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सम्मान आपके विश्वास का



UCO BANK

Honours Your Trust

ZO/AGT/SEC/2026-27/ 197

Dated 14.08.2026

Invitation of Bids for Supply, Installation and Non-Comprehensive AMC of Digital Fire cum Burglar Alarm system (DFBS) installed at various branches under Agartala zone

A. Status of availability of Security equipments:-

We have 50 branches, a Currency Chest and Zonal Office under Agartala zone. These branches are spread over 03 States of North East India namely Tripura, Manipur & Mizoram. Tripura has 32 branches, 01 Currency Chest and Zonal Office, Manipur has 15 branches and Mizoram has 03 branches. Each of our branches & offices has been provided with Digital Fire cum Burglar Alarm system (DFBS) system for security & safety of Bank's assets. These DFBS need to be maintained for their 24x7 functioning which included repair/ replacement of faulty parts, up gradation of obsolete equipments, installation of new equipments on need basis

Digital Fire cum Burglar Alarm system (DFBS) System:- Our branches & Zonal office have either fire cum burglar integrated alarm system or separate fire alarm and burglar alarm system. Alarm systems are provided with control panel, panic button, PIR sensor, hooter & Motorised siren, auto-dialer (PSTN/ GSM) and smoke detectors

Scope of work:-

The scope of work for maintenance and installation of security equipments is as follows.

Digital Fire cum Burglar Alarm system (DFBS): - Maintenance of the available Digital Electronic and Fire Alarm systems under (AMC), repair/ replacement of faulty parts. Replacement of old & obsolete equipment with new one on need basis. Re-installation of equipments in case of shifting/ furnishing of branch premises and installation of new system in new opened branch.

B. Period of Engagement

Vendor(s) will be engaged for a period of 3 years from the date of engagement and it would be reviewed on annual basis on the basis of performance of selected vendor. Bank can extend the period of engagement beyond initial three years on year to year basis. Bank can terminate the engagement at any point of time without assigning any reason.

C. Eligibility criteria for bidders:-

Only those Companies/firms/ agencies that fulfil the eligibility criteria as mentioned in **Annexure-I** of this advertisement will be considered for empanelment

D. Availability of Tender documents & tender fee:-

Tender documents are available on Bank's website www.uco.bank.com & at our Zonal Office till last date of submission of bids i.e. 1500 Hrs on 28/08/2026. Bidder required to deposit the non-refundable Tender fee amounting Rs. 1000/-(one thousand only) in the form of DD in favour of UCO Bank Zonal Office, Agartala, payable at Agartala.



E. Submission of bids:-

Applications are to be submitted to the undersigned in a sealed envelope super scribing as "**Bids Supply, Installation and Non-Comprehensive AMC of Digital Fire cum Burglar Alarm system (DFBS)**" with bidders contact details (address, email & phone no.). Bids should be submitted at our below mentioned address on or before 1600 hrs of 28 August 2026.

F. Opening of Bid(s):-

Sealed bid would be opened at our Zonal Office; date for opening of bid will be conveyed after receipt of tender(s), through email & telephone of the bidders as shown on the outer envelope of bid. Bank is not liable for non receipt of information of opening of bids in case of not mentioning of email ID / telephone no. on outermost envelop, undelivered email, inability to contact bidders through telephone. Bank reserves the right to reject any/all bids without assigning any reason thereto, meanwhile major reasons leading to rejection of bid are specified herein below. Bidders can witness the tender opening process through their authorised representative on schedule date & time, it is not mandatory for bidder to present at the time of opening of bids. We are not bound to hold the process of opening of tender due to absence of representative of any or all of the bidders at the time of opening of bids. Bids received after scheduled date & time would not be considered for opening & evaluation, sealed bid(s) along with tender fee (if deposited) would be returned to sender's address shown on outer envelope.

G. Evaluation of Bids:-

1. Sealed bids received on or before last date would be evaluated on the basis of eligibility criteria as per Annexure-I & checklist Appendix-II.
2. Documentary proofs in respect of each eligibility criteria would be evaluated, confirmation of local address, executed work/ performance would be ascertained by Bank. Only after that the bid would be considered for the next stage of empanelment for the field/ security item(s) in which it fulfils the eligibility conditions.

H. Rejection of bids:-

Bank can reject the bids in following cases:-

1. Late receipt bids, received in open envelope, received through email.
2. Bids not having proper documentary proofs establishing eligibility of bidder.
3. Bids not provided with requisite tender fee.
4. Copies of work order/ contract submitted in proof of experience are not supported by performance certificate from client.
5. Work/ services of the bidder found unsatisfactory on confirmation from their client.
6. Confirmation of local address (in the state of Kerala & Chandigarh) not ascertained.
7. Product offered not meets the required specification as evaluated during demonstration.
8. Bank can reject any or all of the bids without mentioning any reason.

J. Payment of AMC

AMC Payment will be paid by Security/General Administration Department of Zonal Office Agartala. During AMC period vendor will visit branches 3 times in a year after 4 every month during this visit vendor will prepare a report on given format and will carry out dusting and other maintenance of equipment. 30% payment will be released to the vendor on submission of first report, 30% on second report and 40% after submission of final report at the end of year.



K. Termination of contract or work:-

The Bank reserve its right to terminate the maintenance and supply contract at any time after giving due notice of one month 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/ work already performed upto satisfaction in terms of the contract, these would be paid to him as per the contract terms.

L. The Bidder's Indemnity and Assurance:-

The Bidder should comply with all legal requirements and obtain such licenses, approvals and consents, if any prescribed/required under any law/ rules/regulations, and keep them valid.

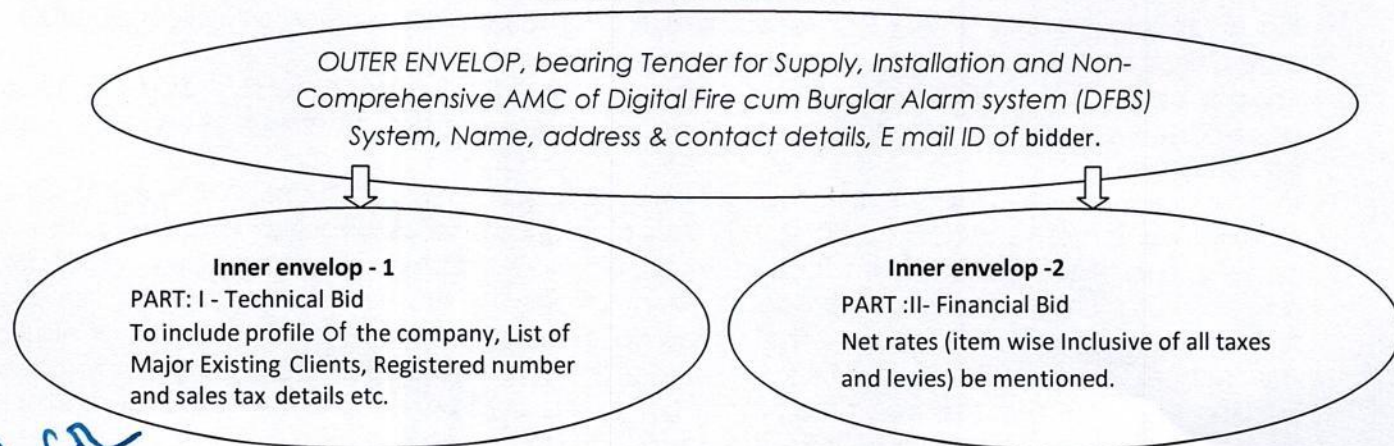
The Bank will not be liable to pay any remuneration or compensation to the Bidder or any of the personnel (including its owner(s), director(s), partner(s), employee(s) and any representative(s) engaged by the Bidder. The Bidder to indemnify against all losses, liability or obligation arising out of its conduct or that of any of the personnel including its owner(s), director(s), partner(s), employee(s) and representative(s) in connection with the work to be offered to selected vendor.

M. Other Terms & conditions:-

1. For any queries, bidder may contact us on working days between 10 A.M. to 5 P.M. on 9454539399.
2. Bank is not responsible for any typographically mistake in the tender documents, late receipt bid or damage of bid in transit.
3. Any dispute arising in this matter will be settled in the jurisdiction of Agartala, Tripura.
4. L1 bidder will be decided on the basis of total cost of system/ total payment to be made by the bank and not on cost of individual items.
5. Material supplied and spares used must confirm to the specification of UCO Bank. No other material will be used. Technical specifications can be obtained from security department of Zonal office Agartala and are also attached with the tender

Applications are to be sent to the UCO Bank, Zonal Office, Security / General Administration Department, 2nd Floor, Central Road, Kaman Chowmuhani, Agartala, (Tripura)- 799001 in two separate sealed covers by 1600 Hrs on or before 28/08/2026.

Packaging of tender documents



Zonal Manager
UCO Bank, Zonal Office,
Central Road, Kaman Chowmuhani
Agartala, Tripura-799001



PART-1- TECHNICAL BID

ANNEXURE- I

ELIGIBILITY CRITERIA FOR Supply, Installation and Non-Comprehensive AMC of Digital Fire cum Burglar Alarm system (DFBS) System.

A. Experience in execution of required work & performance certification by client(s).

Reputed Bidder should have experience in executing the similar work for which engagement is sought at the Public sector banks/ RBI/ Govt. organizations/PSU in last 3 years as on 30th June 2026.

- Two similar completed or active contracts of AMC & installation of Digital Electronic and Fire Alarm in not less than 25 branches/ locations in last 3 years as on 30th June 2026.
- Documentary proofs for the above like Annual maintenance contract(s)/ work order(s) and performance certificate(s) of the each allotted work/ contract issued by respective client Public sector banks/ RBI/ Govt organizations/PSU .

B. Certification of performance by client(s) Public sector banks/ RBI/ Govt. organizations/PSU.

- Each work order/ contract submitted as warranted above must be supported by performance certificate(s). Performance certificate should be on letter head of the clients, signed by the officials dealing in procurement/ maintenance of physical security equipments (preferably security officer).
- Bank can confirm the genuineness of the performance certificate issued by client at its own sources. In case the authenticity of performance certificate or work order/ contract found uncertain, the tender of the bidder would be rejected.
- Performance certificate issued by client would be taken as the proof of the nature of work done, no. of branches/ offices/ sites covered & period of contract, quality of equipments installed, and level of after sale services & relationship with the client as far as terms of contract is concerned.
- Provide list of client and their contact details to ascertain the genuineness of quality of services bidder have rendered. In case

Work/ services of bidder found unsatisfactory in any of the work/ contract, their bids would be treated ineligible.

C. Certification by Original Equipment Manufacturer (OEM).

- Bidder should be the authorized equipment manufacturer/ assembler or have authorization from OEM for consistent supply/ servicing of spare / equipments for next 5 years.
- In case bidder is the Original Equipment Manufacturer (OEM), bidder has to provide certificate about manufacturing of product, genuineness of the products and after sale services & supply of accessories.
- In case bidder is not the OEM, the bidder will have to essentially mention the name of the Original equipment manufacturer (OEM) whose product is to be supplied and the country of origin of the product along with technical specifications. Bidder will also to have certificate in respect of country of origin of products. Product offered should be manufactured in India. Bidder has to submit a certificate from the original equipment manufacturer (OEM) that they are the authorized agents for the sale and service of their product and manufacturer undertakes to support the after sales service of the product. Bidder should provide manufacturer authorization form (MAF) duly signed by the OEM in the name of bidder (Appendix- II).
- All new installed products will stand for onsite comprehensive warranty against all defects in warranty period. During the warranty period the Bidder shall have to provide quarterly preventive service and shall have to attend to all breakdown calls within 24 hours and 48 hours for remote area branches.



5. Bidder have ability to provide security equipments of similar or higher technical specifications fixed by bank. The products offered should have prescribed local content as required for MII.

D. Registration, Establishment & Service network:-

1. As the major part of work is for 24X7 maintenance of the existing security systems in our branches so, Bidder should have local office/ registered office/ services center/ service engineer at Ernakulam in the state of Kerala. Hence provide proof of local address, which is subjected to confirmation through our sources.
2. Ability to commence services within 15 days from the date of placement of order and complete within a month from placement of order.
3. Ability to undertake the work of all branches under this zone.
4. Bidder should provide the latest Income Tax Assessment Order and PAN Number.
5. Bidder should have GST registration.

E. GERENRAL TERMS AND CONDITIOINS

1. Vendor should be a reputed vendor specialized in providing security gadgets to nationalized Banks.
2. Ability to undertake all Security gadgets related installation and AMC related work for all branches throughout the zones.
3. Have ability to provide hassle free services.
4. Ability to commence services within 15 days from date of placement of order.
5. Ability to execute orders within 30 days of placement of order. No extension in the time will be given at Any cost. If vendor fails to execute the given order in given time then bank reserves the right to allot the work to any other vendor. In addition to this penalty amounting to Rs 500/- per day of delay per branch will be recovered from the bill payable to him.
6. Vendor should not have been blacklisted/ debarred for any reason by any nationalised bank.
7. Vendor should have good track record of completing the work within allotted time.
8. Vendor should have local office at Ernakulam in Kerala
9. Vendor should have a credible supervisory infrastructure and network for installation and maintenance of security gadgets as also for follow up with law enforcement agencies.
10. Vendor should provide the latest Income Tax assessment order and PAN number
11. Vendor should have a Certificate of Registration with Registrar of companies or Registrar of firms or have letter of Proprietorship.
12. Vendor should provide the latest audited balance Sheet.
13. Vendor should be registered with shop and Establishment act and provide latest certificate for ESI Corporation.
14. Vendor should be registered under appropriate authority for GST.
15. Bank reserves the right to cancel the tender at any stage at any time without assigning any reason whatsoever.
16. Technical specifications of the product are as per Head office approval and can be obtained from Security Department Zonal Office Ernakulam and vendor will submit certificate declaring that all spares will be in conformity to specification of banks.

Documentary proofs duly signed by authorized signatory of bidder establishing above required eligibility should be provided with bid. For assistance bidders are advised to go through the checklist (Appendix- III) for submission of documents in compliance of eligibility. Bid submitted without proper documentary proofs establishing their eligibility is treated as ineligible.



CHECKLIST FOR BIDDERS FOR SUBMITTING ELIGIBILITY BID IN COMPLIANCE OF TERMS OF ANNEXURE-I

SN	Documentary proofs establishing eligibility of bidder	Provided (Yes/No)
1	Proof of local address in state of Kerala/ Chandigarh tri city.	
2	List of clients with contact details.	
3	Certification from OEM (Appendix-I)	
4	Authorisation from OEM for consistent supply of spare/services.(Appendix-II)	
5	Copies of last three year ITR.	
6	Copy of PAN	
7	Copies of Audited account balance Sheet of preceding 3 years.	
8	Copies of last three years account statement/ GST returns.	
9	Copy of GST registration.	
10	Proof of payment of Tender fee/ DD	
11	Copies of similar contracts/ work orders of AMC & installation of Alarm/ DIGITAL ELECTRONIC AND FIRE ALARM/ Fire extinguishers along with performance certificate from issuing organisation in not less than 25 branches/ locations in last 3 years.	
12	Satisfaction letter from previous clients	
13	Affidavit declaring that the vendor has not been blacklisted/ debarred by any Nationalized Bank.	
14	Certificate declaring that all spares and equipment supplied will be in conformity to banks specifications	
15	Any other document bidder likes to submit to prove its eligibility	

(Authorized Signatory)

M/s



FORMAT FOR SUBMITTING TECHNICAL BID (Please mark Yes / No should be marked against each aspect of Alarm system)

Basic Technical Specification & compliance for Bidder

Sl	Technical Specification Compliance for Fire and Electronic intruder Alarm System(Component and Description of Specification)	Compliance Yes/No
A	<u>CONTROL PANEL</u>	
1	LCD based minimum 12+1 fully programmable zone control panel with built in GSM speech dialer with automatic arming and disarming with remote access through telephone	
2	Microcontroller based	
3	Minimum 12+1 zones	
4	Inbuilt GSM based speech and SMS dial up	
5	Minimum 12 zones programmable as delay, immediate, panic or fire	
6	One tamper zone	
7	Separate remote key pad with 12X4 LCD display or more	
8	Separate zone for fire detection and provision for connection of fire alarm system	
9	Separate main control station for connection terminals and power supply units	
10	Automatic arming and disarming facility	
11	Can be operated through mobile and telephone line	
12	Electrical devises can also be switched on or off through remote key pad	
13	Built in battery backup	
14	Zone omitting facility	
15	Silent arming and night mode arming	
16	Intrusion lock with time and date	
17	Power failure indication	
18	Blown fuse indication on LCD display on LED blinking on panel	
19	Multiple sounder output	
20	Distinct interrupted sounder output for fire alarm	
21	Battery strength display with audio indication in case of low battery	
22	GSM signal strength display	
23	Walk test mode	
24	Individual zone status is indicated in display	
25	Independent entry delay time 2 to 240 sec	
26	Independent exit delay time 2 to 240 sec	
27	Sounder time 2 to 20 minutes and multiple sounder outputs	
28	Speaker wire cut detection for all sensors and hooters and speakers	
29	Support combination of hooters and speakers	
30	Battery backup for 36 hours	
31	Automatic switch off to battery in case of AC power failure	
32	Automatic battery charging once the AC power is restored	
33	ERTL certified.	



B	<u>SMOKE SENSOR & HEAT SENSOR</u>	
1	Automatic Drift compensation	
2	Dust tolerant chamber provides optimum detection performance and minimal nuisance alarm between maintenance visit	
3	Multifunction handheld remote programming and test tool	
4	Sensitivity remotely programmable	
5	Digital addressing capability	
6	Remotely implemented advance maintenance features	
	Read and write last maintenance date	
	Read chamber contamination level	
	Read thermal element value alarm test	
7	Selectable blink/no blink LED option via hand held tool	
8	Photoelectric multi-criteria photo-thermal with 58 degree C and 78 degree C fixed and rate of raise thermal detector	
9	8 to 30 VDC operating range enable operation in both fire and security system	
10	-30 to +70 degree C operating temperature range	
11	Multi-functional alarm – normal bio color LED indicator	
12	EN 54 certified	
13	Make -	

C	<u>AUTOMATIC TELEPHONE DIALER & BUILT IN VOICE & SMS GSM DIALER</u>	
1	GSM speech & SMS dialer	
2	Microcontroller base	
3	2 speech / voice messages	
4	Separate intrusion & fire messages	
5	Minimum 10 programmable phone numbers upto 12 digits for intrusion and fire message	
6	20 sec recording time for each message	
7	Alarm SMS with alarm type, zone number with time and date information	
8	System status SMS for arm and disarm	
9	Power status SMS for AC power on and off, low battery	
10	User editable name and address for alarm SMS	
11	Message playback, telephone no. editing facility, long volatile memory	
12	Retention of programmed data in case of power failure	
13	Highest priority for condition dialing and silent alarming	
D	<u>ELECTRICAL</u>	
1	Quiescent current: 30 mA Max.	
2	Quiescent current with backlit LCD: 90 mA Max.	
3	MAIN CONTROL STATION WITH ONE REMOTE KEY PAD	
4	Quiescent current: 300 mA	
5	Quiescent current with backlit LCD: 360 mA	
6	Current with dialing: 530 mA Max.	



7	Maximum sounder 1 current output : 1A	
8	Maximum sounder 2 current output : 1A	
9	Remote key pads : Up to three	
10	Non-volatile Memory : Programming and Log	
11	Zone response time : <500ms	
12	Zone Loop Resistance : <5k ohm for NORMALLY CLOSED	
13	Mains supply Voltage : 220+10%-15% 50Hz	
14	Total current Output: 2A at 220V AC or 4A at 220V AC	
15	Battery Voltage : 12V DC	
16	Battery type : SMF Rechargeable	
17	Battery Recharge Voltage: 13.8V +/-0.2V DC	
18	ENVIRONMENTAL	
19	Operating Temperature: 0C to 45C	
20	Storage Temperature: -20C to 60C	
21	Maximum humidity: 95% non-condensing	
E	MAGNETIC CONTACT SENSOR	
1	Operating Gap: 15MM min	
2	Contact Rating: 10W, 12/24VDC, 0.5A	
3	Contact O/P : Normally Closed	
4	4 wire temper loop	

F	PIR SENSOR	
1	Dual Element Pyroelectric sensor	
2	Latest Technology Digital Signal Processor (DSP)	
3	Pet Immunity up to 25 kg.	
4	Detection Range 15m	
5	Detection angle 110°	
6	Sealed optics	
7	Excellent RFI and EMI Immunity	
8	Selectable Pulse Count	
9	Walk Test	
10	Detection range: 15m, 110°	
11	RFI Immunity: Ave. 20V/m (10~1000MHz)	
12	Power Supply: 9 ~ 16V DC, 12V Typical	
13	Current Consumption: 20mA, 12V DC	
14	Alarm Output: NC/NO 30V DC, 0.2A max.	
15	Alarm Duration: 2 seconds	
16	Pulse Count: Single/Double	
17	Tamper Switch: Cover Open activation	
18	Operating Temperature: 0° to 50° Celsius	
19	Walk Test LED: Red, can disable	



20	Temperature: Automatic using	
21	Compensation: NTC thermostat	
22	Detection Speed: 0.3 to 1 m/s	
23	Reverse Polarity Protection: Through Diode	

G	PANIC SWITCH	
1	Automatic reset (no key required)	
2	Micro switch technology	
3	In-built tamper switch	
4	Contact O/P: NORMALLY CLOSED	
5	Technology: micro-switch with roller	
6	Tamper Switch: installed	

H	HOOTER	
1	High power 130 db	
2	4 wired (with tamper loop)	
3	Low current consumption	
4	Available in 12V DC and 24V DC	
5	Available in multiple tones	
6	Weatherproof housing	



PART-2 : Financial bid

S. No	ITEM	Qty/Unit	Model no	Make	RATES INCLUSIVE of Taxes
1	Control Panel With Inbuilt Dialer	1no	AMC/Texecom/Honeywell / Bosch Securico		
2	Panic Switch	1no	AMC/Texecom/Honeywell / Bosch Securico		
3	Smoke Sensor	1no	AMC/Texecom/Honeywell / Bosch Securico		
4	Heat Sensor	1no	AMC/Texecom/Honeywell / Bosch Securico		
5	PIR	1no	AMC/Texecom/Honeywell / Bosch Securico		
6	AUTOMATIC TELEPHONE DIALER & BUILT IN VOICE & SMS GSM DIALER	1no	AMC/Texecom/Honeywell / Bosch Securico		
7	Magnetic sensor	1no	AMC/Texecom/Honeywell / Bosch Securico		
8	Tilt Sensor	1no	AMC/Texecom/Honeywell / Bosch Securico		
9.	Vibration Sensor	1no	MC/Texecom/Honeywell / Bosch Securico		
10.	Hooter	1no	AMC/Texecom/Honeywell / Bosch Securico		
11.	Wiring with conduit	Per 100 Mtr	Polycab		
12.	2X1.5 sqmm aromoued cable	Per 100 Mtr	Polycab		
13.	Battery 12 Volts	01	Exide		
	GSM SIM COST +Yearly charges for SIM				
	AMC (non comprehensive) with 3 visits per Year				
Total cost inclusive of taxes etc					

Total Cost in words:**Signature Seal of the Vendor**