

**The Kangra Central Cooperative Bank Ltd.
Dharamshala 176215.
Himachal Pradesh.**

Last Date of Submission of quotation: 20.02.2019 upto 1:00 PM
Opening of Quotation: 20.02.2019 at 3:00 PM

"Empanelment of Vendors for AMC of UPS"

The Bank intends to empanel vendor for Annual Maintenance Contract (AMC-SLA) of UPS as per details in Annexure – A, Annexure – B and Annexure – C and invites sealed Quotations. Sealed Quotation should reached this office by or before 20/02/2019.

1. Annexure A - Details of UPS.
2. Annexure B - Terms & Conditions.
3. Annexure C - Detailed Commercial – Bid and Technical Bid.

- Sd -
MANAGING DIRECTOR

Annexure -A

Details of UPS

Sr.No.	Branch Name	UPS Capacity	Serial Number	Make
1	Alampur	3KVA	8332L1301100412	Emerson
2	Harsi	3KVA	8332L1205100945	Emerson
3	Manpul	3KVA	8332L1205100933	Emerson
4	Lapiana	3KVA	8332L1306100132	Emerson
5	Balhet	3KVA	8332L1306100134	Emerson
6	Masrer	3KVA	8332L1306100133	Emerson
7	Naggar	3KVA	8332L1205100950	Emerson
8	Nalti	3KVA	8332L1205100951	Emerson
9	Bathu	3KVA	8332L1301100436	Emerson
10	Barsali	3KVA	8332L1306100265	Emerson
11	Tabo	3KVA	8332L1301100406	Emerson
12	Dah Kulara	3KVA	8332L1205100943	Emerson
13	Ranital	3KVA	8332L1205100947	Emerson
14	Duhak	3KVA	8332L1306100143	Emerson
15	Badala	3KVA	8332L1411300070	Emerson
16	Padiarkhar	3KVA	8332L1502300059	Emerson
17	Gander	3KVA	8332L1205100952	Emerson
18	Garh Jamula	3KVA	8332L1205100944	Emerson
19	Uhal	3KVA	8332L1411300062	Emerson
20	Patlander	3KVA	8332L1502300214	Emerson
21	Muhal	3KVA	8332L1502300206	Emerson
22	Gushani	3KVA	8332L1502300210	Emerson
23	Garsa	3KVA	8332L1502300032	Emerson
24	Brow	3KVA	8332L1502300204	Emerson
25	Nehraian	3KVA	8332L1411300060	Emerson
26	Dosarka	3KVA	8332L1507300417	Emerson
27	EC Saresei Under BO Gushani	3KVA	8332L1507300415	Emerson

Annexure – B

Terms & Conditions: -

1. Rates are exclusive of taxes.
2. Service Provider should provide an e mail address or Phone number for the registration of complaints along with contact number and details of concerned Staff Members and Field Engineers.
3. The AMC-SLA Contracts/Rates shall be initially valid for one year and can be extended further mutually by both parties.
4. AMC-SLA contract can be terminated by the Bank with the prior notice of 30 days, in case AMC Service Provider company does not provide quality AMC Services to the Bank.
5. The Bank will release the AMC payment as 50% advance and 50% balance amount on the completion of one year of the contract period. Subject to deduction of penalty, if any.
6. The Rates once approved will also be considered for all future renewals of other specification models like Numeric Make, Emerson Make, Powermac, BPE, Techser, AVO etc during the contract periods.
7. The service provider shall provide maintenance service through qualified, specialized, experienced and competent service Engineers with continuous availability.
8. Service engineers shall be available to this office on call during all working days, and if required on holidays or extended hours also. They should be equipped with Mobile Phones, necessary tool kit, Spare parts etc.
9. The Service Provider shall have to visit to any branch location of the Bank on call to find out the working conditions and defects in the UPS beside scheduled Preventive Maintenance.
10. Service Provider Shall Provide AMC services as mentioned hereunder:
 - a. Corrective maintenance in case of breakdown and repair/replacement of defective parts, if any with the same or reasonably equivalent to the part removed.
 - b. During the preventive maintenance checkups, the system will be cleaned and general performance will be checked.
 - c. Yearly Preventive Maintenance to be done by the Service Provider for all the equipment's covered under AMC. However, the preventive work can be dove-tail with the regular service calls.
 - d. Cost of all spares that are replaced in the UPS systems will be covered under this Comprehensive Annual Maintenance Scheme.
 - e. The vendor shall stationed/post sufficient Resident Engineers with in different locations in the region.
 - f. Service Engineers of the Service Provider shall maintain sufficient inventory of spare parts of UPS with them at their office locations.
 - g. Service Provider shall arrange the spare parts free of cost except consumables.
 - h. The Bank will neither provide nor shall pay any charges for boarding, lodging and transportation facilities for the Service Provider or their representatives, as per the scope indicated in the agreement.
 - i. Service Provider shall submit the Service Call Reports (after attending and rectification of the faults), duly signed & stamped by the Bank Officials.
 - j. The service provider will also provide onsite support at any new Site/Branch opened by the Bank during the period of Agreement.
11. Shifting of UPS and accessories should be done without any charges within 24 hours of intimation.

12. Complaints response/resolution time and penalty details are as below:-

Response Time	Resolution Time	Penalty
2 Business Day	6 Business Days	Rs. 100/- per day after SLA breach for a particular machine till the resolution and max. penalty should be 10% of total AMC contract value. After that the Service Provider will be debarred to provide the services to the Bank.

13. All disputes aroused, are subject to the court at Dharamshala Jurisdiction.

14. **Limitation of liability:-** Not withstanding anything contained herein, neither party shall, regardless of form of claim, be liable for any indirect, special, punitive, consequential or incidental damages under this AMC-SLA Agreement and the aggregate liability of Service Provider, under this agreement, shall not increase/exceed the AMC Service Charges or Repair Charges or Fees etc. received by it under this agreement during AMC period.
15. **Force Majeure:-**Service provider shall not be liable for any failure/delay in performance resulting directly or indirectly from causes beyond its reasonable control due to act of God, war declared situation, and deliberate negligence by the Bank/user, civil or political disturbance, lockouts, shortage of labor, drought, floods, fire, theft, accidents and other exceptional circumstances. In such a situation Service provider ceases under his agreement and then both the parties shall discuss the course of action mutually to be taken afterwards.

Annexure – C

1. DETAILED COMMERCIAL – BID:-

Sr. No	Description Of UPS	AMC Rates per unit (in Rs)	GST (%)	Total
1	2 KVA UPS (Any Make)			
2	3 KVA UPS (Any Make)			
3	5 KVA UPS (Any Make)			
4	6 KVA UPS (Any Make)			
5	10 KVA UPS (Any Make)			
6	30 KVA UPS (Any Make)			

2. TECHNICAL BID (ELEGIBILITY)

Sr. No.	Criteria	Documents to be submitted
1.	The Bidder should not have been blacklisted / debarred by the Government of India or their undertakings, any State Governments or their undertakings previously. In such cases the bid will be summarily rejected and no correspondence in this matter shall be responded by the Bank.	Undertakings from the Bidder in this regard should be enclosed as Annexure EG – 1 .
2.	The Bidder Company should be Registered in Himachal Pradesh for GST.	Copy of the Certificate of Incorporation along with GST registration number should be enclosed along with address proof. Date of GST registration number should not be less than one year as Annexure EG – 2 .
3	The Bidder should have a turnover of more than 25 lakhs per annum for last one year.	Copies of the Audited Balance sheet and Profit and Loss account for last Financial year should be enclosed as Annexure EG – 3 .