against whom the waiver is to be effective.

The invalidity or unenforceability of any provisions of this agreement in any jurisdiction shall not affect the validity, legality or enforceability of the reminder of the Agreement in such jurisdiction or the validity, legality or enforceability of this agreement, including any such provision, in any other jurisdiction, it being intended that all rights and obligations of the parties hereunder shall be enforceable to the fullest extent permitted by law.

This Agreement has been signed in duplicate, each of which shall be deemed to be an original.

**Witnesses Mentioned below:-**

**Agreed and signed On behalf of  
The Jammu and Kashmir Bank Ltd,**

**Agreed and signed on behalf of  
M/S .....**

**Name.....**

**Name.....**

**Designation.....**

**Designation.....**

**Place.....**

**Place.....**

**Date.....**

**Date.....**

**Witness (1)**

**Witness (1)**

**Name.....**

**Name.....**

**Designation.....**

**Designation.....**

**Place.....**

**Place.....**

**Date.....**

**Date.....**

**Witness (2)**

**Witness (2)**

**Name.....**

**Name.....**

**Designation.....**

**Designation.....**

**Place.....**

**Place.....**

Date.....

Date.....

**Annexure B**

**Compliance to Eligibility Criteria/ Prequalification for the Comprehensive AMC of Fire Alarm System at various Branches /Offices / Ext. Counters of Udhampur Zone only.**

The bidder needs to comply with all the eligibility criteria mentioned below. Non-compliance to any of these criteria would result in outright rejection of the Bidder’s proposal. The bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason what so ever.

The Service Provider must meet the following criteria to become eligible for bidding:

**Forms to be filled by the Tenderer/Bidder/Firm/ Supplier giving all the necessary information with supporting documents.**

S.No	PARTICULARS	DETAILS
1	Name of the Firm / bidder	
2	Complete Address with Contact No. & E mail-Id	
3	Year of Establishment	
4	Registration as Bidder/Firm/Individual with proof.	
5	PAN No./GST No./ GST Registration certificate.	
6	Name of at least three such types of maintenance works costing not less than Rs. 1.60 lacs each OR two such type of maintenance costing not less than Rs. 2.00 lacs each OR single work order of Rs. 3.20 lacs executed in last seven years from any Got. Deptt./ PSU/ reputed MNC. For arriving the cost of similar work, the value of work executed shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the date of bid opening.  The tenderer has to attach the following certificates issued by Concerned department for the said work: a. Allotment letter. b. Performance letter. c. Relevant TDS certificate from the concerned department where the said work / works has / have been executed duly authenticated by the concerned Drawing & Disbursing Officer.	



7	Annual Turnover certificate (not less than Rs. 1.20 lacs) for last 3 Financial years.	
8	Capacity to submit performance guarantees and security deposits.	
9	Failed to complete any work.	
10	Penalty imposed (if any)	
11.	Details of service support system available with the Bidder/Firm	
12.	List of Technical Staff	
13.	EPF Number/ ESI certification	
14.	Bank's Solvency Certificate for Rs. 1.20 Lacs	
15	GST return certificate of last quarter	
16	Details of Service centres	
17.	Balance Sheet/Profit & Loss statement for the last 3 Financial years.	

**NOTE**

- The Price bid of only those bidders/firms who qualify the pre-qualification shall be opened.
- The firms whose tenders/work orders have been rejected /cancelled in the past need not apply.
- The Jammu & Kashmir Bank Management will not be responsible for non-receipt/late receipt or loss of pre-qualification document in postal transit.
- The Jammu & Kashmir Bank Management have the right to reject any or all of the pre-qualification documents and will not be bound to give any reason for such decision.
- All the requisite information / documents are required to be furnished as per the above format.

**Seal & Signature of Tenderer**

**Signature of Issuing Authority**



### IMPORTANT CHECK LIST

(To be filled in by the Bidders and enclosed with Commercial E-Bid of the offer digital signed)

I COMMERCIAL Documents Check List		
S.No	Description	Bidders response
1	Cost of Bid Document (/Amount)	
2	EMD (Instrument type/No/Date/Validity/Amount)	
3	Validity of Offer	
5	Previous Executed Orders of work of similar nature along with satisfactory performance certificates enclosed (Yes/No)	
6	Annual Turnover in the form of Balance Sheet/P&L Statement audited by CA enclosed (Yes/No)	
7	PAN copy enclosed (Yes/No)	
8	Valid Tax Clearance certificate of last quarter enclosed (Yes/No)	
9	Details about financial resources enclosed (Yes/No)	
10	Affidavit for firm not blacklisted as per relevant format enclosed (Yes/No)	
11	Indemnity Bond as per relevant format of TENDER DOCUMENT enclosed (Yes/No)	

Signature:

Name:

Stamp



## Annexure -C

### List of Branches/Office/Ext. Counters to be covered under AMC under Udhampur Zone Only

S.No	Branch Name/ Ext Counter/Office/EBU	Complete Postal Address
1	UDHAMPUR (MAIN)	Main Branch,Opp Court Premises
2	REASI	J&K Bank Reasi Main Bazar Near Bus Stand, Reasi J&K. PIN-182311
3	CHENANI	Bus stand chenani
4	RAMNAGAR	Ghas Mandi Ramnagar
5	MAJALTA	Majalta Main Market , District - Udhampur
6	MAHORE	Mahore Main
7	ARNAS	Arnass
8	TIKRI	MAIN CHOWK TIKRI, KATRA ROAD
9	SUDH MAHADEV	Sudh Mahadev, Chenani
10	LATTI	LATTI Main Market UDHAMPUR
11	REHAMBAL	Near Jamwal Market ,Chak Morh Chopra shop
12	KATRA	Below Anurag Hotel, Near Counter No. 2, Main Bazar, Katra Pin 182301
13	DUDU BASANTGARH	Basantgarh
14	JYOTIPURAM	MAIN BAZAAR JYOTIPURAM
15	KHOON	P.O Khoon Tehsil Majalta
16	JAGANOO	JAGANU,UDHAMPUR
17	DHARMARI	Village DHARMARI Tehsil Thuroo
18	LANDHER PANCHARI	LANDHER PANCHERI UDHAMPUR
19	VAISHNO DEVI	vaishno devi bhawan
20	SHAKTI NAGAR UDHAMPUR	Venus Chowk Shakti Nagar Udhampur
21	PANTHAL	Vill-panthal ,Tehsil Katra Distt Reasi
22	POUNIE	POUNIE,Distirct Reasi
23	KAMBAL DANGA	SUNARI ROAD KAMAL DANGA
24	CAMA HOUSING COLONY	Cama Housing Colony Opposite Samson petrol Pump Domail Chowk Udhampur
25	MATA VAISHNO DEVI UNIVERSITY KAKRIYAL	c/o SMVD University,Kakriyal, Ditt-Reasi
26	SHIV NAGAR UDHAMPUR	SHIVNAGAR,OPP DEVIKA HOTEL UDHAMPUR
27	MANWAL	MANWAL, UDHAMPUR,
28	CHASANA	P/O Gota Tehsil Mahore
29	BHAGGA	Main Market Bhagga Tehsil Mahore
30	BHAMBLA	Bhambla
31	RANSOO	Ransoo
32	LANDER	Lander Bus Stand
33	DERA BABA BANDA BAHADUR	Dear Baba Banda Bahadur
34	Ghordi	Tehsil Ramnagar

35	Gole Market Udhampur	Gole Market Udhampur 182101
36	Niharika	TEHSIL REASI
37	Arli Katra	Saraswati Chowk, Railway Road, katra
38	Moungri	Tehsil Udhampur
39	SMM Ramnagar	Tehsil Ramnagar
40	Jaganoo More	Opposite Base Workshop Near KV No2 Dhar Roads Distt Udhampur J&K
41	Agharjitto	Agharjitto, Reasi
42	DC Office Reasi	Tehsil Reasi
43	Kud	Kud Main Market, Tehsil Chenani
44	Mand(w)	J & K Bank Ltd, Branch Mand(East), Oppsite Bharat Petroleum Petrol Pump, Mand, Udhampur
45	Dalsar	VPO Dalsar Tehsil Ramnagar
46	Mantalai	Near Shiv Temple, Main Bazar Mantalai
47	Dudu	Village and Post Office, Dudu, Tehsil-Lattee, District-Udhampur, Land mark: Near Bus Stand Dudu, J&K-182128
48	Kulwanta	Village Kulwanta, Post Office Amroh, Tehsil Ramnagar, Distrct-Udhampur, J&K-182122
49	Johnu	Village and Post Office Johnu, Tehsil and District Udhampur, J&K-182124
50	Industrial Estate Sicop Complex Udhampur	IID Centre, Battal Ballion, Udhampur, Pin-182101
51	SMVD,NARAYANA HOSPITAL,KAKRYAL	Narayana Hospital Campus, Kakryal, Katra, Reasi J&K- 182320
52	Zonal Office Udhampur	Opposite Sanson Petrol Pump, Domail Chowk, Udhampur- 182101

**Annexure-D**  
**BOQ & Price Bid Format for AMC of Fire Alarm System at Branches/Offices/ E/cs in Udhampur Zone**

S.No	Particulars (Specifications as per Annexure D BOQ)	Unit	Tentative Quantity	Rate per Branch/Office per year	Amount
1	Annual Maintenance (Comprehensive ) of Fire Alarm System installed at Branches/offices/Ext. Counters located in Udhampur Zone only	No.	52		
2	Annual maintenance (Comprehensive ) of Fire Alarm System installed at Zonal Office Udhampur only	No.	1		
3	Shifting/reinstallation of Fire Alarm Panel (rates per no's) for Branches/offices/Ext. Counters in Udhampur Zone only	No.	10		
4	Shifting/reinstallation of Smoke detectors, heat detectors/MCP( manual call point) (rates per no) for Branches/offices/Ext. Counters in Udhampur Zone only	No.	10		
5	Cabling/wiring 2C x 1.5 sqmm copper unarmored including PVC conduits 2mm thick dia 20 mm ( Rates per meter) for Branches/offices/Ext. counters in Udhampur Zone only	No.	100		
<b>Total of above Items</b>					
<b>GST@18%</b>					
<b>Grand Total (inc of GST)</b>					

Annexure-E

Blacklisted Format

(On Affidavit)

To,

Zonal Head  
J&K Bank,  
Zonal Office Udhampur (J&K), 182101

Dear Sir,

With reference to the above tender notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer for the Comprehensive AMC of Fire Alarm Systems installed at various Branches /Offices /Ext. Counters under Udhampur Zone only.

I/We am/are aware that the empanelment does not guaranteed any work order.

In the event of getting a contract, I/We agree to honor the obligation with due diligence and efficiency as required by the Bank.

We also confirm that, in the past we have not been issued with any dissatisfactory letter by any Bank/FI/PSU/Govt Agency.

We confirm that we have not been disqualified / backlisted by any Govt. Deptt / RBI / PSU bank or any other organization for Comprehensive AMC of Fire Alarm Systems installed at various Branches /Offices /Ext. Counters under Udhampur Zone only. We also confirm that, in the past, we have not been issued with any dissatisfaction letter by any Bank/FI/PSU/Govt Agency.

We also agree that in case any poor performance is received from any of our clients our Bid will be rejected / disqualified.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender Documents.

We also confirm that the offer shall remain valid for 180 days from the last date for submission of the offer.

Yours sincerely,

Authorized Signatory  
(Authorized person shall attach a copy of Authorization for signing on behalf of bidding company/Agency)

**Full Name and Designation**  
**(To be printed on Bidder's letterhead)**



Annexure-F

**Performa for the Bank Guarantee for Performance Guarantee (To be stamped in accordance with stamp act)**

Bank Guarantee No: .....  
Bank Guarantee Amount.....  
Date of Issuance: .....  
Bank: .....

WHEREAS \_\_\_\_\_ (Service Provider's Name) registered under \_\_\_\_\_ and having its Registered Office at \_\_\_\_\_, hereinafter referred to as the 'SERVICE PROVIDER' has undertaken **Comprehensive Annual Maintenance Contract of Fire Alarm Systems installed at various Branches/ Office/Ext. Counters under Udhampur Zone only** as per Purchase Order/ empanelment letter of J&K Bank bearing ref. No.....dated....., hereinafter referred to as the 'CONTRACT'.

AND WHEREAS in terms of the Conditions stipulated in the said Contract and RFP for which Service Provider had applied, the Service Provider is required to furnish, performance Bank Guarantee issued by a Scheduled Commercial Bank in your favor to secure due and satisfactory compliance of the obligations of the SERVICE PROVIDER in accordance with the Contract ;

THEREFORE, WE, \_\_\_\_\_ (Name of the Bank) furnish you this Performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We, \_\_\_\_\_ Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand, which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said Service Provider of any of the terms and conditions contained in the Contract or by reason of the Service Provider's failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding \_\_\_\_\_ (Rupees \_\_\_\_\_ only).
2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the Service Provider in any suit or proceeding before any Court or Tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.
3. We further agree that, if demand as stated above, is made on us within the stipulated period, the guarantee herein contained shall remain in full force and effect and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the Terms and conditions of the said contract have been fully and properly carried out by the said Service Provider and accordingly discharge this guarantee. Provided, however, serving of a written claim / demand in terms hereof on us for payment under this guarantee on or before the



stipulated period, time being the essence of contract, shall be a condition precedent for accrual of our liability / your rights under this guarantee.

4. We further agree with you that you shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or to extend time for performance by the said Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by you against the said SERVICE PROVIDER and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of such variation, or extension being granted to the said Service Provider or for any forbearance, act or omission on our part or any indulgence by you to the said Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the Service Provider.

6. We further agree and undertake unconditionally to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the SERVICE PROVIDER.

7. We lastly undertake not to revoke this guarantee during its currency except with your written Consent. NOTWITHSTANDING anything contained herein above;

- (a) This Bank guarantee shall be valid upto \_\_\_\_\_ and our liability under this Bank guarantee shall in no case exceed Rs \_\_\_\_\_ Rupees \_\_\_\_\_ only) and any claim under this Bank Guarantee must be made on us by or before \_\_\_\_\_.
- (b) We shall be liable to pay the guaranteed amount or any part thereof only if you serve upon us a written claim or demand for invoking the Bank Guarantee by or before the claim period as mentioned herein above.
- (c) The Bank shall be discharged of all liabilities and obligations under this Bank Guarantee and all your rights hereunder shall stand extinguished:
  - (i) If no legal proceedings for enforcement of this Bank Guarantee are initiated within one year from the date of rejection of written claim/demand lodged with us within said claim period provided under this Bank Guarantee;
  - (ii) From the date of expiry of the said claim period mentioned hereinabove in case of non-invocation of this Bank Guarantee by you during the said claim period, and all your rights under this Bank Guarantee shall be extinguished notwithstanding that the original Bank Guarantee bond may not have been returned by you to the Bank.

8. This Bank Guarantee shall be operative only if it is accompanied by a separate advice sent by GUARANTOR Bank, Branch (Issuing Bank) on Bank (Advising Bank) through Structured Financial Messaging System (SFMS) and authenticated by the advising Bank.

Dated the ----- day of -----2024

For ----- BANK Authorized Signatory

