

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

Last Date of Submission of quotation: 30.01.2025 upto 1:00 PM  
Opening of Quotation: 31.01.2025 at 3:00 PM

**"Quotations for AMC of UPS for ATM sites"**

The Bank intends to renew Annual Maintenance Contract (AMC-SLA) of UPS as per details in Annexure – A, Annexure – B and Annexure – C and invites sealed/password protected Quotations. Sealed Quotation should reached this office by or before 30.01.2025.

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

- Sd -  
**GENERAL MANAGER**

**Annexure -A**

**Details of UPS**

<b>Sr.No.</b>	<b>Branch Name</b>	<b>UPS Capacity</b>	<b>Serial Number</b>	<b>Make</b>
1	Gaggal	3KVA	83321111100019	Emerson
2	Tang Narwana	2KVA	B22048011331	APC
3	Baruhi	2KVA	B22048030756	APC
4	Chintpurni	2KVA	B22048011301	APC
5	Bhareri	2KVA	B22048030754	APC
6	Nehran Pukhar	2KVA	B22048011316	APC
7	CB Nurpur	2KVA	B22113003930	APC
8	Adhwani	2KVA	B22113003928	APC
9	Haroli	2KVA	B22140007075	APC
10	Sissu	2KVA	B22140007080	APC
11	RH Una	2KVA	B22152005393	APC
12	Bijhari	2KVA	B22152005313	APC
13	Pubowal	2KVA	B22152005302	APC
14	Demo Van	2KVA	B22002002636	APC
15	Dhaneta	2KVA	310022398C43917200142	AVO
16	Samirpur	2KVA	310022398C79385200224	AVO
17	Kotla	2KVA	310022398C43917200149	AVO
18	Bajoura	2KVA	310022398C79385200211	AVO
19	Garsa	2KVA	310022398C79385200219	AVO
20	Sathana	2KVA	310022398C43917200010	AVO

## **Annexure – B**

### **Terms & Conditions: -**

1. Rates are exclusive of taxes.
2. Service Provider should provide e-mail address and 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 on half-yearly postpaid basis after submission of Preventive maintenance report 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. Quarterly 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 station/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 <b>EG – 1</b> .
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 as Annexure <b>EG – 2</b> .  *Date of GST registration number should not be less than one year.
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 <b>EG – 3</b> .