



Himachal Pradesh Gramin Bank

TENDER NOTICE

For Annual Maintenance Contract (AMC) of Uninterrupted Power Supply Systems (UPS) installed at all branches and offices of Himachal Pradesh Gramin Bank

Ref. No. HPGB/IT/Tender/02

16-11-2020

HIMACHAL PRADESH GRAMIN BANK (HPGB) invites competitive bids from **OEM / reputed and experienced firms** for taking up Annual Maintenance Contract of UPS at offices/Branches of Himachal Pradesh Gramin Bank for **period of one year** starting 1st January 2021

Last date for bid submission will be on 15.12.2020, 5 P.M. and bids will be opened on **16.12.2020 at 11:00 AM at Head Office, HPGB, Mandi.**

TERMS & CONDITIONS

A. GENERAL

The Annual Maintenance contract is for a period of 12 months from the date of issue of letter to commence the work (extendable for a further period of one year at the discretion of the bank).

- I.** The bid must be accompanied by an **EMD of Rs. 25,000/-** (Rupees Twenty Five Thousand only) in the form of **Certificate of Deposit pledged** in favor of **Chairman, Himachal Pradesh Gramin Bank**. EMD of successful bidder shall be released on acceptance of Performance Bank Guarantee. The EMD of unsuccessful bidders shall be refunded within one month of finalization of the tender. No interest shall be paid on the EMD. Bids not accompanied by EMD shall be rejected.
- II.** A **Performance Bank Guarantee** shall be submitted by the successful bidder for **10% of the total value of AMC** contract. It should be **valid for a period of 12 months** from the contract start date.
- III.** Bid shall remain valid for a period of 90 days from the last date specified for submission.
- IV.** Himachal Pradesh Gramin Bank reserves the right to accept / reject any quotation without assigning any reason.

- V. **Bids complete in all respects should be received at Head Office, Himachal Pradesh Gramin Bank at the following address before the due date and time:**

**Chief Manager IT, Himachal Pradesh Gramin Bank,
Head Office, Jail road, Panjethi, Mandi, Himachal Pradesh-175001 Phone: 01905 227555**

- VI. The Bidder shall quote every item as mentioned in the tender documents. The total bid price shall be inclusive of all taxes, levies and duties. The amount of taxes, levies, duties or any other charges included in the price should be indicated clearly.
- VII. Bidders are required to quote firm prices. No cost escalation shall be accepted for payment for the supplies / services unless specifically mentioned by HPGB in the Tender document.
- VIII. In case of any default by the Contractor in any of the terms & conditions, HPGB may without prejudice to any other right / remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or in part, by giving 10 days notice in writing to the Contractor .
- IX. The Courts in Mandi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.
- X. Contractor shall in no case lease / transfer / sublet / appoint sub-contractor or care taker to render the services under the Contract.
- XI. The final acceptance of the tender would be entirely vested with HPGB, which reserves the right to accept or reject any tender, at any stage of the tender. The decision of HPGB in this regard will be final and no disputes in this regard will be entertained

B. SCOPE OF WORK AND SPECIAL CONDITIONS

- I. The contractor shall provide maintenance service to keep the UPS in good and efficient working condition covered under this contract. In addition to this, the contractor should provide preventive and corrective maintenance of UPS and should get verified from authorized official of the concerned branch / office. He should also carry out necessary repairs and **provide suitable replacement** (equivalent or higher configuration) of defective part(s) / equipments as required.
- II. There may be addition or deletion of UPS during the tenure of the contract. The firm must maintain an inventory of components.
- III. Vendor will provide a dedicated Complaint Helpline Number/ Online Complaint Registration mechanism and a logbook in physical form as well as in electronic form shall be maintained in which all the complaints related to UPS shall be recorded and the same report will be submitted to the bank quarterly.
- IV. If the UPS is not repaired within **three working days** after reporting the complaint, liquidated damages will be levied at the rate of 0.5 % per week of AMC value and there after the machine can be repaired from outside at the risk and expense of the contractor firm.
- V. The service provider will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer of the contractor firm.

- VI. AMC service provider shall submit **the rate of “UPS Shifting” & “Rates of spare parts”** to be replaced, if not covered under AMC, with the bank at the time of start of AMC period. Rates shall remain same throughout the AMC period.
- VII. The preventive maintenance (PM) is to be carried out once in 6 month. The preventive maintenance includes the following:-
- ❖ Cleaning of UPS and batteries
 - ❖ Checking fitment of internal and external hardware and heating of the system
 - ❖ Cleaning of PCBs if any and operating power parameters.
 - ❖ Break up call shall be attended immediately.

Payment of bills: The payment will be released on half yearly basis and T.D.S as applicable will be deducted. First half year payment will be released at the end of First Half Year after submission of Preventive Maintenance and second half year payment will be released after the expiry of AMC period.

The AMC will be awarded to firm for one year which will be extendable further, up to one more year on the basis of satisfactory performance of the firm in the first year and at sole discretion of the bank.

C. ANNUAL MAINTENANCE CONTRACT (AMC) OF UPS INSTALLED

Tentative Details of UPS:-

Sr. No.	UPS Capacity	No. of UPS(A)	Make
1	5KVA	7	Numeric
2	5KVA	1	Tritronics
2	3KVA	146	Numeric
3	3KVA	56	Hitachi
4	3KVA	9	Tritronics
5	2KVA	25	Numeric
	TOTAL	244	

*Note: Actual number of UPS may vary.

FOR HIMACHAL PRADESH GRAMIN BANK

GENERAL MANAGER

Dated 16.11.2020

D. QUALIFICATION OF BIDDER

Bidder should be a registered firm under company's act 1956/proprietor/ partnership (documentary proof may be enclosed)	Yes/ No
Bidder should have executed/completed at least one work order of similar services. (Copies of work order to be furnished).	Yes/No
Bidder should not have been blacklisted by Central/ State Govt. / Autonomous body/ PSU. (Declaration to be furnished)	Yes/ No
Bidder should have PAN/TAN on his organization name and copies need to be furnished	Yes/No

Bidder Name:-

Signature:-

Dated:-

Seal:-

BID FORM

S.NO	UPS Capacity	No. of UPS(A)	Make	Rate per Unit (B)	Total (A*B)
1	5KVA	7	Numeric		
2	5KVA	1	Tritronics		
2	3KVA	146	Numeric		
3	3KVA	56	Hitachi		
4	3KVA	9	Tritronics		
5	2KVA	25	Numeric		
Total		244			
		GST			
		Grand Total in ₹			

Signature:-

Name of Bidder:-

Seal:

Date:-