 <p>इंडियन बैंक Indian Bank</p> <p>इलाहाबाद ALLAHABAD</p> <p>Your Own Bank, Always with you</p> <p>Phone : 0866 – 2578762 Fax : 0866 – 2578867</p>	<p>अंचल कार्यालय / Zonal Office Vijayawada 26-25-25, एन°आर°पी रोड/26-25-25, NRP Road गांधीनगर / Gandhinagar विजयवाड़ा – 520003 / Vijayawada - 520 003 Email:- zovijayawada@indianbank.co.in</p>
विभाग / Department: TENDER / 04 /2021-22	दिनांक / Date: 21-03-2022

TENDER NOTICE

Inviting Sealed Quotations for Annual Maintenance Contract (AMC) for UPS in our VIJAYAWADA ZONE

Sealed quotations are invited by our office from reputed vendors for Annual Maintenance Contract (AMC) for around 121 (1KVA), 168 (3KVA), 7 (5KVA), 6 (6KVA), 1 (10KVA) units (approx.) present in our Indian Bank branches/offices under VIJAYAWADA Zone covering Krishna, West Godavari Districts.

Herein after the word
UPS means (1 UPS + Batteries maintenance)

Period of Contract: **01/04/2022 to 31/03/2023 (1 Year)**

Forms for Submission:


Technical BID - Annexure(i)
Financial BID - Annexure(ii)

TERMS & CONDITIONS for participating in the tender

- The sealed Technical BID & Financial BID, as per the above format, should be super scribed “ZONAL IT-Department –QUOTATION FOR AMC(UPS) – VIJAYAWADA ZONE” and reach the following address either by COURIER or REGISTERED POST along with requisite paper/documents

INDIAN BANK
26-25-25
Durgivari street , NRP Road,
Gandhinagar, Vijayawada

- Last date for submission of sealed quotation is **28-03-2022 16:00 Hours**
- The date of tender opening will be **28-03-2022 17:00 Hours**
- Based on the work experience, Certifications, reputation, location, quoted rates and other factors, one vendor (L1) will be selected.
- Company Owned Service Center & Dedicated engineers should be available to cover all our Indian Bank Branches & ATMs.
- Preferably vendor has to be OEM of any reputed UPS make.
- Terms and conditions for warranty should be clearly specified and any complaint should be resolved within 24 hrs from the time of lodging complaint.
- 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.
- Vendors should have valid GSTN number and GST Registration No. should be clearly mentioned in the quotation.


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Other Terms & Conditions applicable for AMC

1. Services to be provided promptly within the contract period without fail, barring unforeseen circumstances.
2. A call should be closed within 6 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 extends the time closing the call.
3. Emergency calls to be attended promptly without fail even on holidays.
4. The equipment replaced must be new and should perform well.
5. Service Engineer to report to designated officer on arrival & on completion of work.
6. Strictly No UPS system should be taken or Moved from the Branch premises without prior permission from Zonal EDP at any case.
7. Minimum 3 engineers must be allotted full-fledged for our Indian Bank AMC works.
8. List of Earmarked qualified & technically sound engineers to be provided along with their addresses, contact numbers & official e-mail IDs.
9. Preventive Maintenance Visit schedule to be given with minimum one visit of service engineer in 3 months.
10. AMC Services will be monitored on quarterly basis , based on the feedback received from branches a suitable decision will be taken.
11. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving 1 notice.
12. Our Indian Bank Andhra Pradesh **GST No: 37AAACI1607G2ZX** to be included in your database and all further invoices should quote GST no.
13. 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 servers are installed will be borne by the respective AMC vendor during the AMC period.
14. AMC Vendor shall ensure that UPS system is made operational to the full satisfaction of the Bank within 4 hours in respect of Metropolitan/Urban/Semi Urban Centres and 6 hours in other places, from the time of reporting. If it is not solved within the stipulated time, penalty of Rs. 500/- per day shall be levied which will be collected from the AMC payment. If the same cannot be solved within a day/2 days AMC Vendor should provide standby UPS System till the problem is resolved. The AMC is comprehensive and onsite including replacement of all spares.
15. Stickers should be affixed on the UPS Systems with the AMC vendor contact details & period of AMC
16. All General Terms & Conditions relating to Systems AMC are applicable.

-Sd-

DEPUTY ZONAL MANAGER

 इंडियन बैंक Indian Bank इलाहाबाद ALLAHABAD Your Own Bank, Always with you Phone : 0866 - 2578762 Fax : 0866 - 2578867	अंचल कार्यालय / Zonal Office Vijayawada 26-25-25, एन°आर°पी रोड/26-25-25, NRP Road गांधीनगर / Gandhinagar विजयवाड़ा - 520003 / Vijayawada - 520 003 Email:- zovijayawada@indianbank.co.in
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ANNEXURE-I (should be printed on Company Letter head)
TECHNICAL BID

Name of the Vendor:

GST No.

Business Address (with Mobile No.):

Local Business Address (with Mobile No.):


Total Experience in UPS AMC:

Previous Organization names for which AMC provided:

Other Documents to be Submitted Mandatorily

1. Copies of previous AMC orders (P.O)
2. Attested copy of PAN Card & GST of the Firm / Bidder
3. Copy of OEM certifications
4. Proof of Local Business Address

**Vendor Signature
with Seal**

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ANNEXURE-II (should be printed on Company Letter head)
FINANCIAL BID

SL.No	Make*	KVA	Cost of AMC(Comprehensive) per unit
1	Any	1 KVA	
2	Any	3 KVA	
3	Any	5 KVA	
4	Any	6 KVA	
5	Any	7.5 KVA	
6	Any	10 KVA	
		TOTAL	

**Most of our existing UPS are of NUMERIC Make, Kindly ensure that sufficient Spares of the Numeric make are available.*

Vendor Signature with Seal