



**TENDER NOTICE**

*Comprehensive Annual Maintenance Contract (AMC) for UPS at Branches and Offices of Indian Bank Zonal Office-LUCKNOW for 1 year*

**Tender Ref No** ZOLKO/IT/AMC/2023-24/02 dated 15.03.2024

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## INTRODUCTION

Indian Bank Zonal Office, Lucknow invites sealed bids (Technical and Commercial) for providing comprehensive on-site Maintenance Services of UPS of all Branches/ ATMs / Central Processing Centre / Currency Chest / Offices under ZO Lucknow as per list provided in Annexure 8.

UPS to be covered under the AMC are about 101, spread across four (4) districts i.e. Lucknow, Faizabad, Amethi and Barabanki.

In this connection, sealed Technical bids and Commercial Bids are invited from eligible bidders for the Maintenance of UPS, the details of which are as under –

Sl. No.	Items	Details
1.	Tender/Bid Ref No	ZOLKO/IT/AMC/2023-24/02 dated 15.03.2024
2.	Price of RFP (Non-Refundable)	NIL
3.	Last Date & Time of Submission of bids (Both Technical and Commercial)	21/03/2024 at 15:30 Hrs IST
4.	Date and Time of Opening of Technical Bids	21/03/2024 at 16:00 Hrs IST
5.	Date and Time of Opening of Commercial Bids	To be notified subsequently to the technically qualified Bidders
6.	Place of submission and opening of Bids	Department of Information Technology, Indian Bank, Zonal Office, 2 <sup>nd</sup> Floor, New Building, Hazratganj Lucknow –226001, U.P., India Email Id: zolucknow@indianbank.co.in
7.	Bid Validity	90 days from the date of submission of bids

This is a Two Bid System tender, wherein the bidder is required to submit Sealed Technical bid & Sealed Commercial Bid in physical form within the stipulated date and time at the aforementioned address.

Technical Bids will be opened in the presence of the Bidder's representatives who choose to attend on the specified date and time. Technically qualified bids will be taken up for further processing and the Commercial Bids of technically qualified Bidders will be opened on separate date and time which will be notified separately.

## ELIGIBILITY CRITERIA

### The bidder should fulfil the following criteria for technical eligibility

1. The bidder should have minimum of 5 years' experience in the Maintenance of UPS and must be performing the AMC of UPS for at least three years in atleast two Public Sector Banks. (Proof to be submitted alongwith bid as per Annex 3).

2. The bidder should be capable of providing multivendor OEM support i.e. capable of providing service & support of UPS of AVO/ BPE/ Consul/ Numeric/ Techsor/ Hitachi/ Uniline or equivalent make/ model. (As mentioned in Annexure 6)
3. The bidder must provide customer satisfaction letters from at least two Public Sector Banks where the bidder has provided services in last consecutive three financial years. (Proof to be submitted along with technical bid).
4. The bidder should not have been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs) as on date of submission of bid. The bidder shall give an undertaking (on their letterhead) that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of the tender (Annexure 7).
5. The bidder must have office in Lucknow and service engineer in Lucknow, Amethi, Barabanki and Faizabad districts. (Annexure 4)

#### **Criteria for Financial Eligibility –**

1. The bidder should be a **company/Firm/Sole proprietary concern** incorporated in India having an average annual turnover of Rs. 30 lacs in last three financial years (2020-21, 2021-22 and 2022-23) as per the audited balance sheet available at the time of submission of tender in providing the support services (Sale and purchase will not be applicable) **.This must be individual turnover and not that of any group of company/Firm/Sole proprietary concern.** Copy of incorporation certificate/Partnership Deed and Registration Certificate/PAN Card and Audited Balance Sheet need to be submitted as applicable to the bidder. Wherever the word company is reflected, it will include **Firm and Sole proprietary concern** as a bidder.
2. The bidder should have made operating profits in the last three financial years. **Copy of Audited balance sheet and Profit & Loss A/c for last 3 consecutive years** (Annexure 2)
3. Non-compliance of any of the criteria can entail rejection of the offer. Bidder must submit necessary proof of document. Self-certified photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserve the right to verify/evaluate the claims made by the vendor independently. **Any misrepresentation will entail rejection of the offer. The non-submission of relevant documents will lead to cancellation of the offer.**

#### **Commercial Evaluation**

1. The Bids of technically qualified bidders will be commercially evaluated by the Bank.
2. Commercial bid should not have any alteration or overwriting.
3. Evaluation of all eligible bidders will be done in Indian Rupees only. Evaluation will not be based on any conditional / additional discount.
4. For commercial evaluation, Total Bid Price (AMC Cost for all the items for one year) quoted by bidder in its Commercial Bid (Annexure-6), will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid & Ranking of bidders will be done accordingly.
5. The bidder quoting the lowest Total Bid Price (AMC Cost for all the items for one year) in its commercial bid will be declared lowest bidder (L1 Bidder) & subsequent ranking of the other bidders will be done accordingly.
6. Bank intends to select two (2) vendors for providing AMC Services to the Branches/offices, as per the below clauses:
  - L1 bidder will be selected by the Bank and AMC of UPS of 60% of Total AMC value will be allotted to the L1 bidder, during the AMC Period. L1 bidder has to nominate one SPOC who will provide telephonic support to branches as well as log calls to his company and maintain proper record of calls attended and turnaround time.
  - Bank will ask the L2 bidder to match its item-wise AMC price with the price quoted by L1 bidder. If L2 bidder agrees to match all the item-wise AMC price of L1 bidder, the Bank will select the L2 Bidder for AMC of remaining UPS of 40% of Total AMC value and AMC will be allotted to the L2 bidder at the L1 bidder prices, during the AMC Period.

- If L2 bidder does not agree to match all the item-wise price of L1 bidder, an opportunity will be given to L3 Bidder for the same.
  - The secondary bidder (L2 or L3) who matches the L1 prices, has to nominate one SPOC who will provide telephonic support to branches as well as log calls to his company and maintain proper record of calls attended and turnaround time.
  - In Case, both L2 & L3 bidder do not agree to match all the item-wise prices of L1 bidder, Bank will select only a single bidder and AMC of all the items will be given to L1 bidder. No further opportunity will be given to L4 & higher Bidder.
7. Bank will distribute the branches and its UPS for AMC amongst selected bidder/s as per aforesaid ratio and decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder/s.

#### **Clarification of Bid**

To assist in the scrutiny, evaluation and comparison of offers the purchaser may, at its discretion, ask some or all bidders for clarification /compliance of their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. If the clarification/compliance sought by the Bank from the bidder is not submitted within the stipulated time period specified to the bidder, The Bank reserves the right to disqualify the bid of that bidder as “non - responsive”.

Arithmetical errors will be rectified on the following basis.

“If there is a discrepancy between unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its Bid will be rejected.”

The Bank, at its discretion, may waive any minor informality, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all Bidders and Indian Bank reserves the rights for such waivers.

After awarding a contract, vendor performance is reviewed every month. In case vendor performance is not satisfactory, 15 days' time will be given to vendor for improvement of services and even after this if performance is not satisfaction.

#### **NO COMMITMENT TO ACCEPT ANY TENDER**

The bank shall be under no obligation to accept any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever.

#### **PAYMENT TERMS**

- a. The vendor shall draw invoices for payment of quarterly maintenance charges to Zonal Office Lucknow, Indian Bank, Hazratganj, Lucknow.
- b. No advance payment will be released against the service order.
- c. Maintenance charges after deducting penalty will be paid quarterly (Post Quarter) upon submission of PM report and branch satisfactory report.
- d. Maintenance charges payable by Bank are inclusive of all taxes etc.
- e. TDS on payments will be deducted as applicable.

#### **PERIOD OF CONTRACT**

The contract shall be effective for 1 year. Please note that Contract can be cancelled unilaterally by the Bank, in case services are not received as per quality and standard specified in the RFP and contract within the contracted period. The contract shall initially be for a period of one year, extendable up to one more year

without change in AMC rates based on performance of last year at the discretion of Bank. If the vendor desires or not desire to renew the existing contract, he shall express his desire by giving three months prior notice before expiry of contract.

#### **EFFECTIVE DATE OF CONTRACT**

The vendor shall be required to submit and sign an Agreement as per **Annexure-5** on stamp paper of requisite amount. The contract shall remain valid until the completion of the obligations of the parties under the contract. The deliveries supply and performance of the services shall commence from the effective date of the contract. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us for AMC of UPS for the branches under ZO Lucknow.

#### **PERFORMANCE SECURITY**

The selected Bidder/s are required to provide a Performance Security in shape of PBG/DD/BC, within 7 days from the date of selection, for a value equivalent to Rs. 50,000/- (Rupees Fifty Thousand). The PBG should be valid for One (1) year plus 45 days from the date of start of AMC period.

#### **TRANSFER AND SUB-LETTING**

The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.

#### **TERMINATION OF CONTRACT**

The bank may at any time terminate the contract in part or full if the services are not found to be satisfactory. The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value. Once the penalty deduction is reached to its maximum level, the Bank may consider termination of the Agreement.

#### **DELAYS IN THE VENDOR'S PERFORMANCE**

The maintenance service must be started by the successful bidder (Vendor) in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages or termination of contract.

#### **TERMINATION FOR INSOLVENCY**

The Bank may at any time terminate the Contract by giving written notice to the Bidder. If the Bidder becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

#### **UNDERTAKING BY VENDOR**

The successful bidder must give an undertaking that all components to be used for parts replacement will be original and not re-furbished. This must be submitted along with the Invoices.

#### **RIGHT TO ALTER QUANTITIES AND LOCATIONS**

The Bank reserves the right to alter the UPS quantities or site locations mentioned in the offer. The Bank also reserve the right to add or delete one or more UPS from the list of items specified in offer. The Bank also

reserves the right to add or delete name of any branch. The Branches where UPS is currently under warranty period may be later on added under ongoing AMC at the same price, terms and conditions, after expiry of warranty period of such UPS. Similarly, branches where in old UPS is replaced with new UPS will be deleted from AMC purview.

## **GOVERNING LAW AND DISPUTES**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof subject to the exclusive jurisdiction of the courts at Lucknow, Uttar Pradesh.

## **DISCLAIMER**

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

## **PATENT RIGHTS**

The Service provider shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

**ANNEXURE 1 - BID FORM**

**Ref No.:**

**Date:**

**The Dy. General Manager**

**Indian Bank**

Zonal Office, Lucknow

Having examined the Tender (Ref. No. **ZOLKO/IT/AMC/2023-24/02 dated 15.03.2024**) including all Annexure, the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to provide AMC Services in conformity with the said Tender in accordance with the Schedule of prices indicated in the commercial offer and made part of this bid.

I/We agree to abide by this bid for the period of **90 days after** the date fixed for opening of Technical bid, by the Bank, through the referred Tender or any of the addenda and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I/We agree that we are capable of providing multivendor OEM support, i.e capable of providing service and support and have adequate spare part of UPS of AVO/ BPE/ Consul/ Numeric/ Techsor/ Hitachi/ Uniline or equivalent make/ model. Until a formal agreement is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I/We agree that the Bank will have Single Point of Contact with us, at the address stated below, for the entire services to be provided by us in case our bid is accepted.

Name & Address of the Bidder's Official for Single Point of Contact: .....  
.....

We understand that the bank is not bound to accept any/all the bids the bank may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024

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(Signature)

Duly authorised to sign bid for and on behalf of

(Name & Address of Vendor) \_\_\_\_\_

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(In the Capacity of)

**Annexure 2 –Bidder Turnover & Profits****(To be submitted on the letter head of the Bidder)****Name of the Bidder Company / Firm: \_\_\_\_\_****Details of turnover and profit for last three years:**

Sr. No.	Financial parameters of the bidder Business Results	Annual Turnover (INR)	Net Profit / (Loss) (INR)	Net Worth (INR)
1	2020-2021			
2	2021-2022			
3	2022-2023			
	Only Bidder company / Firm audited figures need to be mentioned. <i>(Not to include subsidiary, affiliate or group entities figures)</i>	(Mention the above amount in INR only)		

Certified By:

(Chartered Accountant)

Seal &amp; Signature of authorized signatory

(For Bidder)

Place:

Date:



**ANNEXURE – 3**

**PERFORMANCE STATEMENT FORMAT (FOR A PERIOD OF LAST THREE YEAR)**

Name of the Bidder: \_\_\_\_\_.

Name and the Full Address of The Purchaser	Order Number and Date	Description and Quantity of ordered items	Value of Order	AMC Period

Attach copy of Purchase Orders & credential letter.

Place:

Date:

Seal & Signature

Authorized Signatory

**ANNEXURE-4****DETAILS OF SERVICE CENTER/ ENGINEERS DETAILS/ ESCALATION MATRIX**

Detail of service/ support centre directly owned by the Company / firm in and around Lucknow, Faizabad, Amethi, and Barabanki

Sl no	DISTRICT/ CITY	Complete Postal Address of service/ support center	Name and Contact details of Center Head

**Engineer details**

Sl No	District	Engineer's Name	No of Year of Experience with Firm	Mobile No	Address
1					
2					
3					

**ESCALATION MATRIX****Service-Related Issues:**

Sl. No.	Name	Designation	Full Office	Phone No.	Mobile No.	Fax	Email Address
1		First Level Contact					
2		Second level contact (If response not received in 24Hours)					
3		Regional/ Zonal Head (If response not received in 48Hours)					

Place:

Date:

Seal &amp; Signature

Authorized Signatory

**Annexure-5****STANDARD AMC AGREEMENT**

(ON NON-JUDICIAL STAMP PAPER)

**(Agreement with Vendor for Annual Maintenance)**

This agreement made the ----- day of -----between Indian Bank a body corporate constituted under the Banking Companies Act, (hereinafter called "Bank") which expression/shall include its successors and assigns and

**VENDOR M/s** \_\_\_\_\_

hereinafter called the "BIDDER" has agreed to provide and Bank has agreed to accept from the company, to provide comprehensive onsite AMC support/services in response to Bank's Tender Ref No. \_\_\_\_\_, subject to the Bank paying charges to the company on the following terms and conditions:

**1. COMMENCEMENTS AND TERM:**

- 1.1 This agreement is effective and valid from \_\_\_\_\_ to \_\_\_\_\_ with an option with the Bank to extend the contract for a further period of One Year or less on the same terms and conditions.
- 1.2 Upon termination or after expiration of this agreement each party shall forthwith return to the other all papers, materials and other properties of the other held by each for the purpose of execution of this agreement as may be necessary for the orderly non-disrupted business continuation of each party.

**2. Payment terms:**

The charges payable by Bank to the company for the AMC described herein will be the AMC quoted or agreed by the company in its bid in response to the Tender and no additional charges whatsoever should be claimed by the vendor. The unit-wise AMC finalised price/s are detailed as under:

Item	AMC amount per unit per year	No of units	Total AMC amount of all the units for one year
	Grand Total of all the Items		

The charges shall be payable **quarterly on arrear basis** i.e., after each three months AMC period, as on actuals (the exact no of UPS maintained during the period) on submission of invoices, preventive maintenance & satisfactory report signed and stamped by the branches by the company for payment due in accordance with this agreement accompanied by all the requisite papers.

The bidder is required to submit satisfactory service support report from the end user branches along with the payment bill as said herein above. The bidder is required to submit the quarterly preventive maintenance reports of all the UPS at every site, duly signed and stamped by the concerned branch as well as the engineer, along with the payment invoice.

The AMC charges shall be made promptly by the Bank within one month, from the date of submission of invoice, subject to submission of satisfactory report(s) from the branches, by the bidder.

### 3. WORKING HOURS

The maintenance services shall be rendered on all days subject to the Bank's requirement to keep the equipment in good working condition and order. The service consists of corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment.

### 4. RELOCATION OF SYSTEMS

During the maintenance agreement in force, the Bank may relocate the system and keep the Bidder informed. In case of relocation of equipment, transport and other incidental charges will be borne by Bank. The list of UPS provided at annexure 8 is therefore an indicative list of present UPS. The Bank may, in future, decide to open more branches and in turn decide to relocate the UPS elsewhere; the UPS so shifted would be covered by this contract.

### 5. EXCLUSIONS

The maintenance agreement does not include:

- i. Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- ii. Damage resulting from accidents, fire, lightning, cost of repair or replacement due to these factors. These will be charged for labour as well as parts.

### 6. TERMINATION FOR CONVENIENCE

The Bank, by 30 days written notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.

### 7. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Service provider, may terminate this Contract in whole or in part :

- a) If the Service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;  
or
- b) If the Service provider fails to perform any other obligation(s) under the Contract.
- c) If the Service provider, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

**"corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

**“fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

## **8. JURISDICTION/ARBITRATION**

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provision of the Indian Arbitration Act 1940 and only the Courts of Lucknow shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.

## **9. FORCE MAJEURE:**

The Successful bidder shall not be liable for forfeiture of its performance security, penalty, or termination for default, if and 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 beyond reasonable control of the Successful bidder and not involving the Successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case, not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **10. LIABILITIES & INDEMNITIES**

The Bidder represents and warrants that the repair and maintenance of products hereby do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The Bidder agrees that it will and here by does, indemnify the Bank from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach.

## **11. CONFIDENTIALITY**

The Bidder acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement of the performance, hereof, consists, of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to Bank. The Bidder agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The Bidder shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

## 12. OTHER TERMS AND CONDITIONS

The relationship between the Bank and Successful Bidder/s is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

## 13. PENALTY FOR LACK OF SERVICE SUPPORT

The maintenance standard expected is that any complaint lodged by 02:00 PM on a given day shall be attended before 12:00 PM the next working day. Also, any complaint lodged by 06:00 PM shall be attended by 05:30 PM the next working day. In case the machine is down for more than 48 hours standby has to be provided by the vendor. If any complaint not attended on time or no standby is provided by the vendor the **penalty of Rs. 150 per day will be charged**. The time of delay/default for determination of penalty will be calculated from the time of lodgement of complaint at the dedicated Telephone Number/Mobile Number/e-mail provided by the AMC vendor for the purpose

## 14. SCOPE OF WORK

The objective of this limited tendering is to award comprehensive Annual maintenance contract to one or more bidders for maintenance of UPS available in branches and offices. The offer period of AMC is for 1 year.

The scope of work includes but not limited to comprehensive on-site maintenance of UPS.

- a. The replacement of all the spares like logic board, capacitors, Mother boards, Power Supply etc and consumables (except batteries) are covered/included under the AMC. The replacement of defective spares with genuine spares of same configuration will be done without any extra cost.
- b. The vendor shall maintain adequate spare UPS and other spares at their Lucknow office to facilitate any temporary replacements.
- c. The scope of work also includes quarterly checking of UPS health, input and output voltage level of UPS and Batteries, Voltage levels of earthing etc.
- d. The bidder shall maintain the equipment's as per manufacturer's guidelines and shall use standard and genuine components for replacement.
- e. In case of tubular batteries, engineer must pour distilled water in batteries as and when required.
- f. It is the responsibility of the vendor to collect asset details at the beginning of the contract and to maintain the inventory. In case, if any asset is missed out from the AMC contract, the vendor should attend the call for those assets and can include those assets for next billing cycle. If there is mismatch of serial numbers of the asset, the asset serial numbers can be rectified at later stage without any delay in attending the calls.
- g. Complaints can be registered either telephonically or by e-mail by respective branch/Office and proper record of the complaints to be maintained by the firm.
- h. On Administrative requirement in future, Bank may shut any of the branch/offices, UPS and Batteries at those locations may be utilized at other offices and will be included in AMC through different location.
- i. The engineers deployed for branches will get signed branch-visit report from Branch managers/officers and submit one copy to branch. All the copies of branch-visit reports in a quarter to be submitted to our

ZO Lucknow within 7 days of quarter- end alongwith satisfactory letter of AMC services duly signed by branch manager.

- j. A logbook shall be maintained in which the company/firm shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit a copy of consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended and its status on fortnightly basis to ZO Lucknow.
- k. All the complaints received shall be attended by them in following manner.
  - Minor faults immediately with telephonic/Remote support.
  - Any complaint lodged by 02:00 PM on a given day shall be attended before 12:00 PM the next working day. Also, any complaint lodged by 06:00 PM shall be attended by 5:30 PM the next working day. In case the machine is down for more than 24 hours, standby UPS must be provided by the vendor.
  - Repair and servicing of equipment shall be carried out at customer sites. In case the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
  - The replacement of components shall be as per manufactures instructions and as per the decision of our Zonal Office. No UPS items or parts will be taken out for repair without prior written approval of branch Head.
- l. In case any working UPS is damaged at branch/office, vendor has to provide standby UPS to that location immediately without any extra cost till damaged UPS is repaired at no extra cost.
- m. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The firm shall carry out preventive maintenance (PM) on quarterly basis and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The firm has to submit the preventive maintenance report along with satisfactory service letter from branches to Zonal Office on quarter basis for the release of AMC payment.
- n. Preventive maintenance activities shall be as follows: -
  - To ensure UPS are working properly in branch and no call pending in branch.
  - Cleaning of UPS alongwith batteries so that no dust is accumulated on the same.
  - Checking of power supply source for proper earthing/ voltage and safety of equipment.
  - Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- o. The vendor shall make AMC services available on all days as and when requested by the Bank.
- p. In case of shifting of entire branch/office from existing premise to another, shifting will be responsibility of the bank. However, the uninstallation/installation/Reinstallation of UPS under AMC will be done by vendor in old and new premises respectively.
- q. It shall be the responsibility of the firm to ensure that all the UPS are working satisfactorily throughout the contract period and to hand over the UPS in working condition to the Branch/office after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

Signed, Sealed and Delivered by the

Said \_\_\_\_\_ (For the Bank)

In presence of

Signed, Sealed and Delivered by the

Said \_\_\_\_\_ (For the Company)

In presence of



**Annexure 6****Commercial Bid Format**

<b>Tender for the Onsite Comprehensive AMC of UPS at Indian Bank, Zonal Office, Lucknow</b>				
<b>Sl No</b>	<b>Description</b>	<b>AMC Amt (Rs) per unit for one year</b>	<b>Qty</b>	<b>Total Price for one year(Rs)</b>
		<b>(A)</b>	<b>(B)</b>	<b>Excluding taxes</b>
				<b>A*B=C</b>
1	1 KVA UPS		10	
2	2 KVA UPS		3	
3	3 KVA UPS		57	
4	5 KVA UPS		5	
5	6 KVA UPS		21	
6	10 KVA UPS		9	
	<b>Total Bid Price (AMC Cost for all the items for one year)</b>			

**\*Total Bid Price:** \_\_\_\_\_ (Rupees \_\_\_\_\_)

- The payment shall be made as per actual no of UPS under maintenance (based on inventory of the UPS in bank's format). There may be a variation in the quantities listed above and the actual.
- \*However, for arriving at the L1 bidder, the Total Bid Price above shall be considered.
- We here

Date: \_\_\_\_\_

Name of the Bidder: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Name of the Authorized person: \_\_\_\_\_

Email Id: \_\_\_\_\_

Signature & Seal of the Authorized Person:

\_\_\_\_\_

**Annexure-7**

**SELF DECLARATION – BLACKLISTING**

**To,**

The Dy. General Manager  
Indian Bank, Zonal Office  
2<sup>nd</sup> Floor, New Building, Hazratganj,  
Lucknow-226001, UP

Sub: Tender for Annual Maintenance Contract (AMC) for UPS at Branches and Offices of Indian Bank Zonal Office-LUCKNOW

**Ref:** Your Tender ref no. ZOLKO/IT/AMC/2023-24/02 dated 15.03.2024

Dear Sir,

We hereby certify that; we have not been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions and not have been insolvent / bankrupt on the date.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**

**Name:**

**ANNEXURE 8****LIST OF UPS**

SL NO	Branch Code	IBGA	Branch Name	UPS	MAKE
1	6159	A530	AGRICULTURE DIRECTORATE	6	NUMERIC
2	6851	A532	AHMAMAU	3	HITACHI
3	6493	L555	AIRPORT AUTHORITY OF INDIA	3	NUMERIC
4	4567	A544	AISH BAGH	10	NUMERIC
5	5365	A550	AJRAULI	2	NUMERIC
6	4580	L556	ALAM BAGH	6	NUMERIC
7	4977	A562	ALIGANJ	6	NUMERIC
8	5508	A604	AMETHI	3	BPE
9	6932	A647	ANWARI	3	AVO
10	6427	R554	AYODHYA	3	BPE
11	6160	L557	AYURVEDIC COLLEGE	3	NUMERIC
12	6936	B563	BAKSHI KA TALAB	3	
13	6170	L558	BALAGANJ	6	NUMERIC
14	6325	B613	BANGLA BAZAR	6	AVO
15	6929	B630	BANTHARA SIKANDARPUR	3	
16	6174	S608	BAPU BHAVAN	3	NUMERIC
17	4541	B635	BARABANKI MAIN	6	NUMERIC
18	1765	B096	BARABANKI RAJKAMAL ROAD	3	NUMERIC
19	2483	C157	CHHOTA BHARWARA	3	TECHSOR
20	6303	C592	CHINHUT	6	NUMERIC
21	4063	C626	CITY OFFICE	5	NUMERIC
22	6056	C635	CMS LUCKNOW	5	NUMERIC
23	4426	D516	DALIGANJ	5	NUMERIC
24	6158	D571	DEOKHALI B.K. HOMEIO COLLEGE	3	NUMERIC
25	6089	F501	FACULTY OF DENTAL SCIENCE	3	NUMERIC
26	6425	B632	FAIZABAD COLLECTORATE	6	NUMERIC
27	4090	F502	FAIZABAD MAIN	6	NUMERIC
28	1998	F006	FAIZABAD RIKABGANJ	3	NUMERIC
29	1998	F006	FAIZABAD RIKABGANJ	3	NUMERIC
30	6624	G543	GAURIGANJ	3	BPE
31	6935	H507	HAIDERGARH	3	AVO
32	6156	H562	HEALTH DIRECTORATE	3	NUMERIC
33	4571	H596	HUSSAINGANJ	6	NUMERIC
34	5142	I522	INDIRANAGAR A BLOCK	6	NUMERIC
35	1603	I012	INDRA NAGAR B BLOCK	3	NUMERIC
36	6931	I544	ITAUNJA	3	AVO
37	6094	J514	JAGDISHPUR	6	NUMERIC
38	5993	L559	JANKIPURAM	6	NUMERIC
39	4968	J627	JUGGAUR	3	AVO
40	6157	K505	K S SAKET FAIZABAD	3	

41	4693	K517	KAISER BAGH	5	NUMERIC
42	7487	K526	KAKORI	3	NUMERIC
43	5028	K656	KGMC	10	NUMERIC
44	2357	K246	KISNI	3	TECHSOR
45	5266	K833	KUMHRAWAN	3	AVO
46	6053	L546	LITERACY HOUSE	6	NUMERIC
47	6088	M540	MAHARISHI VIDHYA MANDIR	6	NUMERIC
48	6088	M540	MAHARISHI VIDHYA MANDIR	3	NUMERIC
49	4064	M586	MALIHABAD	3	NUMERIC
50	6426	G661	MANAS NAGAR	6	AVO
51	5359	M673	MAWAI	6	NUMERIC
52	6161	L560	MAWAIYA	3	NUMERIC
53	4442	M704	MILKIPUR	3	NUMERIC
54	7286	M730	MOHAMMADPUR	3	NUMERIC
55	6090	M735	MOHANGANJ	3	EMERSON
56	6934	M736	MOHANLALGANJ	3	BPE
57	2497	M284	MUNSHIGANJ	3	CONSUL
58	6108	M773	MUSAFIR KHANA	2	NUMERIC
59	2682	R100	RAHATA	3	NUMERIC
60	2866	R107	RAJAJIPURAM-1	3	NUMERIC
61	2342	R088	RAJNIKHAND	3	CONSUL
62	6933	R664	RUDAULI	3	TECHSOR
63	4959	S591	SASPAN	3	NUMERIC
64	2296	S213	SATRAHI	3	NUMERIC
65	6253	S502	SP DENTAL COLLEGE	6	AVO
66	6254	L562	SPM CIVIL HOSPITAL	3	NUMERIC
67	6125	L563	STC INDRA NAGAR	3	NUMERIC
68	6137	T508	TAKROHI BAZAR	6	AVO
69	4969	U512	UJARIAWAN	10	NUMERIC
70	6494	L561	VIBHAV KHAND	3	AVO
71	6190	V535	VIKAS NAGAR	5	NUMERIC
72	9622	z064	ZONAL OFFICE LUCKNOW	10	AVO
73	9622	z064	ZONAL OFFICE LUCKNOW	6	NUMERIC
74	9622	z064	ZONAL OFFICE LUCKNOW	3	AVO
75	7572	D704	DAMC	10	BPE
76	7572	D704	DAMC	10	NUMERIC
77	9827	F602	FGMO	6	NUMERIC
78	9827	F602	FGMO	3	NUMERIC
79	3190	I093	IC	3	TECHSOR
80	3190	I093	IC	3	TECHSOR
81	6423	R626	SAM	3	MICROTEK
82	7577	C653	CAPC	10	BPE
83	7577	C653	CAPC	10	BPE
84	7577	C653	CAPC	10	BPE
85			CURRENCY CHEST	2	NUMERIC
86		AOO06159A	AGRICULTURE DIRECTORATE	3	NUMERIC

87		AVVL555A	AIRPORT AUTHORITY OF INDIA	3	BPE
88		S1GA5441	AISHBAGH	3	NUMERIC
89		AAAL556A	ALAMBAGH	3	NUMERIC
90		AAO04061A	AMINABAD PARK	3	BPE
91		AOO01765A	BARABANKI	1	ECO POWER
92		AOO06425A	COLLECTORATE CAMPUS	3	
93		AAO04062A	HAZARATGANJ MAIN BRANCH	1	ECOPOWER
94		AVVLK656N	KGMC - LARI DEPARTMENT	3	NUMERIC
95		AAAK656L	KGMC - LIMB CENTRE	1	ECO
96		AAAK656K	KGMC - OPHTHA	1	NUMERIC
97		AAWK656M	KGMC - TRAUMA	3	NUMERIC
98		AAWC626B	LUCKNOW CITY	3	AVO
99		AAAL562B	SP CIVIL HOSPITAL	3	NUMERIC
100		S1T061251	STAFF COLLEGE	1	NUMERIC
101		AOO04969L	UJARIAWAN - RUSTLE COURT	1	NUMERIC