

HIMACHAL PRADESH GRAMINBANK

Tender for Annual Maintenance Contract (AMC) of Un-interrupted Power Supplies (UPS) installed at various Branches/Offices of Himachal Pradesh Gramin Bank

(Ref: HPGB/HO/IT/Tender-03, dated 19.06.2018)

Important Dates:

#	Particulars	Timeline
1	Issuance Date	19th June, 2018
2	Last Date of Submission of Bids (ClosingDate)	25th June, 2018, 5:30 PM
3	Bid OpeningDate	26th June, 2018, 11 AM at Head Office, HPGB, Mandi

TERMS & CONDITIONS

A. GENERAL

1. **Himachal Pradesh Gramin Bank** is a leading Regional Rural Bank with 268 Branches/Offices geographically located in Himachal with its **Head Office** at Mandi.
2. The Bidders shall accept all technical /commercial terms & conditions mentioned in the Bid Documents. Each and every page of the tender document should be signed by the Bidder and to be submitted alongwith the Bidding documents.
3. BANK reserves the right to reject any or all the offers without assigning any reason thereof.
4. BANK shall not be responsible for any delays and will not entertain the bids received after due date and time mentioned above. The bids which are received by BANK after the expiry of the prescribed period are liable to be ignored.
5. The Annual Maintenance contract is for a period of 12 months from the date of issue of letter to commence the work.
6. The bid must be accompanied by an EMD of Rs 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft favoring Himachal Pradesh Gramin Bank payable at Mandi Himachal Pradesh. 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.
7. 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.
8. Bid shall remain valid for a period of 90 days from the last date specified for submission.
9. Bids complete in all respects should be received at Head Office, Himachal Pradesh Gramin Bank in 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

10. The Bidder shall quote every item as mentioned in the tender documents.
11. 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.
12. 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 . The Courts in Mandi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.
13. Contractor shall in no case lease/transfer/sublet/appoint sub-contractor or care taker to render the services under the Contract.
14. 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 SPL. 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. 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 total AMC value. Bank will have the option to get the UPS repaired from outside agency or vendor at the expense of contractor firm.
- IV. 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.
- V. 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 i.e. 1 year from the Award of tender.
- VI. 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.
 - ❖ Checking of earthing at branch/office and report to be submitted with the Incumbent Incharge.

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 in advance and second half year payment will be released after the expiry of AMC period.

Penalty:-

1. Complaints should be attended on same working day. However, 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 expense of the contractor firm.

Penalty on non completion of Preventive Maintenance in time

- a. The preventive maintenance shall be completed within the particular Half year and any slippage in this will attract a penalty of 3% of the annual contract amount.
- b. Quarterly maximum limit of all the penalties taken together shall be limited to be of ten per cent (10%) of the Annual contract amount

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.

c. Summary of UPS installed at Branches/Offices of the Bank :-

Details of UPS:-

S.NO	UPS Capacity	No. of UPS(A)	Make
1	5KVA	7	Numeric
2	5KVA	1	Tritronics
2	3KVA	146	Numeric
3	3KVA	24	Hitachi
4	3KVA	9	Tritronics
5	2KVA	25	Numeric

*Actual number of UPS may vary.

For, HIAMCHAL PRADESH GRAMIN BANK

**Chief Manager IT
(G.S. Natraj)**

Annexure-A

QUALIFICATION OF BIDDER

Bidder shall 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

Signature:-

Bidder Name:-

Dated:-

Seal:-

Annexure-B

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	24	Hitachi		
4	3KVA	9	Tritronics		
5	2KVA	25	Numeric		
Total		212			
		GST			
		Grand Total in ₹			

Signature:-

Name of Bidder:-

Seal:

Date:-

CHECK – LIST

1. Tender document signed with company seal in all pages
2. Annexure-A
3. Annexure-B
4. Documentary Proof in support of Annexure-A.
5. EMD