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|  अंचल कार्यालय, चेन्नै उत्तर Zonal Office, Chennai North EDP Section | दूसरा तल, क्रेस्ट बिल्डिंग / 2nd Floor, Krest building नं 2, जेहांगीर स्ट्रीट / No.2, Jehangir Street चेन्नै / Chennai – 600001 दूरभाष/ Phone – 044 25218317 zochennainorth@indianbank.co.in |
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Date: 06/09/2021

Annexure I

Scope of Work: Renewal of AMC services for UPS and Batteries of branches/offices of our Chennai North zone for the period of 1 year from 01.10.2021 to 30.09.2022.

The list of UPS and locations are given in Annexure II: The list contains branch name, UPS Make and Model, UPS capacity and batteries details. The list provided may not have all the details accurately and the successful bidder should do an inventory maintenance and submit the updated list within 15 days of award of AMC.

Terms & Conditions:

1. The participating vendors should be well established in the market with an experience of minimum 3 years in servicing the banking industry and should have serviced considerable volume of systems. And vendors to provide attested copy GST number, proof of sufficient experience in the field and proof of local business address.
2. **The acceptance of the quotations will rest with our bank and which does not bind itself to accept the quotation only on the basis of lowest quotation and reserves to itself the authority to reject any/all the quotations or cancel the process without assigning any reason whatsoever.**
3. The Successful bidder should visit the installation sites for the preventive maintenance checkup of the UPS systems periodically once in 3 months.
4. Apart from the periodic preventive maintenance visits, all breakdown calls on the systems covered under AMC and reported to the respective Numeric branches emanating from the user should be attended to.
5. During the preventive maintenance check-ups, the UPS system should be **cleaned, distilled water to be filled and general performance should be checked.**
6. **Batteries to be maintained and distilled water to be filled whenever branches report that the level of the distilled water is low.**
7. Cost of all spares that are replaced in the UPS systems will be covered under this comprehensive annual maintenance scheme.
8. Service Calls should be attended within 24 hours and maximum 48 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 2 working days.
9. Escalation matrix should be shared with the branches and all the service calls from branches to be acknowledged duly by giving reference or call log number. The service calls from branches should be attended and closed promptly.
10. If working condition of UPS is not ensured within the same day, standby UPS should be supplied and installed.



इंडियन बैंक Indian Bank
अंचल कार्यालय, चेन्नै उत्तर
Zonal Office, Chennai North
EDP Section

दूसरा तल, क्रेस्ट बिल्डिंग / 2nd Floor, Krest building
नं 2, जेहांगीर स्ट्रीट / No.2, Jehangir Street
चेन्नै / Chennai – 600001
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11. Complete inventory maintenance and submit the updated list within 15 days of award of AMC.
12. Terms of payment: at the end of 3 months on submission of invoices with copies of service call/PM report attached.
13. Whenever a UPS is replaced, the UPS will be under warranty period and will not be covered in AMC till warranty period.
14. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving 3 notices.

Signature of Authorized Official with seal and date.
Email: zochennainorth@indianbank.co.in

