

Tender for AMC of Hitachi make UPS

Checklist of documents to be submitted in Prerequisite document envelope:

- ISO Certification (ISO-20000)
- Company Registration details.
- Documents justifying Prior experience of more than 3 yrs of working in a project involving more than 200 UPS.
- Earnest Money Deposit (EMD) in form of Demand draft of Rs 50,000/-

Checklist of documents to be submitted in Commercial bid envelope:

- Financial Bid in specified format [*Annexure attached*].



सर्व हरियाणा ग्रामीण बैंक
Sarva Haryana Gramin Bank
(भारत सरकार का उपक्रम) (Govt. of India Undertaking)

प्रायोजक : पंजाब नेशनल बैंक



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Notice Inviting Tender for AMC of Hitachi make UPS

Bank is inviting sealed tender for AMC of Hitachi make UPS in our bank. Interested parties may submit their sealed tender in the specified "FORMAT" along with their detailed profile in sealed envelopes which are to be deposited in Tender Box at the address given below on or before 03.12.2018 till 12PM. All Vendors are thereafter advised to report to HO Rohtak on 03.12.2018 at 4PM for the opening of Tenders. Every sealed tender should further contain two sealed envelopes titled "Commercial bid" and "Prerequisite documents". Prerequisite envelope must contain ISO Certification, Company registration details, Experience Certificates mentioned in Terms and conditions & Demand Draft (of Rs 50,000). In case prerequisite documents are not complete and up to satisfaction of tender committee, Commercial bid containing financial bid of that vendor would not be considered.

For terms and conditions, please refer Annexure document.

The General Manager,
Sarva Haryana Gramin Bank, Head office,
SHGB House, Plot No. 1, Sector- 3 Rohtak-124001 (Haryana).
Email: hoitdshgb@shgbank.co.in or hoitd@shgb.co.in

Date: 20.11.2018

Place: Rohtak

General Manager



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ANNEXURE

Name of Firm	
Registered/ Postal Address	
Telephone No.	
E-Mail	
PAN No.	
GSTIN	
DIN/TIN No. (if applicable)	

Tentative UPS Figures					
S No.	Rating	Quantity	AMC Charges per Unit (in Rs.)	GST	AMC Charges per Unit (incl GST.)
1.	2 KVA	196			
2.	3 KVA	7			
3.	5 KVA	8			
Total		211			

Particulars of EMD:

- i. DD No.
- ii. Date
- iii. Amount
- iv. Bank (drawn on)

Signature with seal



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The following terms and conditions are to be agreed upon between Vendor and SHGB for Hitachi make UPSs

Duration: The AMC period for the UPS hardware will be one year. AMC services will be reviewed on quarterly basis and continued on furnishing of below mentioned documents

- Letter of excellence and ratings from all SHGB Regional offices.
- The action taken on issues raised during review meetings at HO along with satisfaction of HO on such taken actions.

Bank will also have the right to terminate the contract without any prior notice and without the obligation of furnishing any reason for the same i.e. the whole discretion in the matter will lie with the bank. On the other hand, it would be mandatory for the vendor to submit a notice two months in advance if vendor wants to terminate the contract.

Inventory of Hardware: Vendor will be responsible to provide the list of all Hitachi make UPS hardware along with serial number of each BO/RO and vendor will update current location of the UPS. This list is to be shared with the concerned RO at the earliest.

Scope of Hardware Services: Vendor shall provide comprehensive AMC services on all Hitachi make UPS present in branch apart from the assets covered under warranty. This service shall be provided irrespective of the ability or inability of BO/RO/HO to furnish serial number of the asset (valid or otherwise). For the assets under warranty, Vendor shall also coordinate with the warranty provider to get the issue resolved for all Hitachi UPSs.

Exclusions: Physical damage, rodent damage, water seepage cases and Batteries.

Deployment of Engineers and SPOC: Vendor shall appoint one SPOC for SHGB project. Along with these resources, vendor shall deploy field engineers distributed as per need among all regions in order to maintain SLA. All these engineers should carry a valid I-Card of the company at all times on them.

Logging of complaint: Call can be lodged either through phone call, SMS or email and vendor shall provide valid toll-free number and email-id for the purpose. Apart from this, BO/RO/HO can also lodge call with SPOC. Vendor must share contact details of Engineer assigned for the complaint to the concerned BO/RO/HO.



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Resolution Time: The normal resolution time shall not exceed 6 Hrs. The equipment shall be attended within four hours of receipt of complaint (exclusive of travelling time). In case problem is not resolved within normal resolution time, a backup/stand by unit is to be placed immediately.

Penalty clause: 10% of AMC value of the equipment/day (with no upper limit) till the issue is resolved or backup is placed. In case of non-availability of SPOC for any reason, the penalty shall be as 1% of total AMC cost per week after first week of such absence applied on pro-rata basis. In case the batteries are exhausted due to faulty UPS vendor shall also bear the cost of faulty batteries over and above the penalties otherwise.

Escalation matrix: Vendor shall provide the escalation matrix of their officials at BO, RO and HO level and same shall be updated by vendor as and when needed.

Power Audit and preventive maintenance: Vendor shall undertake power-audit (including earthing) and preventive maintenance on all sites at least once in every 6 months.

Review Meetings: It shall be mandatory for vendor to hold review meetings at HO on quarterly basis involving senior officials from vendor's side.

Live Dashboard: Vendor shall share live dashboard access at RO and HO levels. This shall facilitate ROs and HO to keep themselves updated with latest status of complaints lodged. It shall also be the responsibility of vendor to keep the dashboard up to date.

Payment Terms: Payment will be Quarterly Advance.

Security Deposit: Earnest Money Deposit (EMD) in form of Demand Draft in favour of Sarva Haryana Gramin Bank amounting to **Rs. 50,000/-** (Rupees Fifty Thousand only) is to be enclosed with tender application which will be kept with the Bank for tender period as Performance Guarantee for the vendor who would be awarded the tender. (No separate security is required). No interest shall be paid on the Amount. EMD in any other form would not be accepted neither any previous deposit/security held with the bank would be entertained i.e. separate DD is required for this tender.

Penalty on backing out: Security will be forfeited.

Variation in Rates: The bidders should keep in mind that the rates would remain fixed irrespective of branch/ATM location during the contract period.



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Miscellaneous conditions:

- Bank reserves right to cancel/reject any/all tenders without assigning any reason thereof.
- Vendor must quote rates keeping in view of all the eligible branches spread all over Haryana.
- Bank reserves rights to terminate the contract with the successful vendors at any point of time, if satisfactory services are not provided by the vendor without giving any reason thereof.
- The tenderer should be an **ISO-20000** certified company for more than 1 year till the last date of the tender. Also, the tenderer must have prior experience of more than 3 years and have previous working experience of working in a project involving more than 200 UPS. Copies of the certification and documents must be submitted.
- All the documents must be duly signed by the Authorized personnel.
- Representative of firm will not remove any parts(s) or whole from equipments without permission of the competent authority of branch/building where equipment is installed.
- Any UPS if needs to be taken by vendor for repair outside the branch then permission of the competent authority must be taken and a backup UPS must be provided within 24hrs or else penalties as applicable shall be deducted.

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