**BARODA UTTAR PRADESH GRAMIN BANK**

**REGIONAL OFFICE – RAEBARELI**

**151, KARORI MAL COMPLEX, BELI GANJ, RAEBARELI**

**TENDER NOTICE**

 **BARODA UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE, RAEBARELI INVITES SEALED QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR U.P.S OF NPS BRAND FOR 52 BRANCHES SITUATED IN RAEBARELI DISTRICT.**

 **SEALED QUOTATIONS SHOULD BE ADDRESSED TO REGIONAL MANAGER, BARODA UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE-RAEBARELI, KIRORI MAL COMPLEX, 151-BELIGANJ,RAEBARELI-229001 AND SUPERSCRIBED “QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR UPS” AND MUST REACH US LATEST BY 06.07.2018 BY 2.00 P.M.THE TENDER WILL BE OPENED ON 07.07.2018 AT 11.00 A.M.**

**TERMS & CONDITIONS**

1. All Defective components will be replaced free of cost during the currency of AMC.(Both labour and components are covered)
2. Preventive maintenance shall be done on quarterly basis, which will cover all the jobs of preventive maintenance and will submit certificate countersigned by Branch Heads on quarterly basis.
3. If quarterly preventive maintenance schedule of equipment is not adhered to, penalty of Rs.50.00 per day.
4. If the system is taken for repairs, standby system must be provided so that branch working and customer service is not affected and business continuity.
5. Some Spares & standby system must be kept at R.O. level for emergency requirement.
6. The vendor will ensure that the complaint lodged before 11.00 a.m. must be attended same day and after 11.00 a.m. on next day before 11.00 amid the complaint is not attended and the system is not put in working order within 24 hours a penalty of Rs.100.00 per day will be levied. This penalty will exclude any time taken by the department or vendor to procure any parts if required, but any case it must exceed 48 hrs.
7. Vendor must provide single point of contract for all equipment. No franchise model support is accepted to the bank. The vendor shall not sub contract the AMC to any organization, persons, firm or its franchise.
8. The AMC charges will be payable in advance at the beginning of AMC contract.
9. The AMC will be for one year and may be renewed at terms and conditions mutually agreed upon before the expiry of AMC period in advance.
10. The vendor must agree to give performance guarantee equal to amount of AMC and in case vendor does not agree to give performance guarantee the payment towards the maintenance charges shall be made at the end of the quarter after ensuring good performance.
11. The vendor shall provide comprehensive maintenance services which shall cover both preventive as well corrective maintenance for all assets covered under AMC.
12. Under corrective maintenance the vendor shall rectify all the defects, failures and faults in the equipment and shall repair, replace any worn-out, defective parts of the equipment, free of cost to the bank.
13. In case of default outside the scope of AMC the same shall be informed to B.M. and shall be repaired/replaced a genuine rates.
14. Any item found faulty, during first inspection shall be replaced/repaired as per mutual agreement.
15. After finalization of the terms and conditions the vendor will have to execute an agreement with bank.
16. The bid must be made on the prescribed format. Bid not submitted on prescribed format are liable to be rejected.
17. The prices shall be inclusive of all expenses except service tax/sales tax, if any will be paid extra.
18. This office will evaluate and compare the quotations determined to be substantially responsive i.e. properly signed and confirm to the terms and conditions and specifications.
19. The quotations shall be in conformity with the conditions and requirements. Deviations, if any, shall be clearly mentioned by the vendor. Non mention of deviations shall imply compliance with our conditions and requirements. The bank reserves the right to reject an offer for any of the deviations.
20. Evaluation of quotation will be done after comprehensive assessment i.e. rates, support service , capacity to provide services in remote rural areas, and the details provided as per point no.22.
21. The bid must accompany
22. The company profile
23. Detail of support network & Banking experience.
24. Detail of UPS maintenance experience.
25. Support services along with names and addresses of persons responsible for providing services.
26. Turnover for last three years.
27. Income tax return for last three years.
28. GST registration & assessment certificate of last two years.
29. Photocopy of PAN NO.

22. The bid may be rejected if any of the documents mentioned in Non submission of any of the documents mentioned in point no.21 will make the bid liable to be rejected.

23. The maintenance service shall not include:-

1. Electrical work external to the machine or maintenance of accessories, batteries.
2. Any equipment burnt due to electrical surge, thundering, bad earthing etc.
3. Any equipment broken due to negligence of customer/bank.
4. Any equipment lost due to theft from the place of the customer/bank.

24. The vendor will provide us the telephone nos. and E-Mail on which the complaints will be lodged.

 25. Complaint no. will be issued when complaint is lodged for future reference.

26. The vendor will maintain and update the call history record and the same will be provided to us every 15 days.

Bank reserves right to accept or reject any quotation or cancel the entire process without assigning any reason whatsoever. The bank does not bind itself to accept the lowest or any quotation and reserves to itself the right to accept or reject any or all quotations, either in whole or part, without assigning any reason for doing so.

**PRICE BID**

**NAME OF THE BIDDER: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDRESS FOR CORRESPONDENCE: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Telephone/MOB NO. :- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**FAX NO.:- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**E-MAIL ID: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **S.NO.** | **DESCRIPTION** | **QUANTITY** | **AMC cost in unit of item irrespective of purchase cost (in Rs.)** |
| **1** | **2** | **3** | **4** |
| **1.** | **NPS ONLINE UPS** | **1** |  |

**SIGNATURE OF AUTHORISED PERSON (The person must be responsible person holding senior position in the company and shall be authorized to enter into contract on behalf of the company)**

**NAME & ADDRESS OF AUTHORISED PERSON \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PHONE NO. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MOB- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**