

INDIAN BANK

Zonal Office Patna
Buddha Marg, Patna: 800025 (Bihar)

REQUEST FOR PROPOSAL

For Annual Maintenance Contract of UPS
Systems Installed at Branches/Offices/ATMs
under Patna Zone for a period of One Year

Ref No: ZOP/IT/Proc/21-22/03

Dated: 15-07-2021

The Indian Bank, Zonal Office Patna invites bid for providing comprehensive on-site maintenance services of UPS system installed at branches/offices/ATMs under Zonal Office Patna.

The Schedule of Bid is as under:

Last Date & Time of Submission of Bid	22-07-2021, 16:00 Hours IST
Date & Time of opening of Technical Bid	22-07-2021, 16:30 Hours IST
Date & Time of opening of Commercial Bid	Will be informed to qualified bidders
Address of Submission of Bid	Indian Bank Zonal Office Patna 1 st Floor, Buddha Marg Patna: 800001 Bihar
Address for Communication	Shri Rohit Ranjan (+91-8282832562) E-mail : zopatna@indianbank.co.in

This RFP is being issued with no financial commitment and Bank reserves the right to change or vary any part thereof at any stage, to withdraw the RFP, at any stage, or to accept or reject any or all the quotations without assigning any reason whatsoever.

1. **SCOPE OF WORK**

The work is for ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES/OFFICES/ATM OF PATNA ZONE and ZONAL OFFICE.

1. Bidder has to collect the inventory at the branches which should be duly verified by Branch Manager and submit to Zonal Office.
2. Bidder has to maintain spare inventory at Local Office.
3. The vendor has to provide support and service to the UPS installed at different locations immediately (within 4 hours) on receipt of call from the concerned departments / users on all working days of the bank from 9:30 am to 6:00 pm and follows it up till the problem is resolved.
4. The vendor has to ensure that all the UPS do work efficiently, reliably and safely.
5. The vendor has to provide regular maintenance service (preventive maintenance) to the UPS at least once in a quarter irrespective of whether the UPS have gone out of order or not. Relevant call reports should be submitted with the invoices while claiming payment.

मंडलीय कार्यालय पटना, बुध मार्ग, पटना – 800001
Zonal Office Patna, Budh Marg, Patna - 800 001
E-mail: zopatna@indianbank.co.in

6. The performance of the vendor on quality of service provided by them will be reviewed by the department on quarterly basis and if found unsatisfactory, Bank shall have the full liberty to cancel the contract at any time during the contract period by giving 15 days' notice.

7. During the AMC period, the VENDOR shall be responsible for all costs relating to Labour, spares, maintenance (preventive and corrective) and transport charges from and to the Sites in connection with the repair/replacement of any component/part there under, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.

8. The VENDOR shall ensure that services of professionally qualified personnel who have expertise in the UPS supplied, with a minimum of 1 year relevant experience.

9. In case of failure relating to Hardware Systems, the VENDOR shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time as defined in said Purchase order and ensuring that the overall breakdown/disruption does not exceed four hours.

10. During the warranty and Annual Maintenance Contract (AMC) period, the vendor to ensure service is provided on all the working days of the Bank between 9 a.m. to 6:30 PM notwithstanding the fact whether on such days the selected vendor's office remains opened or not.

11. In case of any break down/malfunctioning of UPS the relevant defect is to be attended within 2 hours and rectified within period of 4 hrs. of the receipt/notice of the complaint.

12. The VENDOR will guarantee an uptime of 99.90% for Hardware on quarterly basis. The system should not be subject to reported downtime for a continuous period of more than two hours; all the items supplied should be repaired / replaced within 4 hours (Resolution time) from the time of lodging of complaint/request. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. vendor shall forthwith replace/provide such hardware at no extra cost to the bank,

13. The period of contract will be initially for one year after signing of contract which may be extended at mutually agreed terms. The AMC project will cover Indian Bank Branches/offices at various locations in Patna, Bhojpur, Buxar and Vaishali districts.

2. ELIGIBILITY CRITERIA:

- A) In case of company, bidder should be a registered company under Company Act with Registrar of Companies in India.
- B) The bidder should have supplied AMC for at least three financial years to banks or reputed Govt. or Private Organization.
- C) The bidder must have minimum three own service centre in the jurisdiction of Patna Zone and minimum six service engineer to provide necessary support infra for said AMC.
- D) The bidder should have positive net worth in last 2 financial years as per latest balance sheet.
- E) Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred by the Bank from participating in future tenders, will not be eligible for this tender. Bidder to submit an undertaking in this regard.
- F) The bidder will be empanelled in supplying and providing maintenance services for 24 months. Initial period for 12 months which can be extended for 12 months as per performance review on quarterly basis.
- G) The bidder should be having support offices/ Support Centers/ Support Locations with necessary support infrastructure for said AMC. Bidder should have landline number for registration of Complaints.
- H) Bidder should submit relevant document in this regard.
- I) All the engineers of bidder should be on company's payroll.
- J) Bidder has to give an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC Agreement.
- K) The Bidder / Company should not be blacklisted from any Bank, central/state Govt. offices.
- L) The Bidder / Company must have GST registration Number.
- M) The Bidder / Company must provide services directly from their firm/company, not from any dealer / subcontractor.
- N) The service engineers should be covered under minimum wages act with provident fund/esi facilities.
- O) The bidder should submit a certificate in support of ISO 9001 certification of the services.

- P) The vendor will have to provide a list of engineers who will perform the job along with their qualifications once they are selected.

3. BIDDING PROCESS:

The bidders are required to the Bids in two separate sealed envelopes. The First envelop, supers cribbed as "Technical Bid", will contain the documents in support of eligibility criteria and other required documents except Price Schedule. Second envelop supers cribbed as "Commercial Bid", will only contain the Quoted Prices, strictly as per the format of Price schedule (Annexure-I). Technical Bid containing any quoted price information will be out rightly rejected.

4. PERIOD OF VALIDITY OF BIDS:

The Bids Offer should remain valid for a period of 60 days from the date of commencement of RFP.

5. PAYMENT TERMS:

Payment will be released on **half yearly basis** (deferred mode) by ZO on submission of Invoice, Call reports and PM reports.

6. CONDITIONS FOR MAINTENANCE SERVICES:

The maximum response time for maintaining/attending/rectifying complaint from any of the destination specified in the schedule of requirements shall not exceed 6 hours and the maximum time for closure of call, **in any case**, should not exceed 24 hours, including replacement/repairing of any part.

The firm shall be responsible for taking backup of data available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.

Call Logging System: The vendor must have a web based/ e-mail/telephonic Call logging system for service complaints and should be easy/less time consuming (not more than 5 minutes) to bank. Calls from call Center to be allotted to service engineers within 4 Hours and the complaint number should also be informed to the respective branch or office

5% of the total inventory to be kept at ZO or at any other centralized location as advised by ZO as spare, at no extra cost to the ZO to speed up closure of calls

मंडलीय कार्यालय पटना, बुध मार्ग, पटना – 800001

Zonal Office Patna, Budh Marg, Patna - 800 001

E-mail: zopatna@indianbank.co.in

involving replacement of faulty part.

Preventive Maintenance to be carried out (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment and necessary repairing of the equipment) at least once in every 90 days at all location of all hardware items covered under AMC in addition to the normal maintenance required and the report of each PM should be enclosed with each Quarterly Invoice, without which the invoice would not be processed.

No extra cost would be paid for PM, attending Calls or for replacement of faulty parts. The vendor has to co-ordinate with service providers for logging the calls for fault of hardware under warranty.

The vendor must provide proper Call logging procedure and Escalation Matrix

7. PENALTY FOR DOWN TIME:

The maximum permissible downtime for any equipment is 24 hours. In case an item is not usable beyond the maximum permissible downtime the Vendor will be required to arrange for an immediate replacement of the same by temporary substitute (of equivalent or higher configuration) till it is repaired.

Failure to meet the above standards of maintenance will be liable for a penalty of Rs.500/= for per UPS per day. *The amount of penalty will be recovered from maintenance charges payable for subsequent invoice raised.*

8. PRICES:

The prices once offered must remain firm and must not be subject to escalation during entire contract period due to fluctuation in foreign currency or change in the duty/tax structure or for any other reason. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Purchaser specifically asking for it.

9. TAXES AND DUTIES:

- 1) The Vendor will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, octroi, road permits etc. in connection with delivery of goods at site including incidental services and commissioning.
- 2) GST and other taxes which will be applicable on the **finished goods**, should be **clearly mentioned separately** which will be paid by the Bank on actual basis on production of proof.

10. AGREEMENT CANCELLATIONS:

The Purchaser reserves the right to cancel the agreement in the event of one or more of the following circumstances -

- ❖ Abnormal Delay in services.
- ❖ Breach by the Vendor of any of the terms & conditions of the tender.
- ❖ If the vendor goes into liquidation voluntarily or otherwise.
- ❖ Any change in corporate policy regarding AMC of hardware, we may cancel the contract with proper notice.

IMPORTANT NOTE:

All Declarations and Annexure I, II, III, and IV are to be submitted on the Letter Head of the Bidder, duly stamped and signed by the Authorized Signatory of the Firm/Company.

Non-Compliance of any of the terms of this RFP shall result in rejection of the Bid.

All disputes subject to the exclusive jurisdiction of the courts in PATNA.

COMMERCIAL OFFER

Table-A: List of Items for AMC:

Sr. No	ITEM	Capacity	Unit Amount	GST	Total
1	UPS	2KVA			
2	UPS	3KVA			
3	UPS	5KVA			
4	UPS	6KVA			
5	UPS	10KVA			
		Total Cost of AMC			

Please read following important points carefully before filling in details

Important Points

- I. Only one Bidder will be empanelled based on technical qualification and L-1 price quoted.
- II. The Offered prices will be valid for a period of 12 months from the date of entering into the Contract which may be extended further for period of 12 months.
- III. Bank reserves the right to negotiate the prices of items with the successful bidder (L-1 bidder).
- IV. The AMC services to be provided to UPS systems of any make/model (eg: Numeric/ Switching AVO/ Consul/ Epoch etc).

Date:

Place:

Signature of Authorized Signatory Name of Signatory:
Designation:
Seal of Company

Details of Service / Support center

Detail of service/support centre/engineer directly owned by the company/firm in Patna and Buxar.

Sr No.	AREA	Complete Postal Address of Service/Support center	Name and Contact details of Centre Head

Note: In case any discrepancy found in the above mentioned information is liable to rejection of offer.

Date: -

Name:-

Seal of the Company: -

Signature:-

Declaration against Blacklisting

This is to certify that we, M/s Bidder's Name, have not been debarred/contract terminated from by any Public Sector Bank/PSU/Government Dept in the past 3 Years.

Date:-

Name:-

Seal of the Company:-

Signature:-