

**यूनियन बैंक**  
ऑफ इंडिया  
अच्छे लोग, अच्छा बैंक



**Union Bank**  
of India  
Good people to bank with

**TENDER NOTICE**  
**FOR**  
**ANNUAL MAINTENANCE CONTRACT FOR**  
**ONLINE UPS**  
**AT**  
**BRANCHES UNDER AYODHYA REGION**

Union Bank of India  
Regional Office,  
Ayodhya  
[rcc.ayodhya@unionbankofindia.com](mailto:rcc.ayodhya@unionbankofindia.com)



Union Bank of India, Ayodhya, Regional Office  
Page 1 of 19

REGIONAL OFFICE: AYODHYA

REF: RCC/AYO/1370

Date: 07.04.2022

**To,  
All UPS Systems Vendors**

**Sub: RFP for Comprehensive AMC of UPS systems**

Dear Madam/Sir,

We, Union Bank of India, Regional Office, Ayodhya, require AMC of UPS systems for various branches/offices in Ayodhya Region.

We, therefore, request you to submit your offer in sealed cover within which both technical & commercial bids are to be given in separate sealed covers on or before 25.04.2022 till 01:00 PM. The technical bid will be opened at 04:00 PM on 25.04.2022 and presence of your representative is solicited at the time of bid opening. Commercial bid for technically qualified bidders will be opened at 12:00PM on 27-04-2022. Orders will be placed as per requirements of the bank.

The required quantity, configuration/specification and terms & conditions are defined as per enclosed RFP document.

Please acknowledge receipt.

Thanking you,

Yours faithfully,

Chief Manager (P&D)  
Regional Office, Ayodhya.

id Details -



### Comprehensive AMC of UPS systems

Last date and time for seeking clarification from us on the terms & conditions of the RFP	(24.04.2022 10.00 p.m.)
Last date and time for Receipt Of Bidding Document	(25.04.2022 11.00 a.m.)
Date and Time of Technical Bid Opening	(25.04.2022 4.00 p.m.)
Date and Time of Commercial Bid Opening	(27.04.2022 12.00 p.m.)
Place of opening of Bids	UNION BANK OF INDIA, REGIONAL OFFICE Ayodhya, Atardeep Complex, First Floor, Deokali Chouraha, Ayodhya
Address for communication	UNION BANK OF INDIA, REGIONAL OFFICE Ayodhya, Atardeep Complex, First Floor, Deokali Chouraha, Ayodhya
EMD	NIL
Cost of RFP (non refundable)	NIL
Contact to Bidders	Interested Bidders are requested to send the email to ( <a href="mailto:rcc.ayodhya@unionbankofindia.com">rcc.ayodhya@unionbankofindia.com</a> )  Containing following information, so that in case of any clarification same may be issued to them.  Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

This RFP is being issued with no financial commitment and bank reserves the right to change or vary any part thereof at any stage. Bank also reserves the right to withdraw the RFP, should it become necessary at any stage.





**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR ONLINE UPS  
SYSTEM AT VARIOUS BRANCHES UNDER AYODHYA REGION**

Union Bank of India, Ayodhya Regional Office, invites sealed offers in two bid system from UPS vendors having their own offices in Ayodhya and its branches for Annual Maintenance Contract for Online UPS systems.

For complete details, formats and terms & conditions of tender please log on to Bank's website [www.unionbankofindia.co.in/Tender.aspx](http://www.unionbankofindia.co.in/Tender.aspx).

Offers from UPS vendors not having their own offices in Ayodhya will not be considered. **The Bank reserves the right to reject any/all applications without assigning any reason whatsoever.**



## DECLARATION

(To be submitted on Bidders official letter head)

I / We have read the instructions appended and all terms and conditions and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.

I / We agree that the decision of Union Bank of India in selection of contractors will be final and binding to me / us.

All the information furnished by me hereunder is correct to the best of my knowledge and belief.

I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

I / We agree that I / We have not applied in the name of sister concern for the subject process.

Place:

SIGNATURE

Date:

NAME & DESIGNATION

SEAL OF ORGANISATION



(To be submitted on Bidders official letter head)

**ORGANIZATIONAL DATA**

**(To be provided by the Bidders enclosing relevant documents in support to have complied with the eligibility criteria of Technical Bid)**

**A. Name of Organization :**

**B. Registered Head Office Address :**

Local Office address :

Telephone No. :

Tele Fax No. :

E-mail ID :

**C. If you are rendering similar services to other Banks and other financial Institutions, furnish details:**

**D. What is your field of activities? Mention the fields on preference basis:**

**E. Experience / Details of Executed works:**

Give details of the similar type of work executed during the last Five years with following details

1. Name of work and location:

2. Client's name and address:

3. Total tendered cost of work (Agreement No. & Date):

4. Brief description of work including principal features and main items of work:

5. Period of services

a) Originally

b) Renewal time, if any





6. Were there any penalties/fine/stop-notice/compensation/liquidated damages Imposed? (Yes or No) (If yes give amount and explanation)

7. Details of litigations/arbitration cases, if any pertaining to works completed.

8. Attach client's certificate with copy of work order, agreement clearly stating the value, scope and details of work.

9. Details of Technical Staff in \_\_\_\_\_:

Sr. No.	Name	Qualification	Post Held	Experience

Seal & Signature of the Tenderer

Date:

Place:



**TERMS & CONDITIONS FOR THE SELECTION OF VENDORS FOR ANNUAL  
MAINTENANCE OF ONLINE UPS SYSTEMS**

**GENERAL TERMS**

Bidders should note that these conditions and the responses are expected to form the basis of the contract between Union Bank of India and the Bidder. Bidders must submit **documentary evidence** in substantiation of their claim in respect of fulfilment of the criteria mentioned in this tender document and their strength thereof while submitting the Bid. Only those vendors who fulfill the following pre-qualification criteria are eligible to Bid.

1. The bidder should have been in the business of UPS sales, service, implementation & integration related activities for at least past 5 years in Uttar Pradesh.
2. Bidder must have previous **experience of successfully executing at least three works of Annual Maintenance Contract [AMC]** for UPS systems during the last Five (05) years in multiple locations **in the state of UTTAR PRADESH** to Government Institutions/ undertakings/ affiliated bodies/recognized educational institutions, Banks/financial institutions/PSUs either directly or through nationally reputed IT/UPS OEMs and System Integrators. The Bidder must submit certified copies of supply orders/work completion/satisfactory letters that substantiate fulfilment of the above criteria and information.
3. Bidder must have its own office in Ayodhya for the supply and maintenance services, along with adequate stores of reserve replacement equipment and spares. In addition it must have a network of service centres (of its own) so that it can provide installation support, after-sales service & maintenance services all over Ayodhya. Bidder must maintain sufficient qualified and competent staff, based in Ayodhya to provide requisite installation support, after-sales service & maintenance. Such personnel should be adequately trained to perform the obligations under the supply order. List of such manpower with names, qualification, and experience along with their contact numbers and addresses to be provided.
4. The service & maintenance centres as per list submitted in the bid must be available for inspection by the purchaser or its authorized representatives at all times.
5. Documentary evidence for the fulfilment of minimum levels of criteria and strength claimed in respect of the criteria & pre conditions must be submitted by the bidder along with the technical bid, otherwise the bid is liable to be rejected. Documentary evidence should be authentic, interpretable and must be verifiable. All documents submitted should be in English or Hindi language. Bidders are to ensure that all information provided in the documentary evidence are authentic and





genuine. If it is found that any tenderer/s has furnished misleading / wrong or fraudulent information / documents, his / their tender shall not be considered. In case the documents/ information submitted are found to be wrong/fraudulent at any stage after award of work, the contract may be terminated and the work executed at the risk and cost of the tenderers/ Suppliers.

6. Tenders will not only be evaluated on the basis of capital cost but also taking into account the track record of the firm in implementing and maintaining similar UPS systems, the nearest service establishment and the promptness in attending to service/breakdown calls shall also form basis of tender evaluation.

8. The bidders should use the formats prescribed by the Bank in the TENDER for submitting both technical and commercial bids. The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

#### 9. Timeframe:

The following is an indicative timeframe for the overall selection process. Union Bank of India reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

Last date and time for seeking clarification from us on the terms & conditions of the RFP	(24.04.2022 10.00 p.m.)
Last date and time for Receipt Of Bidding Document	(25.04.2022 11.00 a.m.)
Date and Time of Technical Bid Opening	(25.04.2022 4.00 p.m.)
Date and Time of Commercial Bid Opening	(27.04.2022 12.00 p.m.)

#### 10. Submission of Bid:

The documents should be submitted in Technical and Commercial Bid (kept in separate sealed envelopes) super scribing as under:

"Technical proposal for the Annual Maintenance of UPS systems"

"Commercial proposal for the Annual Maintenance of UPS systems"  
Only one submission of response to tender by each bidder will be permitted.

The bidders shall submit the proposals properly filled so that the papers are not loose. All the pages of the proposals including documentary proofs should be numbered as "Page \_\_\_\_ (current page) of \_\_\_\_ (Total pages)" and be signed



by authorized signatory (except literatures, datasheets and brochures). The current page number should be a unique running serial number across the entire proposal.

In case of delay or non-delivery of tenders, Bank will not assume any responsibility.

#### **11. Evaluation of Bid:**

The Technical Proposal will be evaluated only for those respondents who are fulfilling the eligibility criteria as given in this document. The Technical Proposal will be evaluated for technical suitability.

During evaluation of the Bids, the Bank, at its discretion, may ask the Bidder for clarification in respect of its Bid. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted.

The final acceptance of the tender would be entirely vested with Union Bank of India, which reserves the right to accept or reject any tender, at any stage of the tender. The decision of Union Bank of India in this regard will be final and no disputes in this regard will be entertained.

#### **12. Union Bank of India reserves the right to:**

- i. Reject any and all responses received in response to the tender.
- ii. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
- iii. To negotiate any aspect of proposal with any Bidder and negotiate with more than one Bidder at a time.
- iv. Extend the time for submission of the tender.
- v. Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality)
- vi. Select the next most responsive Bidder if negotiations with the Bidder of choice fail to result in an agreement within a specified time frame.
- vii. Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) /others, in any form.
- viii. Cancel the tender at any stage, without assigning any reason whatsoever.

#### **13. Cancellation of contract and compensation:**

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances. The Bank would provide 30 days notice to rectify any breach/ unsatisfactory progress:





I. The selected Bidder commits a breach of any of the terms and conditions of the tender/contract.

II. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise.

III. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.

IV. If the UPS taken away from the branch / office for repairs and is not returned within 7 days duly repaired, bank will charge penalty of Rs. 300 per day from 8<sup>th</sup> day till brought back duly repaired and found satisfactory. If this is not found in working condition the penalty will be continued.

V. If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions

VI. An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.

#### **14. Confidentiality:**

The Bidder shall keep confidential any information obtained under the contract and shall not divulge the same to any other person without consent in writing by Union Bank of India. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by Union Bank of India. Further, Union Bank of India shall have right to regulate Bidder staff.

#### **15. Publicity:**

The Bidder shall not advertise or publicly announce that he is undertaking work for Union Bank of India without written consent of Union Bank of India. In case of non-compliance of this clause the Bidder will be debarred for participating any future tender / contract for a period of three years.

#### **16. Variation:**

Union Bank of India may at any time during the contract require the Bidder to revise the Equipment, Services or Supplies including Completion Date. In an event of such nature, Union Bank of India will request the Bidder to state in writing the effect such variation will have on the work schedule. The Bidder shall furnish these details, in writing, in two weeks from the receipt of such request.





## Technical Terms & Conditions

### **ELIGIBILITY CRITERIA**

The technical evaluation will be done based on the below parameters:

1. Support Network
2. Work Experience
3. Standards & Procedures for such type of Work
4. Valid Registration – If any
5. Maintaining Spare parts at warehouse to control down time

**1. Support Network:**

Should have an established office and team of experienced engineer at major locations, which should be able to render services at branches/offices under Ayodhya Region. The vendor should have at least one office/support centre across Ayodhya Region.

**2. Work Experience:**

The contractor should have experience in UPS maintenance at least for last 5 years in **Uttar Pradesh** in Government Institutions/ undertakings/ affiliated bodies/recognized educational institutions, Banks/financial institutions/PSUs.

**3. Standards & Procedures:**

The contractor should have well established and certified standards/procedures for all the services rendered.

4. As *Union Bank of India* have UPS of various makes and models therefore vendor should have to provide AMC service to all makes and model of UPS .

**5. Spare Parts:**

Contractor should maintain adequate spare parts at warehouse to comply with the minimum stipulated downtime

## Commercial Terms & Conditions

### **1. Submission of commercial quotes:**

Commercial quote should be submitted as per format of Annexure-B with sealed envelope. **Price should be inclusive of all taxes.**

Union Bank of India, Ayodhya Regional Office  
Page 12 of 19



**Submission of a valid copy of GST Registration is mandatory.**

## **2. Evaluation of Commercial quotes:**

L1 (Lowest Bidder) will be arrived on the basis of lowest bid for TCO. The bank reserves the right for splitting of work between 2 vendors. The splitting of order will be in the ratio of 60:40 provided the L2 vendor agrees to match the rates quoted by L1 vendor and agrees for all terms and conditions. In case L2 vendor is not willing, bank will call L3, L4, etc in that order for negotiation. In case none of the other vendors agree to match the price with L1 vendor, the 100% contract will be awarded to L1 vendor.

## **3. Place of Order:**

Our office will place the orders and the selected Vendors shall provide maintenance services to branches having UPS System at the site.

## **4. Uptime Guarantee:**

Bidder will have to guarantee a minimum uptime of 99%, calculated on a monthly basis.

Uptime percentage will be calculated as (100% less Downtime Percentage). Downtime percentage will be calculated as Unavailable Time divided by Total Available Time, calculated on a monthly basis. Total Available Time is two shifts a day for seven days a week. Unavailable Time is the time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically.

If Bidder fails to meet the uptime guarantee in any month then the Bidder will have to pay 1% of cost of the UPS as damages OR the warranty period will have to be extended by one month.

## **5. Expected Service level & Stand by UPS:**

The Bidder should immediately provide Union Bank of India with an equivalent standby system in case of failures which needs time to be repaired.

a. Call will be attended within 2 hours from logging of the call for the branches located within the periphery of Ayodhya area.

b. Call will be attended within 3 hours from logging of the call for the remaining branches located beyond the periphery of Ayodhya Region, but within the periphery of 50 KMs.

Union Bank of India, Ayodhya Regional Office  
Page 13 of 19





c. Call will be attended within 4 hours from logging of the call for the remaining branches located beyond the periphery of 50 KMs, but within the periphery of 100 KMs.

d. Call will be attended within 6 hours from logging of the call for the remaining branches located beyond the periphery of 100 KMs, but within the periphery of 150 KMs.

e. Call will be attended within 8 hours from logging of the call for the remaining branches located beyond the periphery of 200 KMs.

This will be calculated from the place of their placement of Engineers.

#### **6. Single point of contact for Support:**

Bidder has to provide details of single point of contact viz. designation, address, email address, telephone /mobile No. for UPS supplied to the bank. Escalation matrix for support should also be provided with full details as per **Annexure D**.

The Bidder should have local service support office across Ayodhya. **The Bidders who are not having the service support centre as above will not be considered.**

#### **7. Payment Terms: - Payment terms will be as follows:**

Payment will be made on quarterly basis. For each quarter, 100% of the quarterly AMC amount will be paid by the Regional office at the end of each quarter after getting a feed-back from Branches on satisfactory service.

#### **8. Maintenance:**

Maintenance services shall be available on all working days of the Bank's branches/offices Monday through Saturday. The services should be available from 10 AM to 6 PM.

Any UPS system that is reported to be down by 3.00 PM on a given day should be either fully repaired or replaced by a temporary substitute (of equivalent configuration) before 9:30AM the next day. Any UPS reported down after 3.00 PM should be repaired / replaced by 12.00 noon of next working day.

You shall carry out preventive maintenance at the last month of every quarter during AMC period. Preventive Maintenance will include cleaning and servicing of the peripherals, replacement of worn-out parts, checking the UPS systems.





**Replacement of UPS:** In case any UPS is not repairable, Vendor should replace the same model / equivalent model / higher model after consultation with us.

**In case an equipment is taken away for repairs, you shall provide a standby equipment so that the work at the Admin. Offices / branch are not affected.**

You shall give an undertaking that sufficient quantity of spares for UPS will be kept as stock during the contract period.

Maintenance will be comprehensive. Exclusions in AMC:

- a. AMC price will not include battery replacement.
- b. AMC will not cover relocation but relocation will be with the intimation of the vendor and vendor should assist us to uninstall and reinstall at new place without any charge.

#### **9. Penalty Clause:**

In case of selected Vendor / Vendors fail to supply the stand by UPS as mentioned in point 8 after the logging of call, Bank will claim damages for not meeting the provision as follows:

- i) 2 KVA UPS - Rs. 100.00 per 3 hrs delay
- ii) 3 KVA UPS - Rs. 200.00 per 3 hrs delay
- iii) 5 KVA UPS to 10 KVA - Rs. 300.00 per 3 hrs delay

Penalty amount so arrived will be directly deducted from the quarterly AMC charges payable by the bank at the end of each quarter.

**9.1 Standby UPS –** Standby UPS should be of same KVA capacity if it is less capacity than a penalty of Rs. 200.00 per day will be levied till the time original UPS is placed back.

**9.2 Calculation delay hours –** Delay hours will be calculated from the time the call is logged irrespective of Sunday / holiday.



**Annexure - A**

Checklist while submitting Technical & Commercial Bid for selection of vendors for maintenance of UPS Systems (To be submitted in sealed envelopes)

SN	Particulars (Ensure whether the following have been enclosed)	Yes	No
1	Self-Certified letter of unconditional acceptance of all Terms & Conditions		
2	Support Network		
3	Work Experience in the same field for last 5 years		
4	Systems and procedures in respect to AMC of UPS		
5	Valid GST Number		
6	Enclose copy of any work order with details as given in the letter		
7	List of support Offices with complete address, e-mail id, telephone & fax Nos. & manpower at each location.		
8	List of warehouses stocking spares giving the stock details & the policy of stocking the spares.		
9	Escalation Matrix		
10	Warning that Technical bid and commercial bid is closed in separate sealed cover and super scribe the details as mentioned in the Tender.		



## ANNEXURE - B

### FORMAT FOR COMMERCIAL BID

(To be submitted on the Letter Head of the Bidder)

**Name of Company:**

UPS Range  
( 3 / 5 / 7.5 / 10 KVA)

Back up options  
(4 Hrs)

Sr. No.	Particulars	UPS KVA	Approx No of UPS systems (A)	AMC Rate in Rs. (inclusive of all taxes) (B)	Total Amount in Rs. (inclusive of all taxes) (A*B)
	AMC Rate	2	14		
1	AMC Rate	3	74		
2	AMC Rate	5	9		
3	AMC Rate	7.5	4		
4	AMC Rate	10	1		
	<b>TOTAL</b>		102		

Total Amount(TCO) in words:

Rate of AMC will be applicable only on the Basic price of UPS i.e. excluding the cost of Battery. Number of UPS systems under AMC contract may increase or decrease during the course of the AMC contract as per bank's requirements.

**Signature**

**Designation**

**Place:**

**Date:**

**Company Seal**



Union Bank of India, Ayodhya Regional Office  
Page 17 of 19



**ANNEXURE - C**

**TOTAL NUMBER OF UPS TO BE COVERED UNDER THIS AMC (TENTATIVE)**

1. 2 KVA UPS = 14
2. 3 KVA UPS = 74
3. 5 KVA UPS = 9
4. 7.5 KVA UPS = 4
5. 10 KVA UPS = 1

Note. Branch-wise break up may be obtained from Regional Office. Number of UPS systems under AMC contract may increase or decrease during the course of the AMC contract as per bank's requirements and discretion.



**ANNEXURE - D**

**ESCALATION MATRIX**

**Name of Company:**

Service related Issues

SN	Designation	Name	Full Office Address	Phone No	Mobile No	Fax	E-mail
1	First level of Support						
2	Second level Contact (If response not recd in 4 Hours)						
3	Regional / Zonal Head(If response not recd in 24 Hours or more)						
4	Country Head(If any for further escalation)						

Any change in designation, substitution will be informed by us immediately.

**Signature**

**Name of representative**

**Designation**

**Company Seal**

