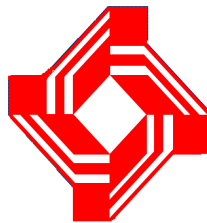




CENTRAL BANK OF INDIA

**REGIONAL OFFICE
KOLKATA NORTH**



Tender Document

**TENDER REFERENCE NUMBER:
RO/RCC/KOL/N/2017-18/1**

**TENDER FOR AMC AND RELATED SERVICES of UPS IN THE DIFFERENT
BRANCHES/OFFICES UNDER NORTH KOLKATA REGIONAL OFFICE**

REQUEST FOR PROPOSAL

Dated : March 13, 2018

TENDER FOR AMC AND RELATED SERVICES of UPS IN THE DIFFERENT BRANCHES/OFFICES UNDER CENTRAL BANK OF INDIA, NORTH KOLKATA REGIONAL OFFICE

DETAILS	EMD(₹)	Last date of Submission
Comprehensive On-Site Maintenance Contract for Maintenance of Uninterruptible Power-supply Systems installed at various Branches, Offices under North Kolkata Regional Office.	5,000/-	20/03/2018

Dear Sirs,

Central Bank of India, a body corporate constituted under the Banking Companies (Requisition and Transfer of Undertaking) Act 1970 having its Central Office at ChanderMukhi , Nariman Point, Mumbai-400021 hereinafter called "Bank" and having 59 Regional Offices (RO), 13 Zonal Offices (ZO) and more than 5000 branches in India,

Central Bank of India, North Kolkata Regional Office is having 73 Branches and other offices spread over four districts, namely Kolkata, North 24 Parganas, Nadia and Hooghly. All the Branches are equipped with UPS for uninterrupted power supply for PCs and other peripherals

Sealed Tenders are invited from experienced and reputed companies / Firms for Comprehensive On-Site Maintenance of Uninterruptible Power-supply Systems at various Branches and Offices situated in the Districts of Kolkata, North 24 Parganas, Nadia and Hooghly, under control of North Kolkata Regional Office. The Office wise Details of systems is given in Annexure 'A'.

Eligibility Criteria:

The Firms / Companies fulfilling the following Terms and Conditions may submit their bids superscribed as **"Quotation for Comprehensive AMC of UPS"** addressed to the Deputy Regional Manager, Central Bank of India, North Kolkata Regional Office, 4th Floor, 33 N S Road, Kolkata – 700001..

- The eligible bidder must have a service center preferably in Kolkata or in other three districts namely North 24 Parganas, Nadia and Hooghly, where the service is to be rendered.**
- The bidder must have minimum four Qualified and experienced Service Engineers catering to all the four Districts.**
- The Firms / Companies should have at least 5 years experience of undertaking Annual Maintenance Contract in PSU Banks / Financial Institutions handling over 50 UPS.**

- d) The bidder must have valid GSTN No, which is required for the purpose of payment. Copies of their PAN /TAN./ Service Tax Registration Certificate etc are to be enclosed.
- e) The bidder must not have been blacklisted by any Public Sector Bank or other Govt Organisation in the past. A self declaration letter by the Bidder, on the Company's letter head should be submitted along with the bid.
- f) The Firms / Company will have to provide a list of engineers who will perform the job along with their resume and qualifications, Identity and KYC documents, within 10 days, once the Firm/Company is selected.

Bidders will have to submit required documentary proof for all the aspects of eligibility criteria mentioned above.

Submission of Bids:

- The Technical / Commercial bids should be in two separate sealed covers clearly marked as '**TECHNICAL BID**' and '**COMMERCIAL BID**'.
- The bid has to be accompanied by Demand Drafts/PaySlips towards Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand only) favouring Central Bank of India, payable at Kolkata. Such Demand Drafts or Payslips should be in separate third cover marked as '**EARNEST MONEY DEPOSIT**'. Bids without proper EMD will liable to be rejected summarily.
- The **TECHNICAL BID** should include the name and address of the Firm / Company, Annual Turnover, details of past experience and list of offices where they have been performing such duties along with the supporting documents / certificates. Technical Bids should not contain any commercial quotes. If any Technical Bid contain any information of commercial interest, the bid is will liable to be rejected summarily.
- The **COMMERCIAL BID** should contain the rate against each item separately. Envelop of Commercial Bid should contain (a) duly filled-in Annexure A and (b) Annexure C.
- Technical and Commercial bids should be in clear words, categorically mentioning each and every terms specifying the rates, etc. Any kind of ambiguous/obscure/ unclear/ additional terms may lead to the bid being disqualified.
- The Bank reserves the right to reject any or all the tenders without assigning any reasons.
- The sealed tenders must be submitted by 20/03/2018 by **1500 hrs.** at **Central Bank of India, North Kolkata Regional Office, 4th Floor, 33 N S Bose Road, Kolkata – 700001.**

Opening of Commercial Bids:

- Only those bids which are found to be technically responsive will be informed of the date / time / Venue of opening of price/commercial bids.
- The Technical Bids will be evaluated as per eligibility criteria. Thereafter the Bank reserves the right of selection of Vendor by Opening of Commercial Bids of vendors, who are found eligible after evaluation of Technical Bids.
- After opening of price/commercial bids and declaring the prices, the Bank will evaluate and compare the Price/commercial bids.
- Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected by updating sum total of individual items. If the Successful Bidder does not accept the correction of the errors, its Bid will be rejected, and its EMD may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- The Bank's evaluation of a Price/commercial bid will take into account, in addition to the Bid price quoted, one or more of the following factors:
 - a) Deviations in payment schedule;
 - b) Deviation in prices quoted.

- In case two or more bidders are found to have quoted the same lowest evaluated price, the Bank may call for only price/commercial bids afresh from only those lowest evaluated bidders. The process may be repeated till a single L1 vendor is arrived at.

Other Terms and Conditions:

- i) The contract will be on **comprehensive onsite** basis inclusive of repairs and replacement of spare parts including all transformers, circuit cards, cooling fans, wires and cables in case of UPS
- ii) **The contract will be effective for a period of three years from 01.04.2018.** However, PO will be used for one year and after expiry, PO will be issued for another year. The vendor will have to enter into necessary contract with the bank, prior to this date. The format of Annual Maintenance Contract is as per Annexure-E. **However, any party may opt out of the agreement by serving at least 3 months of prior notice.**
- iii) The vendor shall be responsible for any loss or damage caused to any of the UPS owing to negligence on his part, and thus liable to compensate.
- iv) The service engineers will be required to be available on all working days (Monday to Saturday) during the office hours from 9.00 a.m. to 7.00 p.m. (other than bank holidays and 2nd and 4th Saturday). The engineers may also have to work on holidays and after office hours, if necessary. The engineers should be equipped with mobile phones at vendor's cost for quick communication, with numbers shared with the Bank. In addition to the Service Engineers, we will require a call coordinator at vendor's site who will register, assign, track and monitor all calls for all the above locations of the Bank. It will be the duty of the call coordinator to ensure that all calls are closed within the specified time limit.
- v) The Service Engineers should have a minimum qualification of having passed Higher Secondary (12th) examination (or equivalent) of any Board and have a certificate of having successfully completed related vocational course. All employees of vendor must be Major.
- vi) The vendor is required to carry out Periodic Preventive Maintenance activities (*minimum once in a quarter*) on all the equipment under AMC. This includes periodic cleaning and replacement of parts including all transformers, circuit cards, cooling fans, wires and cables without any extra payment. During this time, the AMC vendor will have to send service personnel to clean-up/blow the UPS at each branch and Office.
- vii) It shall be the responsibility of the vendor to make all the UPS systems work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.
- viii) Different makes/models of UPS are being offered for maintenance. Vendors should be equipped to maintain systems of different manufacturers.
- ix) The rates quoted should cover onsite maintenance of the UPS system, costs of replacement parts and cost of personnel and parts, etc.
- x) While shifting any hardware out of the Bank's premises for repairs, the vendor will have to arrange for suitable replacement/standby of the respective material hardware, to enable uninterrupted services at branch/Office.
- xi) Bank may decide to add or remove certain items from the AMC at any point of time during the contract. Payment for any inclusion / deletion of such items during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.
- xii) The payment will be released on quarterly basis **on arrears**, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all the user branches / departments. Bank will not be bound to release payment of only those branches whose satisfactory service reports were submitted.
- xiii) During the currency of tenure of AMC, some of the hardware items may attain 'end of life'. The vendor will be required to notify to the Bank list of such assets minimum one year before discontinuation of such assets from maintenance, to enable Bank procure

replacement hardware. Maintenance charges will not be payable on such discontinued hardware, from date of discontinuation.

- xiv) Replacement of parts will be at the vendor's cost with brand-new original spares of the brand / make / model of the UPS or reputed makes with best quality spares. AMC vendor should keep sufficient spares at their premises and should provide replacement parts within a reasonable period and in no case more than 24 hours from call logging.
- xv) In case the vendor is not able to accept the contract after it is awarded to him or if he is not able to do the work after accepting the contract, he will be liable to pay damages to the Bank including the expenses & charges, which the Bank have to pay for getting such work done.
- xvi) The above act of abandonment of work would automatically debar the vendor from any further dealings with the Bank and the EMD amount would also be forfeited. In case the call / complaint is not resolved, the vendor will have to log a complaint with the supplier / service provider and monitor the call till its resolution. The vendor will be required to provide the Bank with Help desk / call resolution statistics on a fortnightly basis or as advised by the Bank from time to time. The details provided should include:
 - a) Calls logged on daily basis with time & allotted call / complaint number / equipment make / model / Sr. Nos.
 - b) Nature of complaint.
 - c) Statistic on the response time / resolution time.
 - d) Monitoring / follow-up with the supplier service provider in case of equipment under warranty.
- xvii) A bank guarantee amounting to 10% of AMC value shall be submitted to the Bank for AMC tenure, once the contract is awarded. The Earnest Money Deposit would be refunded after submission of the guarantee. Till BG is not submitted, payment will be made quarterly in arrears. After BG is submitted, payment may be done quarterly in advance.
- xviii) The vendor would be responsible to manage / maintain the Asset Inventory based on the Equipment Unique Serial No. including the hardware movement information from one location to another. The vendor will be required to check and monitor the progress of next delivery and installation.
- xix) The vendor would be required to maintain and submit to our office, on quarterly basis, location wise inventory list, duly updated with details of new installation if any and incorporating the hardware movement during the period under reference.
- xx) The vendor should not violate IPR during the entire process of maintenance, including procurement, installation, removal/disposal of the systems and parts thereof along with all associated software, if any.
- xxi) If Bank desires to shift the EQUIPMENT to a new site and install it thereat urgently, THE VENDOR shall be informed the same immediately. Bank shall bear transportation charges for such shifting and THE VENDOR shall provide necessary assistance to Bank in doing so. Charges for dismantling /re-installation will not be payable in such case.

Disclaimer:

Pease note that this is only an invitation for submission of bid and without any commitment on the part of the Bank to place order, and/or purchase of any hardware / UPS systems/Services. The Bank will not be bound to accept the lowest bid and reserves the right to accept or reject any or all received offers without assigning any reason whatsoever.

(HRIDAY TIWARI)
DEPUTY REGIONAL MANAGER