 <p>बैंकिंग अब दुगुनी बेहतर BANKING THAT'S TWICE AS GOOD अंचलकार्यालय: हैदराबाद ZONAL OFFICE: HYDERABAD</p>	EDP DEPARTMENT लिबर्टीप्लाज़ा /LIBERTY PLAZA हिमायतनगर /HIMAYATNAGAR हैदराबाद /HYDERABAD-500029 फोनPhone:23261960,23222810
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TENDER NOTICE

Inviting Sealed Quotations for Annual Maintenance Contract (AMC) OF UPS and Batteries (Irrespective of UPS, Batteries make and model) in our HYDERABAD ZONE

Sealed quotations are invited by our office from reputed vendors for Annual Maintenance Contract (AMC) of UPS and Batteries (Irrespective of UPS, Batteries make and model) for 103 Numbers of UPS Systems along with Batteries present in our Indian Bank branches/offices under Hyderabad Zone covering Rangareddy , Hyderabad , Medchal Malkajgiri and Yadadri Districts.

Herein after the word

UPS System means (UPS System+No. of batteries attached to the UPS System)

Last date for Submission of Quotations: **31-03-2022 @12.00 PM**

Date of opening of quotations : **31-03-2022 @4.00PM**

Period of Contract: **01/04/2022 to 31/03/2023 (1 Year)**



Form for quotation submission: Annexure-(i) attached

TERMS & CONDITIONS:

- The sealed quotation, as per the above format, should be super scribed “ZONAL IT-Department – QUOTATION FOR AMC (UPS SYSTEMS WITH BATTERIES) – HYDERABAD ZONE” and reach the following address either by COURIER or REGISTERED POST along with requisite paper/documents

INDIAN BANK
ZONAL OFFICE
4TH FLOOR LIBERTY PLAZA
Himayathnagar
Hyderabad-500 029

- The participating vendors should be well established in the market with an experience of minimum 3 years in servicing the banking industry and should have serviced considerable volume of systems. Vendors should provide attested copy of GST number, proof of sufficient experience in the field of proof of local business address.
- The acceptance of the quotations will rest with our bank and which does not bind itself to accept the quotation only on the basis of lowest quotation and reserves to itself the authority to reject any/all the quotations or cancel the process without assigning any reason whatsoever.
- The successful bidder should visit the installation sites for the preventive maintenance checkup of the UPS systems and batteries periodically once in 3 months.

  बैंकिंग अब दुगुनी बेहतर BANKING THAT'S TWICE AS GOOD अंचलकार्यालय: हैदराबाद ZONAL OFFICE: HYDERABAD	EDP Department. लिबर्टीप्लाज़ा /LIBERTY PLAZA हिमायतनगर /HIMAYATNAGAR हैदराबाद /HYDERABAD-500029 फोन Phone: 23226122, 23222810 फैक्स - Fax-040-23223409
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- Apart from the periodic preventive maintenance visits, all breakdown calls on the systems covered under AMC and reported to the respective numeric branches emanating from the user should be attended to.
- During the preventive maintenance check-ups, the UPS system should **be cleaned, distilled water to be filled and general performance should be checked.**
- **Batteries to be maintained and distilled water to be filled whenever branches report that the level of the distilled water is low.**
- Cost of all spares that are replaced in the UPS systems will be covered under this comprehensive annual maintenance scheme except 1. Missing/stolen parts in the UPS and DC Backup source. 2. Replacement of Batteries 3. Shifting of UPS and accessories 4. Repairs and replacement to DC Backup
- Service calls should be attended within 2 hours and maximum 12 hours of making the complaint and to the full satisfaction of the branches. Penalty of Rs 500/- per day and max of Rs 1000/- will be levied per case/complaint for delay over the above 1 working day.
- Escalation matrix should be shared with the branches and all the service calls from the branches to be acknowledged duly by giving reference or call log number. The service calls from branches should be attended and closed promptly.
- If working condition of UPS is not ensured within same day, standby UPS should be supplied and installed.
- Complete inventory maintenance and submit the updated list within 15 days of award of AMC.
- **Terms of payment:** at the end of 6 months on submission of invoices with copies of service call/PM report attached.
- Whenever UPS is replaced, the UPS will be under warranty period and will not be covered in AMC till warranty period.
- If the services are not satisfactory the contract can be terminated without assigning any reasons after serving notice.

DEPUTY ZONAL MANAGER

ANNEXURE-I (should be printed on Company Letter head)Format
for submission of Sealed Quotes – AMC (UPS with batteries):

Sno	UPS Capacity	AMC Rate unit per year in Rs.	GST	Quantity	Total Price
1	10 KVA-ANY MAKE-ALL MODEL along with batteries			3	
2	6 KVA--ANY MAKE-ALL MODEL along with batteries			13	
3	5 KVA--ANY MAKE-ALL MODEL along with batteries			16	
4	3 KVA--ANY MAKE-ALL MODEL along with batteries			71	

Total amount in words: Rs.

We understood the terms and conditions prescribed in the tender document.

Name of the firm:

Signature with Designation:

Stamp of the firm

GST No.

ISO Certification:

Business Address (with Mobile No.):

Local Business Address (with Mobile No.):

Total Experience in UPS Systems AMC:

Previous Organization names for which AMC provided:

Other Documents to be Submitted Mandatorily

1. Copies of previous AMC orders (P.O)
2. Attested copy of PAN Card & GST of the Firm / Bidder
3. Proof of Local Business Address

Signature