

 Indian Bank इलाहाबाद ALLAHABAD	IT Department	Zonal Office, Patna 1st Floor, Budhha Marg, PATNA-800 001 E-Mail: zopatna@indianbank.co.in
Reference No: ZOP/UPS-Tender/22-23/01	Date: 01-04-2022	

TENDER NOTICE

<u>Inviting Sealed Quotations for Annual Maintenance Contract (AMC) for UPS in PATNA ZONE</u>
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Sealed quotations are invited by our office from reputed vendors for Annual Maintenance Contract (AMC) for more than 100 UPS System in our Indian Bank Branches/Offices/UPS. The capacity of various UPS systems installed are of 1KVA/2KVA/3KVA/5KVA/6KVA/10KVA UPS. The locations of branches/offices/ATMs of the bank are spread across four districts viz. Patna, Bhojpur, Vaishali and Buxar. Herein after the word UPS means (1 UPS + Batteries maintenance wherever Tubular batteries are installed at the location). There are less than 20 locations in the Zone where Tubular batteries are in use at present.

Period of Contract: 1 Year from the date of issuance of Purchase Order

TERMS & CONDITIONS for participating in the tender

- Last date for submission of sealed tender documents is 08-04-2022 15:00 Hours
- The date of tender opening will be 08-04-2022 17:00 Hours
- Based on the work experience, Certifications, reputation, location, quoted rates and other factors, one vendor (L1) will be selected. Financial Bid of only those bidders will be opened at later stage who will qualify in technical evaluation.
- Company Owned Service Centre & Dedicated engineers should be available to cover all our Indian Bank Branches & ATMs. The bidder should have company owned service centre at atleast two districts out of four (Patna, Vaishali, Buxar and Bhojpur). The copy of rent agreement/other supporting document should be enclosed to establish the same.
- The bidder should be OEM of any reputed UPS make.
- The bidder should have experience of undertaking AMC services in state of Bihar and they should have provided AMC support to minimum 1000 UPS systems in Scheduled Commercial Banks in the state of Bihar in each of the preceding three years. The copy of purchase order should be enclosed to establish the same.

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- The bidder has to undertake UPS system of all make/model installed at various locations of the bank.
- Bank reserves the right to reject any or all the quotations and stop the process at any point of time without assigning any reason whatsoever.
- Vendors should have valid GSTN number and GST Registration No. should be clearly mentioned in the quotation.
- All supporting documents should be of date prior to date of publication of this tender document.
- The main envelope should contain two sealed envelope, one with ‘Technical Bid: Annexure-I’ and the other containing sealed quotation (Financial Bid: Annexure-II), as per the above format, should be super scribed “ZONAL IT-Department- QUOTATION FOR AMC of UPS” and reach “Indian Bank, Zonal Office, Buddha Marg, Patna: 800001” along with requisite paper/documents. All supporting documents apart from financial quotation should be kept in ‘Technical Bid’ envelope.

Other Terms & Conditions applicable for AMC

1. Services to be provided promptly within the contract period without fail, barring unforeseen circumstances.
2. A call should be closed within 6 Hours (Max) with a satisfactory report from the Branch Official. If at any time during the contract period, the engineer encounters conditions impeding timely service, the contractor should promptly notify the Bank i.e. Zonal Office in writing the fact of the delay, its likely duration and its cause(s). Zonal Office will evaluate the situation and may at its discretion extends the time closing the call.
3. Emergency calls to be attended promptly without fail even on holidays.
4. The calls of UPS installed at Zonal Office should be attended as early as possible (maximum within 01 Hours).
5. The equipment replaced must be new and should perform well.
6. Service Engineer to report to designated officer on arrival & on completion of work.
7. Strictly No UPS system should be taken or Moved from the Branch premises without prior permission from Zonal Office at any case.

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8. Minimum 3 engineers must be allotted full-fledged for our Indian Bank AMC works.
9. Preventive Maintenance Visit schedule to be given with minimum one visit of service engineer in 3 months.
10. AMC Services will be monitored on quarterly basis, based on the feedback received from branches a suitable decision will be taken.
11. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving two weeks' notice.
12. Our Indian Bank BIHAR GST No: 10AAACI1607G2ZD to be included in your database and all further invoices should quote GSTN of the bank.
13. The AMC includes replacement of all spares and onsite support etc. All costs relating to labour, maintenance (preventive and corrective) and transport charges from and to the Bank's sites where UPS are installed will be borne by the respective AMC vendor during the AMC period.
14. AMC Vendor shall ensure that UPS system is made operational to the full satisfaction of the Bank within 4 hours in respect of Metropolitan/Urban/Semi Urban Centres and 6 hours in other places, from the time of reporting. If it is not solved within the stipulated time, penalty of Rs. 500/- per day shall be levied which will be collected from the AMC payment. If the same cannot be solved within a day/2 days AMC Vendor should provide standby UPS System till the problem is resolved. The AMC is comprehensive and onsite including replacement of all spares.
15. Stickers should be affixed on the UPS Systems with the AMC vendor contact details & period of AMC.
16. The successful bidder has to carry out site visit at all locations within 15 days from date of issuance of purchase order and need to submit confirmation report of UPS hardware availability.
17. The bidder has to provide service to any new location/district added to the jurisdiction of Zonal Office Patna during the period of AMC.
18. All General Terms & Conditions relating to Systems AMC are applicable.

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DEPUTY ZONAL MANAGER

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ANNEXURE-I (TECHNICAL BID)

(Should be printed on Company Letter head)

Name of the Vendor:

GST No.

Business Address (with Mobile No.):

Local Business Address (with Mobile No.):

Total Experience in UPS AMC:

Previous Organization names for which AMC provided:

Other Documents to be Submitted Mandatorily

1. Copies of previous AMC orders (P.O) to establish experience in AMC of UPS in state of Bihar as per tender requirements.
2. Attested copy of GST No of the Bidder
3. Copy of OEM certifications
4. Proof of Local Business Address and Own Service Centre at minimum two Districts out of four (Patna, Vaishali, Bhojpur and Buxar)
5. Details of Call Logging Contact/Mail is to be enclosed
6. Escalation Matrix up to third Level is to be provided

Vendor Signature with Seal

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ANNEXURE-II (FINANCIAL BID)

(Should be printed on Company Letter head)

S.No	Make*	KVA	Approx Quantity	Cost of AMC (comprehensive per Unit) without GST	Total Amount (without GST)
1	ANY	1 KVA	10		
2	ANY	2 KVA	05		
3	ANY	3 KVA	80		
4	ANY	5 KVA	02		
5	ANY	6 KVA	25		
6	ANY	10 KVA	02		
GRAND TOTAL (without GST)					

*Most of our existing UPS are of NUMERIC Make, Kindly ensure that sufficient Spares of the Numeric make are available.

Vendor Signature with Seal