

**INDIAN BANK**  
**Zonal Office Delhi Central**

**Tender Notice for Procurement of UPS with Batteries and rack Through GeM portal to be supplied in Indian Bank branches under Zonal Office Delhi Central**

**Request for Proposal**

Indian Bank, Zonal Office, Delhi Central invites bids in two bid system (i.e. technical bid and financial bid) from the Vendors/Firms/Suppliers through GeM portal for supply, installation and commissioning of **3.0 KVA UPS with 120minute backup** batteries and its rack in our **16 branches** under Zonal Office Delhi Central .

**Mandatory conditions / requirements**

The offers are invited in two bid system (i.e. technical bid and financial bid) through GeM portal. The Earnest Money Deposit (EMD) of amount as mentioned in GeM portal, refundable (without interest) in form of **demand draft** favoring **Indian Bank payable at Delhi** and valid for a period of 90 days, should be submitted along with the Bid of the vendors. Bids not accompanied by EMD or without proper validity will be summarily rejected.

Date commencing submission of Tender	Date and time as mentioned in GeM portal
Date of pre bid meeting	
Last date of submission of tender	
Opening of technical bid	
Opening date of Financial bids	

Bids are invited through GeM portal on behalf of Indian Bank Zonal Office Delhi Central for the above mentioned work from vendors.

Indian Bank reserves the right to reject any or all the applications without assigning any reason thereof *Indian Bank Zonal Office Delhi Central also reserves the right to terminate the contract/ reduce the quantity of items without assigning any reason.*

Deputy General Manager

**INDIAN BANK**  
**Zonal Office Delhi Central**

**GENERAL INSTRUCTIONS FOR BIDDERS**

1. **SCOPE OF THE WORK:** Supply, Installation and commissioning of new UPS with batteries and its rack in the premises in required location as per Banks requirement **without any additional charge.**
2. **Technical Bid:** The Technical Bid should be complete in all respects and should contain all information asked for in this document. **It should not contain any price information.** Technical bid must contain the followings:
  - (i) **Copy of the tender document duly signed** on each pages by the bidder as acceptance to all terms and conditions of the tender document.
  - (ii) **Certificate of Registration for GST.**
  - (iii) **Certificate of shop and establishment for the state of Delhi/Sonepat.**
  - (iv) **Certificate of OEM on direct sell/ OEM authorization letter to vendor on dealership/ reseller**
  - (v) **Product Technical Literature/brouchers:** Vendors are required to specify make and Model of all the equipment's quoted for. Technical Literature/ brouchers regarding the products should invariably be provided along with technical part of the bid. The product should be of required minimum standard as mentioned in the tender document.
  - (vi) All other documents required as per minimum eligibility criteria (placed at Annexure I)

**NOTE:** In **ABSENCE** of any of the above information/enclosures OR any **FAKE, WRONG, FICTICIOUS, FALLACIOUS,** etc. reporting, **the bid of the bidder will be rejected.** The Vendor shall produce/provide original of any document, required by the Bank for verification.

3. **Financial Bid:** Financial Bid should be submitted as per details in the GeM Portal. **The cost of the UPS with batteries will be inclusive transportation to the branch, installation and commissioning of the UPS with batteries and its rack in the branch.** No other charges will be paid by Bank. **No conditional bid will be accepted.**
4. **Earnest Money Deposit:** Earnest Money Deposit of amount as mentioned in GeM Portal, in the form of a demand draft/pay order issued by a scheduled commercial Bank favoring Indian Bank, payable at Delhi must be submitted along with the Offer. The Offer, not accompanied with Earnest Money Deposit specified will not be accepted. This amount will be forfeited if, having been selected by the Bank for the job, the Vendors/Firms/Suppliers refuses to accept any contract or having accepted the contract, fails to carry out his obligations mentioned therein. Bank Guarantee/ FDR in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Vendors. The Earnest money deposited by the successful Vendors will be refunded upon submission of security guarantee in the form of Fixed Deposit.

In case of non acceptance of work order by the L1 vendor, the EMD will be forfeited. The amount of security deposit shall be as per GeM portal.

5. **SELECTION PROCESS:** Offers will be evaluated in the following stages:

- Stage I** Offers will be evaluated against the stipulated minimum Eligibility Criteria of technical bid. *Offers not complying with the eligibility will be rejected summarily.*
- Stage II** The price bids of only short listed vendors will be opened in GeM portal.

**5.a) Security Guarantee :** The successful bidder shall submit a security guarantee equal to 10% of the work order value in form of fixed deposit, valid up to six months beyond the warranty end date. No interest will be paid on the security guarantee. The Fixed deposit must be issued by a branch of Indian Bank. A lien will be marked on the FD and shall remain valid up to six months beyond the warranty expiry date.

- 6. Patents Rights:** The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim. The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) if any, provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.
- 7. Liability:** Vendor's aggregate liability under the contract shall apply to third party claims for bodily injury/electric shock (including death) and damage to real property (due to malfunction of equipment) and tangible personal property caused by vendor's gross negligence/lapse or due to below standard equipment's used by Vendor. The Vendor shall be liable for any indirect, consequential, or special damages due to malfunction of the security equipment's under the agreement / purchase order.
- 8. Warranty:** The offer must include on-site warranty of **3 years** from the date of installation and commissioning of the UPS with battery however there should not be any additional cost during the warranty period.
- 9. No Commitment to Accept Lowest or Any Tender:** The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. The Bank will have right to opt for any new technology optimum for the Banks usage.
- 10. Payment Terms:** No advance amount will be paid to vendor. 100% payment will be released by the respective branches after obtaining permission from Zonal Office Delhi Central only on completion of work and submission of satisfactory installation report duly endorsed by the respective branches.

**11. For further clarifications, if any, you may contact the following address:**

The Deputy General Manager  
Indian Bank Zonal Office  
1<sup>st</sup> Floor, 17 Parliament Street, Connaught Place New Delhi 110001

Details of Contact Person:-

Ms Archana, Manager (IT),  
Mob No. 9062526188  
Email: zodelhical@indianbank.bank.in

## 12. Product Specification

**Technical Specifications for 3 KVA UPS with 2 Hours Backup** : Complete details are mentioned in Annexure V

**Note:** The branches currently have one UPS installed with a single input supply connection. The proposed procurement is for implementation of a dual UPS system. Therefore, the UPS should have an automatic Switching technique. If one UPS gone down (or its backup is exhausted), the system should automatically switch to other UPS to ensure continuous power supply. This functionality should be provided to bank without any cost.

13. Installation & commissioning sites – As reflected in Annexure VI

Minimum Eligibility Criteria

The bidder must fulfill the following conditions and submit their documents:

1. The bidder should be registered company, registered partnership firms or Proprietorship. Registration certificate / certificate of incorporation of firm / partnership deed / affidavit regarding sole proprietorship as case may be should be submitted. Profile of the company/firm is to be submitted as per annexure II.
2. The bidder should be OEM or authorized service provider/ partner. The valid authorization certificate should be submitted.
3. The bidder should have their own shop /offices at any location under the span of Indian Bank Zonal Office, Delhi Central Submit relevant documents.
4. Company/Firms/proprietor should be reputed in the concerned field with **not less than 3 years** dealing in the Products offered (work experience as on 31.12.2025 should be not less than 03 years). Kindly attach work completion certificate/ work orders from government department/ PSU/ PSB/ GeM order copy etc.
5. Undertaking submitted (on their letter head) that vendor has not been black listed by any of the Govt. Authority or PSUs/PSBs.
6. Submission of copy of tender document duly signed by bidder.
7. Acceptance of financial bid declaration.
8. Submission of hard copy of DD for EMD/ Application fee within 02 days of last date of bid submission. (Bank may reject any bid if the DD is either not submitted or submitted delayed reason might be whatsoever).
9. Product manufacturer should have its own repair facility/service centers in locations under the span of Indian Bank Zonal Office, Delhi Central. Kindly submit complete address of the repair facility/service centers.
10. Product should be Make in India. MII certificate to be attached.
11. The details of authorized service centre in respect of product, located in Delhi along with undertaking for efficient onsite service support during warranty period, is to be submitted in Annexure III.
12. In case of unsatisfactory support/services during warranty period, the security deposit held with the Bank will be revoked and suitable charges will be levied along with disciplinary action as deemed fit.
13. It will be the responsibility of the bidder to supply services during warranty period irrespective of the existing services mechanism of the OEM. Escalation matrix of the successful bidder for reporting defect is to be given as per Annexure IV.
14. OEM should take all responsibility of service in case dealer refuse to give service.
15. Either OEM or dealer can participate and both can not be participate.

Authorized Signatory  
Seal of Company

**GENERAL & TECHNICAL INFORMATION**

(Company Profile)

To,  
The Zonal Manager,  
Indian Bank  
Zo Delhi Central

**Subject: Submission of GeM tender- No. \_\_\_\_\_**

Dear Sir,

With respect to subject to GeM tender, we are eligible bidder and agreeing to all your terms & conditions as stipulated in GeM tender document and ATC. All the details/information submitted in this tender is true up to best of our knowledge and in case of any false information, our candidature may be cancelled.

The tender document is submitted for your perusal.

Sl. No.	PARTICULARS OF THE COMPANY	
1.	Name of the Company	
2.	Address of Office/shop with pin code and Telephone no.	
3.	Contact person to enquire/report with Telephone no.	
4.	Fax No.	
5.	E-Mail Address	
6.	Name( of the Proprietor / Partner / Managing Director)	
7.	Name(s) of Contact Person (s) with address	
8.	Registration with Tax Authority a. PAN No. b. GST	
9.	Website/ Email IDs to report complaints	

Place :

Date :

Authorised Signatory

Details of authorized service center in Delhi

Sl. No.	District	Address of service center	Contact details (including email ID) of the service center
1.			
2.			
3.			

**Undertaking :**

Further, we undertake to provide on-site support in case of any defect arises during warranty period within 24hours of reporting of defect. In case of the UPS/batteries cannot be repaired onsite then standby arrangements will be provided till repair of original equipment.

If the system cannot be repaired within five working days then NEW system/batteries will be provided as replacement. In this regard no charges will be sought from Bank.

**Place :****Date :**

Authorised Signatory

Escalation matrix for registration of complaints

Sl. No.	Contact Person	Designation, Mobile Number	Email ID
1			
2			
3			

## Technical Specification for 3KVA Online UPS

### A. Section Includes

The work specified in this Section includes, but shall not be limited to, a continuous duty, single-phase, solid state, static UPS. The UPS and associated equipment shall operate in conjunction with a primary power supply (utility and/or on-site generation) and an output to provide quality uninterrupted power for mission critical electronic equipment load.

The system shall consist of a solid state IGBT rectifier and inverter, power factor corrected rectifier, a 100 percent rated, continuous-duty graphical status display, and synchronizing circuitry as described herein.

- The UPS control logic shall incorporate state of the art digital signal processing.
- The inverters shall utilize high speed pulse width modulation.
- The UPS shall require rear or side access for maintenance or repair.
- Cooling shall require air intake from the front and side and air exhaust from the rear of the UPS.
- The UPS shall be capable to be synchronized with mains supply.
- The UPS shall support frequency conversion.
- Conformal Coating for PCB.
- **The UPS must include an inbuilt isolation transformer** (UPS OEM make). External or outsourced transformers will not be accepted.

### B. Certification

1. ISO 9001:2015 – Quality Management Systems Requirements.
2. ISO 14001:2015 – Environmental Management Systems Requirements with Guidance for Use.
3. BIS – Make in India Required. BIS Model No. should be specified in the offer.

### C. System Characteristics

Required UPS system is connected in a hot standby configuration in DeFrance location with an individual battery bank and suitable for any brand/make UPS. Kindly consider the pricing accordingly during the bidding process.

#### 1. UPS Input

- **Capacity: 3 KVA / 2.4 kW**
- Input Voltage: 230V, 50/60Hz single-phase, 1 Phase 3 Wire
- Input Voltage Window: +/-20% @100% Load, <60% load up to 110VAC
- Frequency: 50/60Hz +/-5% Auto Sensing
- Input Power Factor Correction: 0.97 @ >75% load
- Input Current THDI: <10% @100% load

#### 2. UPS Output

- Output Voltage: 220/230/240V, 50/60Hz, 1 Phase 3 Wire

- Frequency:  $\pm 0.1\text{Hz}$  (free running),  $\pm 4\text{Hz}$  (Mains Sync)
- Output Voltage Regulation:  $\pm 3\%$  for 100% linear load
- Output Power Factor: 0.8 PF
- Crest Factor: 3:1
- System AC-AC Efficiency: up to 83%
- ECO Mode:  $>96\%$

### 3. Battery

- Battery Voltage: 96V DC
- Energy Storage: 12V SMF-VRLA Battery
- **Battery Make: Amarraja / Quanta**
- Backup Time: 120 minutes
- Battery AH: Minimum 9600 VAH
- Charging Current: 10% of Battery AH Capacity (inbuilt)
- Deep Discharge Protection and Cold Start feature included

### 4. Bypass

- Inbuilt Bypass with transfer time  $<4\text{ms}$  in Sync Mode

### 5. Environment

- Operating Temperature: 0 to  $40^{\circ}\text{C}$  (Derating up to  $50^{\circ}\text{C}$ )
- Storage Temperature: 0 to  $50^{\circ}\text{C}$
- Maximum installation without derating: 1000m above sea level
- Relative Humidity: 0 to 95% RH Non-Condensing
- Audible Noise: 50 dBA at 100% load

### D. Front Panel LCD Display

User-friendly display for system metering, battery status, alarms, and operational features.

### E. Protection

Overload, Over Temperature, Short Circuit, Surge, Input High/Low, DC Low, Input Resettable Breaker, OVCD.

### F. Communication

RS232 / USB Port for field diagnostics.

### G. Warranty

**3 Years for UPS and Batteries.**

### H. Other Terms:

- OEM should have registered office in Delhi/NCR for  $> 12$  years and Company Owned Service Centre with adequate technical manpower and spares for ensuring 24x7x365 support. Contact numbers and addresses to be provided for support centre.
  - a. OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
  - b. Bidder/Supplier/Organization/Proprietor/any of the Director(s) shall not be banned or suspended or blacklisted by any Government / Public Sector Undertaking

/ Corporate organization or convicted in any Court of Law across India or declared bankrupt or insolvent.

- A self-declaration certificate must be uploaded in the tender portal under Bidder's Official Letter Head.
- The OEM should have turnover of over 100Cr last 3 years with the necessary documentation, which shall be submitted with the bid.
- Mandatory certificate to be shared (No undertaking shall be accepted).
- OEM/Bidders shall quote only those products in the bid which are not obsolete in the market and have at least 5 years residual market life, i.e., the offered product shall not be declared end-of-life by the OEM before this period. OEM undertaking on the same to be part of the bid.
- OEM declaration on their letterhead that no refurbished component will be used in the quoted products.
- Land Border Sharing Declaration: Any OEM from a country which shares a land border with India will be eligible to bid in this tender only if the OEM is registered with the Competent Authority. A declaration from OEM in this regard to be submitted.
- The OEM should have factories in India; details required.
- EMD is not exempted for MSE traders. Only MSE manufacturers are exempted who are quoting their own brand/product.
- The bidder should not be blacklisted or banned by any Government Department, PSU, etc. An undertaking should be submitted on 100 Rupee Stamp Paper mentioning the bid number. Same to be scanned and uploaded with the technical bid and to be submitted in our office within 3 working days after bid closing date.
- The Bidder should be OEM Authorized Partner; an ink-signed authorization to be uploaded with bid and submitted the true copy in our office within 3 working days after bid closing date. The authorization must mention the name, contact no., and email id of authorizing authority for verification purpose.
- The ink-signed and stamped Technical Compliance on OEM letterhead, signed by the authorized signatory, to be uploaded and submitted along with the bid.

Note: Will be verified by OEM.

**List of branches for supply, installation and Commissioning of 3KVA UPS**

S.No.	CBS Code	Branch Name
1	1703	TIHAR JAIL
2	2018	INDERPURI
3	2905	ADARSH NAGAR
4	4159	HAUS QUAZI
5	4392	BODELLA
6	4411	DARYAGANJ
7	4413	PAHARGANJ
8	4712	MAYAPURI
9	6132	JANAKPURI A Block
10	6232	SONEPAT Sec 15
11	6299	PITAMPURA KOHAT ENCLAVE
12	6526	KUNDLI
13	6561	JAGATPUR
14	6616	RAI
15	6654	KAMLA NAGAR
16	6708	ROSHANARA ROAD