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| प्रथम तल , ओम शान्ति परिसर  | First Floor, Om Shanti Complex   |
| सामने जिला स्कूल , मुजफ्फरपुर , बिहार 842002  | Opposite Jila School, Muzaffarpur, Bihar, 842002   |
| दूरभाष : 0621-2953229   | Phone :0621-2953229  |
| ईमेल : <a href="mailto:zomuzaffarpur@indianbank.co.in">zomuzaffarpur@indianbank.co.in</a> | E-Mail: <a href="mailto:zomuzaffarpur@indianbank.co.in">zomuzaffarpur@indianbank.co.in</a> |

### QUOTATION NOTICE

**Ref No ZO/MUZ/EDP/UPS/AMC/02/2022-23** dated 15.03.2022

Invites sealed Competitive quotes from UPS service providers willing to offer AMC services from UPS and Batteries of branches/offices of our Muzaffarpur Zone for the period of One year from 01.04.2022 to 31.03.2023. Terms and conditions of the AMC are provided in the annexure I.

The tender related forms can be downloaded from the banks website [www.indianbank.in](http://www.indianbank.in) and the duly filled in tenders are to submitted in prescribed format (Commercial Offer-Annexure A) in a sealed cover to the below mentioned address before 15.00 hrs on 30.03.2022. Tender will be opened on 31.03.2022 the same day at 11.00 hrs.

**Indian Bank, Zonal Office, Information Technology Department,**  
1<sup>st</sup> Floor, Om Shanti Complex, Opp Zila School, Muzaffarpur -842002, Bihar.  
Website: [www.indianbank.in](http://www.indianbank.in)

The Bank reserves the right to reject any or all the offers without assigning any reasons whatsoever.

  
Zonal Manager  
Muzaffarpur  
Indian Bank

Annexure I

**Scope of Work:** Renewal of AMC services for UPS and Batteries of branches/offices or our Muzaffarpur Zone for the period of one year from 01.04.2022 to 31.03.2023.

**The list of UPS and location 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.

1. The participating vendors should be well established in the market with in 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 if local business address.
2. The acceptance of the quotations will reset with our bank and which does not bind itself to accept the quotation only on the basis of lowest quotation and reserve 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 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 attend to.
5. During the payment maintenance check-ups the UPS system should be cleaned, distilled water to 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 braches 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.
- 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 one notice.
- 15.UPS Make & Model

| Sr. No. | UPS   | Make & Model   | Capacity            |
|---------|---|--|---------------------|
| 1       | Numeric/ Novature Electrical and Digital System | ONFINITI,INFINITIII,NUMERIC DIGITAL MAX, DHPMAX 6000 and other model | 3 KVA, 5 KVA & 6KVA |
| 2       | Microtek (On line UPS)                          | NM72MX3KK11 and other model  | 3 KVA, 5 KVA & 6KVA |
| 3       | Fuji Technology                                 | UPS6000 and other model  | 3 KVA & 6KVA        |
| 4       | Best Power Equipments(India)                    | BPE PB1105L16 and other model  |                     |
| 5       | Switching AVO                                   | AVO HP303 and other model  | 3 KVA, 5 KVA & 6KVA |
| 6       | Techser Power Solutions Pvt. Ltd.               | Techser-Techglare 6000 and other model                               | 3 KVA, 5 KVA & 6KVA |

Signature of Authorized Official with seal and date  
Email: [zomuzaffarpur@indianbank.co.in](mailto:zomuzaffarpur@indianbank.co.in)

**Commercial Offer-Annexure "A"**

| S.No. | UPS Capacity | AMC Rate Per Unit per year in Rs.* (Exclusive GST) | Quantity | Total for one year in Rs.* |
|-------|--------------|--|----------|----------------------------|
|       |              |  |          |                            |
|       |              |  |          |                            |
|       |              |  |          |                            |
|       |              |  |          |                            |
|       |              |  |          |                            |

Total amount in words: Rs. : \_\_\_\_\_

\*Exclusive of Taxes

We have understood the terms and conditions prescribed in tender notice dated 03.03.2022

Name of Firm:

Signature with Designation:

Stamp of the Firm:

Place:

Date