



ZONAL OFFICE, PALM ROAD CIVIL LINES, NAGPUR-440001

Ref No: ZONGP/IT/AMC/23-24/30

Dated: 03.08.2023

REQUEST FOR PROPOSAL

**For Annual Maintenance Contract of UPS
System at Branches / Offices under
Nagpur Zone period of One Year**

Last Date & Time of Submission of both Technical and Financial Bid	18.08.2023 16.00 Hrs
Date & Time of opening of Technical Bid	18.08.2023 18.00 Hrs
Date & Time of opening of Commercial Bid	19.08.2023 18.00 Hrs
Address of Submission of Bid	INDIAN BANK ZONAL OFFICE NAGPUR First Floor, Civil Line, Palm Road, Near Reserve Bank Of India, Nagpur-440001
Address for Communication	E-mail : zonagpur@indianbank.co.in
Period of AMC Contract (1 Year)	<u>21/08/2023 to 20/08/2024</u>



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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 Numbers of UPS Systems along with Batteries present in our Indian Bank branches/offices under Nagpur Zone covering Nagpur, Gondia, Amravati, Akola, Gondia, Chandrapur, Nanded, Hingoli, Jalgaon, yeotmal, Latur, Washim, Jalna Districts.

Herein after the word

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

The Schedule of Bid is as under:

Last Date & Time of Submission of both Technical and Financial Bid	18.08.2023 16.00 Hrs
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Period of Contract: **21/08/2023 to 20/08/2024 (1 Year)**

The sealed quotation, "ZONAL IT-Department – QUOTATION FOR AMC (UPS SYSTEMS WITH BATTERIES) – NAGPUR ZONE" and reach the above address either by COURIER or REGISTERED POST along with requisite paper/documents.

1. SCOPE OF WORK:

- The successful bidder should visit the installation sites for the preventive maintenance checkup of the UPS systems and batteries periodically once in 3 months.



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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 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 4 hours and maximum 24 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.

2. ELIGIBILITY CRITERIA:

	Eligibility Parameters	Supporting Documents to be Submitted
2.1	The Vendor must be Private / Public Limited/ Proprietorship/ Partnership Company of Repute having registered Office in India and should be in existence for minimum three years.	Certificate of Incorporation



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2.2	The Vendor must have ESIC or EPF/PF Registration	Support document must attach.
2.3	The BIDDER must have minimum one ServiceCenter/Office in Nagpur	Annexure-II
2.5	The vendor should have at least 3 years' experience of Undertaking Annual Maintenance Contract in Commercial Banks / Financial Institutions/ Private sector. Having experience of UPS maintenance for various power rating and capacities from (3 KVA onwards)	Copy of PO
2.6	The Bidder must have a centralized web based / e-mail / telephonic call logging system.	Complete Details of Call Logging System and Procedure to be submitted
2.7	The vendor should not have been debarred or any contract terminated by any Public Sector Bank/PSU/Government Department in the past 3 years.	Annexure-III

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. **The financial bid will be only opened for those who have qualified technical bid round.**

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.



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5. PAYMENT TERMS:

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

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.

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 centre to be allotted to service engineers within 2 Hours and the complaint number should also be informed to the respective branch or office

Preventive Maintenance (PM) 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.

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 till it is repaired.





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Failure to meet the above standards of maintenance will be liable for a penalty of Rs.500/- for any equipment (other than Server) per day per item. *The amount of penalty will be recovered from maintenance charges payable for subsequent payment.*

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.

8. 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 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.

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 quality & services basis.

ZONAL MANAGER



Annexure-I

(should be printed on Company Letter head)

To,

Date:

Indian Bank,
Zonal Office, Nagpur

Sr no	Particular	AMC Rate unit per year in Rs.	GST	Quantity (Approx)	Total Price
1	10 KVA-ANY MAKE-ALL MODEL along with batteries			0	
2	6 KVA—ANY MAKE-ALL MODEL along with batteries			25	
3	5 KVA—ANY MAKE-ALL MODEL along with batteries			06	
4	3 KVA—ANY MAKE-ALL MODEL along with batteries			41	
5	2 KVA—ANY MAKE-ALL MODEL along with batteries			11	
6	1 KVA—ANY MAKE-ALL MODEL along with batteries			02	

Total amount in words: Rs.

Total Bid Price (in words): Rupees: (Excluding Taxes)

Note:

- The item price is inclusive of all misc. charges like transportation, labor, or any other expenses. We have gone through all the terms and conditions in the tender document and agree with the same. We understand that in event of non-compliance of the terms and conditions of the tender, our tender can be cancelled at any time of the tender process.
- The bidder has to quote amount for each line item.
- Each quoted Price and Total Bid Price is excluding all taxes. Taxes as applicable will be paid extra.
- The RFP and Total Cost should be given in full INR (i.e. without decimal places).
- In case of discrepancy between RFP price and Total price, the RFP price shall prevail.
- We understand that the Bank is not bound 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:

Seal & Signature of Authorized signatory of the Bidder:



Annexure-II

Details of Service / Support centre

Detail of service/support center /engineer directly owned by the company/firmin Nagpur and Other District in Maharashtra.

Sr No .	Name Of District	Complete Postal Address of Service / Support center	Name and Contact details of Centre Head
1	NAGPUR		
2	AMRAVATI		
3	AKOLA		
4	YEOTMAL		
5	LATUR		
6	JALGAON		
7	CHANDRAPUR		
8	WASHIM		

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

Date: -

Name:-

Seal of the Company: -

Signature:-



Annexure-III

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 Department in the past 3 Years.

Date:-

Name:-

Seal of the Company:-

Signature:-

