

 <p>अंचल कार्यालय , राजमुंद्री, Zonal Office, Rajahmundry Email:- zorajahmundry@indianbank.co.in</p>	<p>अंचल कार्यालय /Zonal Office Rajahmundry EDP Section , Door No. 79-3-7, 3rd Floor RTC Complex Road (Croma Building), RK Plaza Opposite Reliance Petrol Pump Rajahmundry, Dt- East Godavari, Andhra Pradesh- 533101 Ph no- 0883-2439988/2477488</p>
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Ref: ZORJY/UPS AMC /TENDER/2023-2024

Date : 04.03.2024

TENDER NOTICE

Inviting sealed quotations for annual maintenance contract (AMC) for UPS and Batteries in all branches/officers under Rajahmundry Zone

With reference to the above, Indian Bank Zonal Office Rajahmundry is inviting competitive Sealed quotation from interested reputed vendors for rendering AMC services for UPS Systems and Batteries of all Branches/offices under Rajahmundry Zone.

Rajahmundry Zone is spread in 5 district of Andhra Pradesh (Eluru, Konaseema, Kakinada, East Godavari and West Godavari) with 65 branches/offices and 7 offsite ATMs sites. Detail of UPS as below:-

Sl No	KVA of UPS	No of such UPS*
1	1 KVA	40
2	3 KVA	106
3	5 KVA	2
4	6 KVA	3
5	10 KVA	1

*count may be change

1. The sealed quotation, as per the above format, should be super scribed "ZONAL IT- Department – QUOTATION FOR AMC (UPS and Batteries) – RAJAHMUNDRY ZONE" and reach the following address either by COURIER/ REGISTERED POST/BY HAND along with requisite paper/documents

<p>INDIAN BANK Door No. 79-3-7, 3rd Floor RTC Complex Road (Croma Building) RK Plaza ,Opposite Reliance Petrol Pump Rajahmundry, Dt- East Godavari Andhra Pradesh- 533101 Ph no- 0883-2439988/2477488</p>

2. Last date for submission of sealed quotation is 20.03.2024 16:00 Hours
3. AMC period will be valid from 01.04.2024 to 31.03.2025 (1 Year)
4. Form for quotation submission : Annexure –(i) attached
5. The tender bid will be opened after 20.03.2024 17:00 Hours (Incomplete tenders/Late tenders /tenders not accompanied by requisite EMD/tenders not in the form specified are liable to be rejected)
6. Based on the work experiences, certifications, reputation, location, quoted rates and other factors, one vender (L1) will be selected.
7. The bidder should a company/firm incorporated in India.
8. 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.
9. Vendors should have valid GSTN number and GST registration No. should be clearly mentioned in the quotation.

Other Term and conditions:-

1. Financial Bid should contain the rates quoted. Type of AMC is comprehensive in nature.
2. The successful bidder should visit the installation site for the preventive maintenance checkup of the UPS systems and batteries periodically once in 3 months and report to be submitted to branch.
3. During the preventive maintenance checkup of the UPS systems should be cleaned, distilled water to be filled and general performance should be checked and batteries also to be maintained and distilled water to be filled whenever level of the distilled water is low or branch report.





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4. Cost of all spares that are replaced in the UPS systems will be covered under this comprehensive Annual Maintenance Scheme.
5. All breakdown calls on the systems cover under AMC and service calls should be attended within 4 hours and maximum 24 hours of making the complaint and a call should be closed within 24 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 EDP in writing the fact of the delay, its likely duration and its cause (s) .Zonal EDP will evaluate the situation and may at its discretion extend the time closing the call. 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 which will be collected from the AMC payment.
6. 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 the branches should be attended and closed promptly. If working condition of the UPS is not ensured within same day, stand by UPS should be supplied and installed till the problem resolved.
7. Complete inventory maintenance and submit the updated list within 15 days of award of AMC.
8. Emergency calls to be attended promptly without fail even on holidays.
9. Minimum spare parts to be kept standby either at ZO Rajahmundry or at vender end for immediate replacement.
10. The equipment replaced must be new and should perform well.
11. Service Engineer to report to designated officer on arrival & on completion of work.
12. Strictly no UPS / Battery /Other peripherals(s) should be taken or moved from the Branch premises without prior permission from Zonal EDP at any case.
13. Minimum 3-5 engineers must be allotted full – fledged for our Indian bank AMC works.
14. List of earmarked qualified & technically sound engineers to be provided along with their addresses, contact numbers & official e-mail IDs.
15. Preventive maintenance visit schedule to be given with minimum one visit of service engineer in 3 months.
16. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving 1 notice(s).
17. Our Indian bank Andhra Pradesh GST No: 37AAACI1607G2ZX to be included in your database and all further invoices should quote GST no.
18. 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 and batteries are installed will be borne by the respective AMC vendor during the AMC period.
19. Stickers should be affixed on the UPS with the AMC vendor contact details & period of AMC.
20. Quote shall remain valid for the period of 90 days after the last date for submission of bid prescribed by the Bank.
21. All general Terms & Conditions relating to UPS AMC are applicable.


Chief Manager





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**ANNEXURE – I (should be printed on company Letter head)
Format for submission of Sealed Quotes – AMC (UPS and Batteries):**

Name of the Vendor:

GST NO.

Incorporation Certificate:

Business Address (with Mobile No.):

Local Business Address (with mobile No.):

Sl.No	Configuration (UPS)	Make	Cost per unit (Rs) Including all Charges (Excluding GST) A	No of such UPS B	Total Amount (Excluding GST)* =A*B
1.	1 KVA	ANY		40	
2.	3 KVA	ANY		106	
3.	5 KVA	ANY		2	
4.	6 KVA	ANY		3	
5.	10 KVA	ANY		1	
				Total	

*GST will be extra as applicable as per Govt. Guideline)

Other Documents to be submitted mandatorily

1. Copies of relative Experience.
2. Attested copy of PAN Card & GST of the Firm / Bidder.
3. Incorporation Certificate.
4. Proof of Local Bussiness Address.
5. Submit the list of engineers (allotted full – fledged for our Indian bank AMC works as per Annexure II)
6. We understand the bank is not bounded to accept the tender either in part or in full and that the bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Place:

Signature and Seal of Authorized Signatory of the Bidder





इलाहाबाद

ALLAHABAD

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**Annexure-II (should be printed on company Letter head) Format for submission of Sealed Quotes –
AMC (UPS and Batteries):**

Detail of service/support center/ engineer directly owned by the company/firm in AP

Sl No	Name of the District	Name and Contact Details of Centre Head
1	Eluru	
2	Kakinada	
3	Konaseema	
4	East Godavari	
5	West Godavari	
6	Head of all above	

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

Declaration against Blacklisting

This is to certify that we, M/s _____ (Bidder Name) have not been
debarred/ contract terminated from by any PSB/PSU/Government Department in the past 3years.

Place:

Signature and Seal of Authorized Signatory of the Bidder