



# ANDHRA PRADESH GRAMEENA VIKAS BANK

(A Government of India Undertaking) Head Office :: WARANGAL (Sponsored by State Bank of India)

## Information Technology Department

### NOTICE INVITING TENDERS

<b>Empanelment of vendors for AMC of UPS &amp; BATTERIES THROUGH ONLINE E-TENDER &amp; REVERSE AUCTION</b>	<b>TENDER No. 12 / 13.10.2020</b>
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### TENDER SCHEDULE

Tender availability	<a href="http://www.apgvbank.in">www.apgvbank.in</a> & <a href="https://etender.sbi">https://etender.sbi</a>		
Date for PRE-BID (for clarifications) if any	<b>22.10.2020 @12:00 NOON</b>	<b>ANDHRA PRADESH GRAMEENA VIKAS BANK</b> IT Department, 3 <sup>rd</sup> Floor, Prasanth Nagar, H.No: 5-1-28/4, Bypass Road, Prasanth Nagar, Rajampet, Sangareddy-502001	
Last Date of <b>SUBMISSION</b> of Tenders	Date <b>05.11.2020</b>	Upto <b>05.30 PM</b>	ON-LINE Auction Website : <a href="https://etender.sbi">https://etender.sbi</a>
Date of <b>OPENING/ VERIFICATION</b> of <b>TECHNICAL</b> Tenders	Date <b>06.11.2020</b>	At <b>11.30 AM</b>	
Tender Cost: Non- Refundable	Rs.3,000/-	Demand Draft in favour of Andhra Pradesh Grameena Vikas Bank, Warangal	
Tender Value	Rs.81,79,000/-		
EMD	Rs.50,000/-		
Validity of tender	THREE YEARS	From the date of agreement	
Number of Items for reverse auction	One Item	Refer financial bid (Annexure-F)	

<b>Appointed Officers for Enquiries</b>	<b>K Srikanth -9010666690</b>	<b>S Siva Prasad -8985922775</b>
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Tenders should be submitted online to: <b>M/s e-Procurement Technologies Ltd.</b> <b>Ahmedabad - 380 006. Gujarat State, India</b> <b>For e-Tender response query call:</b>			<b>Tender Cost &amp; EMD DD (or MSME/NSIC Certificate in relevant trade/service)</b> should be submitted at the office of: <b>ANDHRA PRADESH GRAMEENA VIKAS BANK</b> IT Department, 3 <sup>rd</sup> Floor, Prasanth Nagar, H.No: 5-1-28/4, Bypass Road, Prasanth Nagar, Rajampet, Sangareddy-502001 Email: <a href="mailto:cmpd@apgvbank.in">cmpd@apgvbank.in</a> GENERAL MANAGER – IV
<b>Name</b>	<b>E-Mail id</b>	<b>Mobile No.</b>	
Nandan Valera	<a href="mailto:nandan.v@eptl.in">nandan.v@eptl.in</a>	9081000427	
Fahad Khan	<a href="mailto:Fahad@eptl.in">Fahad@eptl.in</a>	9904406300	
Devendra	<a href="mailto:devendra.r@eptl.in">devendra.r@eptl.in</a>	93745 19729	
Nikhil Khalas	<a href="mailto:Nikhil@eptl.in">Nikhil@eptl.in</a>	9173090675	
<b>TENDER SUBMITTED BY</b>			<b>Name of the Vendor :</b> _____
			<b>Address :</b> _____

TABLE OF CONTENTS

Item Description	Page No
<b>1. INTRODUCTION</b>	3
<b>2. SCOPE OF WORK</b>	4
<b>3. IMPORTANT DETAILS</b>	6
<b>4. MODIFICATIONS OR CORRIGENDUM</b>	6
<b>5. BIDDING PROCESS ON-LINE E-PROCUREMENT WITH REVERSE AUCTION</b>	7
<b>6. BIDDING – THREE STAGES</b>	10
<b>7. BID FEATURES</b>	10
<b>8. BID EVALUATION</b>	11
<b>9. AWARD NOTIFICATION</b>	12
<b>10. BIDDER’S DISQUALIFICATION</b>	12
<b>11. TERMS AND CONDITIONS</b>	12
<b>12. NON-TRANSFERABLE OFFER</b>	12
<b>13. PROPOSAL OWNERSHIP</b>	12
<b>14. ADDRESS FOR COMMUNICATION</b>	13
<b>15. MODIFICATION AND WITHDRAWAL OF OFFER</b>	13
<b>16. PRELIMINARY SCRUTINY</b>	13
<b>17. CLARIFICATION ON OFFERS</b>	13
<b>18. LOCATIONS WHERE AMC SERVICES TO BE RENDERED</b>	13
<b>19. LIABILITIES OF THE BANK</b>	13
<b>20. PROPOSAL PROCESS MANAGEMENT</b>	14
<b>ANNEXURE-A</b>	15
<b>ANNEXURE-B</b>	16
<b>ANNEXURE-C</b>	22
<b>ANNEXURE-D</b>	23
<b>ANNEXURE-E</b>	24
<b>ANNEXURE-F</b>	26
<b>ANNEXURE-G</b>	27
<b>ANNEXURE-H</b>	28
<b>ANNEXURE-I</b>	29

## INTRODUCTION

### 1. Introduction

Andhra Pradesh Grameena Vikas Bank is a body corporate constituted Government of India under Regional Rural Banks Act, 1976 and sponsored by State Bank of India. Our bank has 775 branches as of now and are operating in eleven regions viz. Ashoknagar, Bhadrachalam, Khammam, Mahabubnagar, Nalgonda, Parvathipuram, Sangareddy, Srikakulam, Vizianagaram, Vishakhapatnam, and Warangal in the States of Telangana and Andhra Pradesh. All the 775 branches have been functioning in a computerized environment on CBS platform.

As the warranty period for some of the hardware items like UPS & Batteries supplied to the branches/offices has expired, it is decided to cover them under AMC. The AMC will be for maintenance of UPS & Batteries available with the branch/office in good condition. With this back ground, now our Bank has decided to call for tenders for covering UPS & BATTERIES under AMC and to identify the L1 vendor. The bank advises you to quote competitive rates unit-wise price (exclusive of GST, but inclusive of all kinds of charges) for maintenance of UPS & Batteries. Based on these unit-prices, AMC total of each item will be arrived by multiplying the quote with the item quantity. The cumulative total of arrived AMC totals of all the items of vendors will be considered for reverse auction for arriving L1 price/vendor.

The Bank invites technically complete and commercially competitive bids from the vendors for carrying out **AMC** (Annual Maintenance Contract) of UPS and Batteries to our branches located in 11(eleven) Regional Offices, Head Office at Warangal and our offices located in different areas as mentioned below.

The locations of our Regional Offices in Telangana State are:

Sangareddy Region :District Sangareddy, Medak&Siddipet

Warangal Region :District Warangal Urban & Rural, Bhupalapally,

Jangaon, Mahabubabad

Ashoknagar Region :District Sangareddy, Medak, Siddipet, Mahabubnagar

Mahabubnagar :District Mahabubnagar, Gadwal, Wanaparthy&Nagarkurnul

Nalgonda Region : District Nalgonda&YadagiriBhuvanagiri

Khammam Region : District Khammam

Bhadrachalam Region : District BhadradiKothagudem

SLC/IT Dept/Audit Dept/CSD : District Sangareddy

Head Office : District Warangal Urban

FIC/LCPC : District Sangareddy

The locations of regions in Andhra Pradesh State are:

Srikakulam Region:District Srikakulam

Vizianagaram Region:District Vizianagaram

ParvathipuramRegion :District Vizianagaram

VishakapatnamRegion :DistrictVishakapatnam

LCPC,VZM : District Vizianagaram

## 2. Scope of Work

Andhra Pradesh Gramena Vikas Bank, Head Office, Warangal, (APGVB) invites offers through online with the following details:

1. EMD (Earnest Money Deposit) along with Tender Cost
2. Technical Bid
3. Commercial Bid(Indicative)

From eligible, reputed vendors of good track of providing comprehensive & non-comprehensive AMC services for the items as given below (the quantity is tentative) which are located at various branches and offices:

<b>COMPREHENSIVE AMC - WHERE UPS IS NOT UNDER WARRANTY</b>					
Sno.	Item Name	Quantity	No of Batteries per UPS unit	Total No of Batteries	Scope of the work
1	3KVA UPS	669	8-Batteries per unit	5352	The vendor should undertake Comprehensive AMC for UPS & Batteries.
2	5KVA UPS	6	10 to 16 Batteries per unit	96	

<b>NON-COMPREHENSIVE AMC - WHERE UPS IS UNDER WARRANTY</b>					
Sno.	Item Name	Quantity	No of Batteries per UPS unit	Total No of Batteries	Scope of the work
1	3KVA UPS	102	8-Batteries per unit	816	The vendor should undertake Non-Comprehensive AMC for UPS & Batteries.
2	5KVA UPS	13	10 to 16 Batteries per unit	208	

The following is the difference between comprehensive & non-comprehensive AMC.

Comprehensive AMC for UPS & Batteries	Non-Comprehensive AMC for UPS & Batteries
<p>Under Comprehensive AMC, The vendor should perform</p> <ul style="list-style-type: none"> <li>-Carrying out Preventive Maintenance Services at the branches/offices at least once in a quarter.</li> <li>-General cleaning inside and outside of the UPS unit</li> <li>- Carryout repairs to the UPS unit as and when required &amp; Replacement of spare parts free of cost.</li> <li>- Placement of Standby UPS (when repair can't be done or delayed by 24Hours) till replacement done by the Supplier</li> <li>- UPS &amp; Batteries Connections Checking &amp; Upkeeping</li> <li>- Topping up of distilled water to Batteries</li> <li>- Greasing to the Batteries terminals</li> <li>- Cleaning of the Batteries &amp; terminals</li> <li>- Gravity Testing</li> <li>- Earthing Voltages verification</li> <li>- Carryout the AMC services as per the terms &amp; conditions mentioned in this document.</li> </ul>	<p>Under Non-Comprehensive AMC, The vendor should perform</p> <ul style="list-style-type: none"> <li>--Carrying out Preventive Maintenance Services at the branches/offices at least once in a quarter.</li> <li>- General cleaning only outside of the UPS unit</li> <li>- Placement of Standby UPS (in cases where existing UPS go faulty) till repair or replacement done by the Supplier.</li> <li>- UPS &amp; Batteries Connections Checking &amp; Upkeeping</li> <li>- Topping up of distilled water to Batteries</li> <li>- Greasing to the Batteries terminals</li> <li>- Cleaning of the Batteries &amp; terminals</li> <li>- Gravity Testing</li> <li>- Earthing Voltages verification</li> <li>- Carryout the AMC services as per the terms &amp; conditions mentioned in this document.</li> </ul>

The UPS/Batteries quantity mentioned in above tables is only indicative and is mentioned for the purpose of calculating the cumulative price to arrive at the lowest quote. The actual quantity may vary from -20% to +20% of the above quantity. The actual quantity of hardware (UPS & Batteries) and the AMC amount payable depends on the hardware (UPS & Batteries) in use at the branches/offices which are located in different locations in Andhra Pradesh & Telangana states. The AMC amount will be paid by the Regional Office/ Head Office concerned on a quarterly basis, in arrears, after completion of that particular quarter and after adjusting penalty, if any.

The Bank shall accept the tenders from the existing AMC vendors, subject to submission of Satisfactory Certificates from the Regional Offices to which such vendors provided services earlier.

The decision of the Bank shall be final and binding on the vendors in the matter of interpretation of any clause included in this tender or any dispute arising out of the execution of tender. Bank can also terminate the tender or AMC without assigning any reason.

The vendors are required to carry out AMC services on site at our all locations (branches / offices). The number of branches per regions is provided in Annexure-C.

**NOTE:** Throughout this tender document, unless it is specified specifically, the word "AMC" refers to both Comprehensive-AMC and Non-Comprehensive AMC.

### 3. Important Details

The following are the important details to be noted:

Tender Reference	<b>No.12/2020-21 dated 13.10.2020</b>	
<b>Tender Cost</b> (Not Refundable)	<b>Rs.3,000/-</b>	Demand Draft favoring Andhra Pradesh Grameena Vikas Bank. <b>MSMEs &amp; NSSIC in relevant trade are exempted</b>
<b>Earnest Money Deposit (EMD)</b> for Supply of UPS and Batteries.	Rs.50,000/-	
<b>Security Deposit*</b> – to be deposited within 14 days of issue of the empanelment	<b>Rs.1,63,580/- (2% of the total of Tender value)</b>	Demand Draft or Bank Guarantee from any commercial bank. This includes the EMD already submitted.
Tender document available from	<b>13.10.2020</b> in Bank's website – <a href="http://www.apgvbank.in">www.apgvbank.in</a>	
Correspondence for any Technical Enquiry (IT Department, Sangareddy)	<b>1. S Siva Prasad -8985922775</b> <b>2. K Srikanth -9010666690</b> <b>3. Email:<a href="mailto:cmit@apgvbank.in">cmit@apgvbank.in</a></b>	
Last date for submission	<b>05/11/2020, 5:30PM</b>	
Mode of receipt of tenders	THROUGH ONLINE AS GIVEN IN THIS DOCUMENT	
Date and time of opening Bids/Offers	On <b>06/11/2020 at 11:30AM</b>	
Address for Communication	The General Manager-IV, ANDHRA PRADESH GRAMEENA VIKAS BANK IT Department, 3 <sup>rd</sup> Floor, Prasanth Nagar, H.No: 5-1-28/4, Bypass Road, Prasanth Nagar, Rajampet, Sangareddy-502001	

**\*Security Deposit of Rs.1,63,580/-** : The total security deposit of Rs.1,63,580/- would be collected from all the empaneled vendors (including L1 and L2 & L3 (if matched with L1 price)) in the approximate proportions as per the order (regions) assigned to the vendors. The submitted DD amount for EMD shall be adjusted towards security deposit for empaneled vendors.

### 4. Modifications or Corrigendum

Any modifications or corrigendum to this tender document that may require after floating this tender shall be uploaded to the same website addresses, i.e., [www.apgvbank.in](http://www.apgvbank.in) and <https://etender.sbion> any day before closure of the tender. The aspiring vendors may visit the websites till the last day of tender for updates.

## **PROCESS OF THE TENDER**

### **5. Bidding Process - ON-LINE E-TENDERING WITH REVERSE AUCTION**

#### **5.1 RFP and Bid Submission**

The bidder shall have to submit the tender **ON-LINE** downloaded either from our website [www.apgvbank.com](http://www.apgvbank.com) or from the following e-procurement portal:

M/s e-Procurement Technologies Ltd.

B-704, Wall Street - II,

Opp. Orient Club, Nr. Gujarat College,

Ahmedabad - 380 006. Gujarat State, India

Phone: +91-79-68136852 | 6863|6835|6829|6831|6853 | Cell: 9081000427 | 9904407997

**Auction Website:** <https://etender.sbi>

The Bank shall not consider any request for date-extension for bid-submission on account of late receiving / downloading of RFP by any bidder. But, however, any suggestion or advice of value addition from the vendors to the tender or rectification of any short comings in tender may entail in issue of Corrigenda before the last date or postpone the tender as the Bank may deem necessary. The Bank's decision for consideration is final.

#### **5.2 Mode of submission of tender – ON-LINE**

Tenders are to be submitted **ON-LINE** by uploading in the portal advised above.

1. **Non-financial /Technical Bid – The documents mentioned in the Technical Bid should be signed on all pages and uploaded. For Tender Fee & Earnest Money Deposit – The DDs should be scanned and uploaded / for exemption, MSME Certificate to be uploaded. Separate DDs should be drawn for Tender Fee and EMD.**
2. **Financial Bid / Price Bids - The price bids (indicative) for the financial bid should be submitted online in the E-Auction web portal. Based on the price bids, a base price will be fixed by the Bank for reverse auction. The price will be further evaluated through reverse auction to arrive L1 rate/vendor.**

#### **5.3 Procedure of opening of tender**

After the last date of submission of the tenders, the Bank will open the technical bids **ON-LINE** and evaluate by verifying the eligibility documents submitted in the portal:

1. The EMD & Tender fee will be verified first. Those **not** submitting the **EMD DD & Tender Fee DD separately (IN ORIGINAL)** to **APGVB** will be rejected ab initio. Vendors with MSME certification in relevant trade shall be exempted from EMD.
2. Other eligibility documents will be verified. Vendors should take **CARE** to submit all the eligibility requirements and it will be at the Bank's discretion to allow or not to allow to ask for any further documents for evaluation.
3. Price bids will be considered for only those vendors who have qualified in the technical verification.

Bank reserves the right to, open or not to open the financial bid of any vendor basing on the acceptance/rejection of non-financial bid and past performance.

#### **5.4 Decision of the Bank shall be final**

The decision of the Bank shall be final and binding on the vendor in the matter of interpretation of any clause included in this tender or any dispute arising out of the execution of tender. Bank can also terminate the tender without assigning any reason.

#### **5.5 Address for submission**

Bids should be submitted ON-LINE to ,  
M/s e-Procurement Technologies Ltd.  
B-704, Wall Street - II,  
Opp. Orient Club, Nr. Gujarat College,  
Ahmedabad - 380 006. Gujarat State, India  
Phone: +91-79-68136852 | 6863|6835|6829|6831|6853 | Cell: 9081000427 | 9904407997

**Auction Website :** <https://etender.sbi>

The tender offer with all necessary documents mentioned are to be submitted on or before **05/11/2020, before 5.30 PM.**

**Contact: For any technical enquiries: K Srikanth – Manager-IT-901066690  
S Siva Prasad – Senior Manager-IT -8985922775**

#### **5.6 Change of Tender date in case of holiday**

In the event of the specified date for bid-submission being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

#### **5.7 Cost of Bidding – Vendor to bear**

The bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **5.8 Late Bids – Rejection**

Tenders cannot be submitted late.

#### **5.9 Withdrawal / Amendment to RFP Contents:**

The bank reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more vendors, or to cancel the process in part or whole. The Bank also reserves the right to amend the RFP at any time prior to the last date for bid-submission. The Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a bidder, modify the RFP contents by amendment. Amendment / Corrigendum will be notified on the Bank's website / portal and will be binding on participating bidders. The Bank shall not be liable for any communication gap. In order to provide prospective bidders, reasonable time to take the amendment into account for preparation of their bid, the Bank may, at its discretion, extend the last date for bid-submission.

#### **5.10 Two Stage Bidding Process**

The bidder will have to submit response to the RFP with the documents mentioned in PART-A and PART-B as mentioned below.

**PART – A - TECHNICAL BID –for Carrying out AMC Services for UPS & Batteries,** should include the relevant supporting papers.

**2. Tender Cost of Rs.3000/- & Earnest Money Deposit of Rs.50,000/-**(Rupees Fifty Thousands only) in the form of two separate Demand Drafts issued by scheduled commercial bank favoring **Andhra Pradesh Grameena Vikas Bank, payable at Warangal,** must be part of the Technical Bid by uploading the scanned DDs.

- PROVISIONS FOR MICRO, SMALL and MEDIUM ENTERPRISES (MSME) and NATIONAL SMALL SCALE INDUSTRIES/CORPORATIONS: - As per Government of India's Public Procurement Policy act 2012, certain benefits will be given for MSME Units and NSSIC. The details are as under:



A) The Public Procurement Policy shall apply to MSMEs registered with District Industries Centers or Khadi Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handloom or any other body specified by Ministry of Micro, Small & Medium Enterprises.

B) **MSMEs and NSSIC are exempted from paying Tender/RFP fee/cost, EMDs. For getting the benefits in case of MSE firms and NSSIC, the firms shall submit relevant documents such as valid registration Certificates and exemption certificate from relevant authorities (Note for Relevant trade/service only).**

**HOWEVER,  
TWO SEPARATE DEMAND DRAFTS FOR TENDER COST & EMD (MSME CERTIFICATE FOR EXEMPTION) SHOULD BE SUBMITTED AT OUR IT-DEPARTMENT, SANGAREDDY BEFORE THE LAST DATE OF SUBMISSION OF THE TENDER ONLINE.**

**Address : ANDHRA PRADESH GRAMEENA VIKAS BANK  
IT Department, 3rd Floor, Prasanth Nagar,  
H.No: 5-1-28/4, Bypass Road, Prasanth Nagar, Rajampet, Sangareddy-502001**

**IF THE DEMAND DRAFTS (MSME CERTIFICATE COPY FOR EXEMPTION) DOES NOT REACH THE APGVB OFFICE SANGAREDDY BEFORE THE LAST DATE AND TIME OF SUBMISSION, THE TENDER SHALL NOT BE CONSIDERED FOR EVALUATION.**

- **Return of Earnest Money Deposit:** The earnest money of the unsuccessful bidders will be returned after entering into contract agreement with successful bidders.
- **Forfeiture of Earnest Money Deposit:** This EMD amount will be forfeited, if the successful bidder refuses to accept the order or having accepted the order fails to carry out his obligation.

### **SECURITY DEPOSIT:**

The EMD of the successful bidder/s will be held by the Bank throughout the contract period of the tender as **Security Deposit**. If the actual security deposit amount is more than the EMD, then the vendor has to submit the DD favouring "Andhra Pradesh Grameena Vikas Bank" for the excess amount. No interest will be payable on the Earnest Money Deposit/Security Deposit.

3. **Technical Bid:** The technical bid should **COMPULSORILY** include acceptance of Terms & Conditions and the following documents, duly filled in, stamped, signed, filed in the seriatim as below and serially numbered.
1. Tender Cost & EMD amount – Two separate Demand Drafts / MSME Certificate in the relevant trade for exemption of EMD & Tender Cost
  2. Annexure – D (Vendors Response / Acceptance Letter)
  3. Annexure – E (Vendors Particulars)
  4. Certificate of Registration copy
  5. Memorandum of Articles of association, Partnership Deed, if any
  6. GST Tax – Registration Copy (Regular or Composite)
  7. Latest Income Tax returns of last 3 years.
  8. Financial Statement/ Turnover Statement of Last 3 Years.
  9. Experience documents / Purchase Orders Copies for servicing & maintenance of UPS & Batteries of Last three years.
  10. Existing AMC vendor of the Bank, should submit the **"Satisfactory Certificate"** from the Regional Offices of the Bank.
  11. List of Service centers & names of Service Engineers along with phone No's
  12. Tender form set including all annexures, duly signed on all pages accepting the terms

& conditions. The document containing alterations, erasures or any handwritten material shall not be considered.

13. Other required documents mentioned elsewhere in this tender document.

**PART – B (COMMERCIAL/PRICE BID) – “Price Bid for AMC Services for UPS & Batteries”**  
consisting of:

1. The vendor should submit quotes in the E-Procurement web-portal. Partial quotes will not be accepted.
2. The Bank expects the bidder to carefully examine all instructions, forms, terms & conditions etc., mentioned in this RFP.
3. The submitted price bid is considered as “Indicative Prices” and basing on these price bids, the Bank decides base price for conduct of reverse auction.

**5.11 Conditional Bid**

Any conditional bid is not valid and shall be summarily rejected

**5.12 Rates quoted to be EXCLUSIVE of all taxes**

The RATES quoted should be **EXCLUSIVE of all Taxes (GST)**. No condition, such as, + GST will be accepted.

However, the quoted rates should be inclusive of all the charges for transportation of service engineers to the site, and all other charges involved in rendering the AMC services at the branches/offices.

**6. BIDDING – THREE STAGES**

**6.1. Bidding – FIRST STAGE of bidding Technical Evaluation**

In the first stage, only the **Technical Bids** will be opened by the “*Tender Opening Committee*”.

**After the technical bids pass the qualification, the Bank may make site visits to the firms, units. The date of opening the COMMERCIAL BID will be informed to the shortlisted vendors.**

**6.2. SECOND STAGE of Bidding – Submission of **Indicative Price Bids** – Base Price & Decrement Value**

In the second stage, **Indicative commercial/price bids** of short-listed, technically qualified bidders shall be opened **ON-LINE** and a Base price will be advised to the E-Procurement agency for further evaluation.

**6.3. THIRD STAGE of Bidding – **REVERSE AUCTION****

In the third stage, **REVERSE AUCTION** shall be conducted for the final rates.

**7. BID FEATURES**

**7.1. Language of the Bid**

All bids and supporting documentation must be in English only.

**7.2. Bid Currency & Price Structure**

Prices shall be expressed in the Indian Rupees only.

**The Prices quoted by the bidders should be:**

- a) **Inclusive of all costs in delivering the services at the branches/offices**
- b) **Inclusive of all costs in shipment of spares and etc.**
- c) **Inclusive of all costs in installation of the spare parts at the location**
- d) **Transportation costs of technicians/engineers**

- e) **All other costs involved in carrying out the services at the branches/offices**
- f) **EXCLUSIVE OF GST**

The Bank shall neither pay any other cost nor consider any other cost apart from approved L-1 rates.

### **7.3. Validity Period**

The Bids shall be **valid for a period of 36 months/THREE years** from the date of entering into rate contract / AGREEMENT. A bid submitted for a shorter period shall be rejected by the Bank as non-responsive.

### **7.4. Format & Signing of Bid**

- (a) The Bank, in case of non-adherence to the Format or partial submission of bid will not evaluate the bid
- (b) Each bid shall be made in the legal name of the bidder
- (c) Each page of it shall be serially numbered, signed and duly stamped by the bidder or a duly authorized person to sign on behalf of the Bidder,
- (d) Any interlineations, erasure or overwriting shall be valid only if these are initialed /authenticated by the person(s) signing the bid.
- (e) Executive(s) representing the bidder should be duly authorized to sign the bid, interacting with the Bank for all sorts of communication.

## **8. BID EVALUATION**

The purpose of bid evaluation is to determine: -

- (a) Reputation of the vendor for quality and reliability;
- (b) Acceptance of terms and conditions
- (c) Service capability of the vendor
- (e) Vendor meeting the qualification criteria as specified in the tender documents;

### **8.1. General Evaluation**

1. The Bank will examine the bids against *Bidder's Eligibility Criteria* mentioned in the RFP.
2. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
3. The Bank may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any other bidder.
4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid against this RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the RFP without material deviations.
5. During evaluation of the bids, the Bank may, at its discretion, ask the bidder for providing clarification on any point mentioned in its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.
6. Commercial bids of only those vendors will be opened, who are technically qualified and fulfil all other requirements as enlisted in the RFP.

### **8.2 Commercial Evaluation, Indicative Prices & Reverse Auction**

1. Commercial bids submitted will be opened only for those bidders, who have qualified in the general and technical evaluation.
2. The vendors are required to submit the **INDICATIVE PRICES** which will be considered for further evaluation through **REVERSE AUCTION**
3. The LOWEST prices arrived at in REVERSE AUCTIONS will be declared as L-1. However, the bank shall be under no obligation to accept the lowest or any other offer received in response to this notice.

## 2. **L1 & Matching/Empanelment of vendors:**

Based on the bids quoted in the reverse auction, the vendors who have quoted low would be ranked in the order L1 (the lowest bidder), L2, L3, L4 etc. The orders will be distributed to the L1 vendor and other Vendors (i.e. L2, L3 only) also, based on their willingness to provide the AMC services at the rates quoted by L1, subject to furnishing a written matching letter to the Bank. If L2 or L3 doesn't give the Matching letter the next higher bidder will be considered (i.e., L4, L5 etc.). The Bank reserves the right to decide the maximum number of Regional Offices (areas) that can be allotted to a single vendor and also reserves the right in allocation of the regions to the vendors.

3. L1, L2 and L3 will be identified among the bidders/vendors who have participated and submitted at least a quote in the Reverse Auction.

## 9. **AWARD NOTIFICATION**

### 9.1 **Change of Address & Contact Details**

The acceptance of a bid, subject to contract, commercial considerations & compliance with all terms and conditions will be communicated in writing by means of placing order at the address supplied by the bidder in its bid. Any change of bidder's address, E-Mail address, Phone Numbers, should therefore be promptly notified to: -

**ANDHRA PRADESH GRAMEENA VIKAS BANK,  
HEAD OFFICE: Warangal, 2-5-8 / 1 RAMNAGAR, HANMAKONDA,  
WARANGAL – 506 001, State : Telangana, PH: 0870 – 2577766**

## 10. **Bidder's Disqualification**

Any bidder not complying with the bidding process is liable for disqualification at any stage without assigning any reason. Decision of the Bank in this regard shall be final, conclusive and binding on the bidder.

## 11. **TERMS AND CONDITIONS**

The Terms and Conditions for vendors who participate in this tender are specified in this tender document and also in the **Annexure-B**. These terms and conditions are binding on all the vendors. These terms and conditions will also form part of the order, to be issued to the successful Bidder(s)/Vendor(s). All the terms and conditions in the tender document should be stamped and signed and attached with the Technical Bid as acceptance of these terms and conditions.

## 12. **NON-TRANSFERABLE OFFER**

This tender document is not transferable. Only the Vendor, who has downloaded the tender document, is entitled to quote/participate.

## 13. **PROPOSAL OWNERSHIP**

The proposal and all supporting documents submitted by the Vendor shall become the property of the Bank.

#### **14. ADDRESS FOR COMMUNICATION**

Bids should be submitted ON-LINE to ,  
M/s e-Procurement Technologies Ltd.  
B-704, Wall Street - II, Opp. Orient Club, Nr. Gujarat College,  
Ahmedabad - 380 006. Gujarat State, India  
Phone: +91-79-68136852 |6863|6835|6829|6831|6853 | Cell: 9081000427 |  
9904407997 (For all technical / web-portal related enquiries)

Auction Website :<https://etender.sbi>

The tender offer with all necessary documents mentioned are to be submitted on or  
before 05/11/2020, before 5.30 PM.

Contact: For any tender related enquires : K Srikanth – Manager-IT- 9010666690  
S Siva Prasad – Senior Manager-IT – 8985922775

For any other communication, the below mentioned official may be contacted.  
Shri L Kiran Kumar, Manager(P&D), Phone: 7901618253  
Andhra Pradesh Grameena Vikas Bank, Head Office, Warangal, H.No.2-5-8/1, Ram  
Nagar, Hanmakonda, Warangal Urban District– 506001 Telangana State

#### **15. MODIFICATION AND WITHDRAWAL OF OFFER**

The Vendors are allowed to withdraw their offers at any time before the last date and time specified for receipt of offers. The vendors should contact E-Procurement agency for guidance to modify/withdraw their offer/bids. However, No offer can be withdrawn by a Vendor after the last date and time specified for submission of offers.

#### **16. PRELIMINARY SCRUTINY**

Offers from Vendors not meeting the qualification criteria shall be rejected.

The Bank will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether any errors have been made in the offer, whether technical documents as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all Vendors and the Bank reserves the right for such waivers.

#### **17. CLARIFICATION ON OFFERS**

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all Vendors for clarifications on the offer made by them. The request for such clarifications and the Vendor response will necessarily be in writing/e-mail.

#### **18. LOCATIONS WHERE AMC SERVICES TO BE RENDERED**

The Head Office of the Bank is floating this tender for AMC services to UPS & Batteries which shall be carried out by the Vendor at various locations (branches & offices) of the Bank. The number of locations under regional offices, is provided in **Annexure-C**. The Bank reserves the right to make changes in the locations/quantity list given to the Vendor.

#### **19. LIABILITIES OF THE BANK**

This tender is not an offer by the Bank, but an invitation for Vendor responses. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Vendor.

## **20. PROPOSAL PROCESS MANAGEMENT**

The Bank reserves the right to accept or reject any/all proposal/ to revise the tender, to request one or more re-submissions or clarifications from one or more Vendors, or to cancel the process in part or whole. No Vendor is obligated to respond to or to continue to respond to the tender. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the tender, subsequent presentation and contract negotiation processes.

**ELIGIBILITY CRITERIA**  
**(AMC SERVICES FOR UPS & BATTERIES)**

**ANNEXURE-A**

The following eligibility laid down by the Bank needs to be ensured / fulfilled by the applicants / vendors before submitting their applications duly filled in.

- The Bidder should have necessary registrations from GOI & Govt. of AP/TG.
- The Bidder should be in the similar line of business of maintenance, Servicing, commissioning of Hardware like UPS & Batteries at least for a continuous period of three years. The bidder should have expertise in executing AMC for UPS & BATTERIES in Public Sector Banks/Private Sector Banks/Government Departments etc. at least for continuous period of three years. They should submit necessary approved documents in support of their claim.
- The Bidder should have proven track record of providing adequate support and service through its branches etc. They should establish Service Centers in the area of bank operations. They should provide Address of the service centers along the names of service engineers.
- The Bidder should not be banned/ black listed / having negative remarks / poor service etc. while dealing with the Public Sector Banks/Private Sector Banks/Government Departments etc.
- The bidders have to submit their financial statements for the **last three years.**
- The minimum turnover should be **Rupees.50 Lakhs** per year during last 3 financial years. The bidders have to submit their turnover statements for the last three years.

General Manager (IV)

**1. Vendor's Response**

Non-furnishing of any responses in the 'response sheet' of technical bid may result in disqualification of the tender. The Bank reserves the right to decide whether or not, to open one or all bids of the vendor/to permit the vendor to participate in the reverse auction without assigning any reason what so ever.

**2. Validity of the Offer**

The offer shall be valid for a period of **THREE YEARS** from the date of awarding the contract / date of entering into the agreement.

**3. Non-Transferable Offer**

This tender document is not transferable. Only the Vendor, who has downloaded the tender document, is entitled to quote/participate.

**4. The EMD/Bid Security may be forfeited**

- a) If bidder withdraws its Bid during the period of Bid Validity
- b) In case of Successful Bidder fails to [enter into contract or](#) accept the Purchase Order
- c) If vendor doesn't comply to the terms & conditions as specified in this tender document.
- d) If vendor's performance is found non-satisfactory.
- e) If vendor fails to comply any terms of RFP or Purchase Order.

**5. Indemnity**

The Vendor shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the Security System supplied by Vendor.

**6. Publicity**

Any publicity by the Vendor in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

**7. Assurance**

The Vendor should provide an assurance, by accepting the Order and by complying with same during execution, that the application /software/ other item that is being supplied is free of malware, free of any obvious bugs and free of any covert channels in the code of the version of the application, at the time of delivery of programs/codes/items as well during as any subsequent versions/modifications done to the supplied programs/codes.

**8. Confidentiality**

The Parties shall observe the strictest confidentiality in respect of all matters relating to the implementation of this tender. All the information under this tender will be treated as confidential and shall not be disclosed to any third party unless otherwise agreed by the non-disclosing party. Nothing in this tender shall however be deemed to prohibit disclosure of any confidential information required under law, under a court order or by any regulatory or governmental authority. The obligation to maintain secrecy shall survive the termination of the agreement.

**9. Information Security**

The Vendor shall represent and warrant that it has developed, implemented and will maintain effective information security policies and procedures that include administrative, technical and physical safeguards designed to (1) ensure the security and confidentiality of confidential information provided to the Vendor hereunder, (2) protect against anticipated threats or hazards to the security or integrity of such confidential information; and (3) protect against



unauthorized access or use of such confidential information. The Vendor represents and warrants that its collection, access, use, storage, disposal and disclosure of information does and will comply with all applicable privacy and data protection laws, as well as all other applicable regulations and directives.

The Vendor shall agree to notify the Bank within two (2) business days in writing of any discovery by the Vendor of any breach or suspected breach of the provisions of this Tender or any loss or unauthorized use, disclosure, acquisition of or access to any Bank's Confidential Information and/or bank's business systems of which the Vendor becomes aware. The Vendor shall promptly take all appropriate or legally required corrective actions, and shall cooperate fully with Bank in all reasonable and lawful efforts to prevent, mitigate or rectify such Data Breach.

#### **10. Force Majeure**

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, i.e. Force Majeure.

For the purpose of this clause, Force Majeure shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period/s not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of the Bank shall be final and binding on the Vendor.

#### **11. Resolution of Disputes**

The Bank and the Vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Warangal or Hyderabad.

During the period of dispute each party shall continue its obligations under this tender.

## **12. Black listed / Financial disputes with APGVB**

Vendors who are black listed by any organization or Bank or those vendors having financial disputes with APGV Bank are not eligible for participation in the tender process.

### **OTHER TERMS & CONDITIONS**

1. Vendor has to provide service of maintaining UPS & Batteries including topping up distilled water, Greasing, Cleaning of batteries, Gravity testing and make the system workable without any extra charges.
2. Vendor has to record the voltages of Raw power & regulated/UPS power during every visit made to the branch and report the same in the call report. Earthing voltages must be recorded by the vendor in the visit / call report.
3. Vendor should have service centers in the area of operation of the bank. Vendor should establish service center in the regions awarded/allocated to them.
4. Vendor has to provide service for uninstallation and installation of batteries and UPS during shifting of any branches/RO/HO or installation of standby units shifted from RO/HO/Branches without any extra charges. However, the bank will take care of charges if any transportation is required.
5. Vendors have to maintain the necessary spares / equipment's as indicated in **Annexure-I** at the specified branches/offices of the Regional Office & at Head Office to replace the UPS/Batteries which could not be repaired within 24 hours.
6. Sufficient stock of critical sub-assemblies/peripherals like Mother Board, control cards, SMPS chargers, Display Boards, Filter Boards, Fuses etc., should be maintained at the Regional Offices / Sites which are identified by the Bank.
7. Comprehensive-AMC should cover the service with spare parts except consumable like batteries.
8. One technically qualified Service Engineer is to be placed exclusively per each Regional Office to serve our branches/offices only and report to and operate from a branch/office in the Region designated by the Bank. The engineer should be exclusive and dedicated to the Bank only. The engineer must be provided with cell phone in order to remain accessible to other branches located in the peripheral areas outside office hours. The AMC services should be provided only by their own and qualified engineers and not through franchises.
9. The AMC vendor has to make arrangements to attend the problems and also monitor the calls of the respective branches/office Regional office and report to the Senior Manager (Admin) or PO-IT of that particular region daily through mail. The bank reserves the right to require the AMC Company to change the engineer whenever required depending on the nature of service to be provided or when it is found that the performance of such engineer(s) is not up to the mark.

10. **UPS equipment which is presently under warranty of the original vendor and is in use at the branches/offices, is also to be maintained by AMC vendor under Comprehensive-AMC as and when the warranty by the original vendor expires. This is applicable for the future procurement also.**
11. **Preventive maintenance is to be carried out at least once in a quarter and it is pre-requisite for payment of AMC charges apart from attending to the usual trouble shooting calls. The vendor should submit visit reports of all branches to the PO(IT)/Regional Office quarterly.**
12. For Comprehensive AMC: A minimum uptime of 99% for UPS & Batteries should be maintained. The downtime at a branch/ site will be calculated as the period an item was not working out of the total working time over a full quarter. For calculating downtime, a quarter is taken as 72 days (Excluding Sundays & Second/Fourth Saturdays), working hours from Monday to Saturday taken at 7 hours per day. The amount deductible from the AMC charges payable quarterly for the down time will be as per the worksheet provided in **Annexure-G** of this document for the purpose.

**Down Time Norms**

<b>Efficiency</b>	<b>Rate of Penalty</b>
>=99%	Nil
>=98% to <99%	5%
>=97% to <98%	10%
>=96% to <97%	15%
>=95% to <96%	20%
>=90% to <95%	25%
<90%	100%

13. For Non-Comprehensive AMC: The vendor should place stand-by UPS as and when existing under-warranty UPS go faulty. The delay in placement of Standby UPS unit for more than 24-hours will attract penalty of 5% of the AMC payment to that particular branch/office per each day, with a cumulative ceiling of 20%.
14. The cost of the distilled water is to be borne by the vendor itself.
15. The following penalty charges will be levied and deducted from the quarterly payments due to the vendor in case of defaults.
- Non-storage of critical spares at all time – 10% of aggregate AMC amount payable.
  - Non – adherence to downtime norms specified
  - No AMC amount will be paid if preventive maintenance is not done to UPS & Batteries of that particular branch/office.

16. **Penalty for Non-Visiting of any branch/office for carrying out Preventive Maintenance:** In addition to non-payment of AMC charges for not carrying out Preventive Maintenance at branches / offices, the Vendor will be subjected to the penalty also. This penalty is applicable if vendor doesn't carry out preventive maintenance to UPS & Batteries at least once in a quarter. A penalty of 1% of the total AMC amount payable for that particular quarter is applicable for each branch where preventive maintenance is not done in a quarter.
17. Under Comprehensive-AMC, Non- Serviceable / non available components and sub-assemblies should be replaced / upgraded at no additional cost to the Bank.
18. Field upgrading, if any, decided by the Bank should be done and supported by the service personnel, spare parts for which may be sourced by the Bank either from the vendor himself or by the alternative arrangements at Bank's discretion.
19. Under Comprehensive-AMC, if any item could not be repaired or restored to satisfactory working condition within 24 hours and needs to be serviced off-site, a standby of similar make / model must be provided at no extra cost to the Bank.
20. The actual quantity of hardware and the AMC amount payable depends on the hardware in use at the branches / offices. The AMC amount will be paid by the Regional Office concerned on a quarterly basis, in arrears, after adjusting for penalty, if any, as per the rates quoted by the L1 (lowest quote) vendor
21. Vendors are required to enter into a formal Annual Maintenance Contract Agreement with us /ROs on the Banks's Standard format.
22. The Bank reserves the right to terminate the AMC with the vendors, at any time if their performance is not satisfactory during any quarter. In such an event, the vendor should ensure restoration of all the spares taken away for repairs to branches concerned, duly repaired.
23. The Bank reserves the right to a) enter into separate AMC b) modify the composition of Regional Office and allot the branches to more than one vendor if found unavoidable and c) reject any offer, without assigning any reason, based on responses submitted by the vendors.
24. Bank reserves rights to impound EMD amount if the vendor differs the Agreement terms.

25. The rates quoted by the vendor shall be exclusive of GST but inclusive of all components for carrying out the AMC as set out in the Terms and Conditions including spares to be maintained and the remuneration to be paid to the engineers etc. In case the Bank is of the opinion that the rates quoted by any tenderer is not realistic, the Bank reserves the right to call for a detailed assessment and working chart on the basis of which the rates have been quoted and also reserves the right to disqualify the tender if no such calculation / assessment is furnished or the same is not satisfactory.

<p><b>Date :</b> _____/_____/2020 <b>Place :</b> _____</p>	<p>I/we have read and understood the RFP as detailed in the above pages right from the Introduction, Scope of work, requirements, Bidding Process, Terms &amp; Conditions, Payment Terms, EMD, Penalty, the Force Majeure clause &amp; Resolution of disputes. I/We submit the technical bid and financial bid offers in the prescribed formats as per terms &amp; conditions in the RFP.</p> <p>_____</p> <p><b>Seal of the bidder &amp; Signature</b></p>
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**REGION WISE BRANCHES COUNT FOR DELIVERY & INSTALLATION**

<b>S. No.</b>	<b>Name of the Region</b>	<b>State</b>	<b>No of Branches (Including Regional Office)</b>
1	SRIKAKULAM	AP	71
2	VIZIANGARAM	AP	69
3	VISAKHAPATNAM@	AP	79
4	PARVATHIPURAM	AP	59
5	KHAMMAM	TS	73
6	BHADRACHALAM	TS	68
7	NALGONDA	TS	80
8	WARANGAL#	TS	77
9	MAHABUBNAGR	TS	74
10	SANGAREDDY^	TS	74
11	ASHOKNAGAR*@	TS	66
		<b>TOTAL</b>	<b>790</b>

@ Including RASMECC

# Including Head Office

\*Including LCPC/FIC

^Including IT Dept& SLC

Please do visit our website [www.apgvbank.in](http://www.apgvbank.in) to know about our branches information.

**VENDORS' RESPONSE**      **ANNEXURE -D**

(Tender Offer Acceptance Letter to be printed on Vendor's letter head)

Date: \_\_\_/\_\_\_/2020

To,  
General Manager-IV  
Andhra Pradesh Grameena Vikas Bank.

Dear Sir,

**Tender Ref. No: 12/2020-21 dated 13/10/2020**

Having examined the tender documents including all annexures, the receipt of which is hereby duly acknowledged. We, the undersigned, offer to provide AMC services for UPS & Batteries at various branches / offices of the Bank in conformity with the said tender documents. We accept all the terms & conditions of this tender.

S. No	Parameter	Vendors' Response Yes/No
1	We are agreeable to all the terms and conditions expressed by the Bank	
2	We are agreeable to the payment norms of the Bank	
3	We are registered under GST Number	
4	We are having a minimum 3 years of experience in this field having AMC of UPS & Batteries to public sector/private sector Banks/ Government Departments/reputed companies. Opinion letters are to be submitted.	
5	We have the minimum turnover of <b>Rupees. 50 Lakhs</b> per year during last three financial years	
6	We have service outlets in the Bank's area of operation	
7	We are agreeable to place one qualified service engineer in the sites (each RO/ and other locations as decided by the Bank).	
8	We are agreeable to the penalty clause & EMD forfeiture clause expressed by the Bank	
9	We are ready to support the branches/offices of the Bank out of working hours of the Bank / Vendor.	
10	We accept to maintain required number of spares as specified in this tender document (including annexures), per region and to stock exclusively for the branches/offices of the RO/HO/IT Dept/Other Offices etc.	
11	We are ready to maintain the batteries by filling with distilled water.	

We agree to abide by this tender offer for three years from the date of opening of Technical Bid/Offer or from the date of agreement and our offer shall remain binding upon us.

We agree to bear expenditure for entering into agreement if empaneled. The stamp charges will be borne by us.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written offer thereof and the Bank's notification of award, shall constitute a binding contract between us. We confirm that, we have **not** made any changes in the tender documents downloaded, except for filling in appropriate columns.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2020

Signature & Stamp: \_\_\_\_\_ (In the Capacity of)

Name: \_\_\_\_\_

Email ID: \_\_\_\_\_

Duly authorized to sign the offer for and on behalf of M/s \_\_\_\_\_

**ANNEXURE – E****VENDORS' PARTICULARS****TENDER FOR AMC SERVICES FOR UPS & BATTERIES**

(Ref: Tender Notice No.12/2020-21 dated 13/10/2020)

(PLEASE FILL UP ALL THE COLUMNS LEGIBLY)

S. No	Specifications	Particulars
1	<b>Name of the Unit/Firm</b> with full address with Telephone / Mobile/ FAX. No's /Email Address etc.,	
	Administrative Office :	Email: Mobile:
	Factory Address:	
	Whether ISO certified / IBA/RBI/SBI/approved Unit (if so, enclose copy of relative certificate issued)	
2	<b>CONSTITUTION</b> (Enclose evidence like Certificate of Commencement of Business / memorandum of Articles of Association/ Partnership Deed Etc.)	a) Proprietary /Partnership /Private/ Limited/ Public Ltd. Company/Co-op Society (Delete inapplicable)
		b) SSI Registration No./Trade License No. (Enclose Copy of Certificate)  Date valid upto: _____/_____/_____
3	<b>Year of Establishment/</b> Experience in line of activity: (Please see Form-I Eligibility criteria for category wise minimum length if experience required)	Year of establishment: _____  Experience in years of the Proprietor / partner/ Director of the unit : _____years
4	Name of the Proprietor/ Mg. Partner /Mg. Director etc.	



5	Name and addresses of the Bankers / Phone Numbers	BANK: BRANCH: A/c No: IFSCode:
6	Whether registered for <b>GST</b> purposes (Mention No. & Date and furnish copies)	GSTNo: _____
7	Whether an Assesse of Income Tax (Enclose copies of IT Return for the last 3 years with all enclosures)	PAN No: _____ GSTIN No: _____
8	<b>Annual Turnover</b> for the last 3 years (Balance Sheets to be enclosed)  If 2019-20 is not audited, then they need to provide previous 3 Years Financial Statements i.e, 2016-17, 2017-18 & 2018-19	Rs. in lakhs
		Financial Year 2016-17Rs. _____ Financial Year 2017-18Rs. _____ Financial Year 2018-19Rs. _____ Financial Year 2019-20Rs. _____
9	Names of Institutions/ Govt, Agencies / Banks, reputed companies etc., to whom your unit is executing works and maintained their against the turnover in the last year	You may submit EMPANELMENT LETTER / AGREEMENT COPY
10	Were you <b>removed / blacklisted</b> at any time in any Bank / Govt. organization?  If yes mention details	YES /NO _____

### **COMPLIANCE STATEMENT**

**Declaration:**

We hereby undertake and agree by all the terms and conditions stipulated by the Bank in the **RFP/Tender Document (and Annexures)**, and those specified in the Bank's website, [www.apgvbank.in](http://www.apgvbank.in).

PLACE:

DATE: \_\_\_\_\_/\_\_\_\_\_/2020

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**STAMP & SIGNATURE OF THE AUTHORIZED OFFICIAL OF THE COMPANY**

**FINANCIAL BID**  
**TENDER FOR AMC OF UPS & BATTERIES**

To,  
The General Manager-IV  
Andhra Pradesh Grameena Vikas Bank.

Sir,  
I/We have read the RFP and fully understood the scope of the work, Terms & Conditions and quote the rates for AMC of UPS & BATTERIES as required in the Tender No.:12/2020-21 dated 13.10.2020.

COMPREHENSIVE AMC : WHERE UPS IS NOT UNDER WARRANTY						
Sno.	Unit Name	A:Quantity of Units	No of Batteries per UPS unit	B: Quote for AMC per Unit (UPS & Batteries combinedly) in Rs.	C: Net Price in Rs. (=AxB)	Remarks
1	3KVA UPS	669	8- Batteries per unit			The vendor should undertake Comprehensive-AMC for both UPS & Batteries.
2	5KVA UPS	6	10 to 16 Batteries per unit			
NON-COMPREHENSIVE AMC : WHERE UPS IS UNDER WARRANTY						
3	3KVA UPS	102	8- Batteries per unit			The vendor should undertake Non-Comprehensive AMC for both UPS & Batteries.
4	5KVA UPS	13	10 to 16 Batteries per unit			
<b>TOTAL PRICE BID</b>						-----

\*The rates quoted for the above items are **exclusive of GST**, but inclusive of all other charges like transportation, engineers' expenses, spare parts, repairs, packing and all other expenditure as required to render the work.

We agree/understand that:

- 1) The quantity mentioned above is only indicative and is mentioned for the purpose of arriving at the lowest quote.
- 2) The actual quantity depends on the hardware in use at the branches under the Regional Office.
- 3) The work to be rendered at the branches/offices are spread over Telangana and Andhra Pradesh.
- 4) We accept all other terms & conditions set out in this tender document.

**5) "TOTAL PRICE BID" will be considered for reverse auction.**

Date: \_\_\_\_/\_\_\_\_/2020

Place: \_\_\_\_\_

\_\_\_\_\_  
Signature of the authorized signatory of the company

**SAMPLE CALCULATION OF DOWNTIME PENALTY  
UNDER COMPREHENSIVE-AMC**

**Assumptions taken into consideration:**

A Quarter is taken as 72 days (Excluding Sundays & Second Saturdays).  
Working hours from Monday to Saturday taken at 7 hours per day.  
Penalty amount is to be rounded off to the nearest rupee.

**Example: 1**

Suppose if a UPS/Battery is down for 20 hours in a quarter, the computation of penalty for downtime is as under:

AMC amount for UPS & Batteries per quarter (Rs. 5,500/- / 4) is Rs. 1,375/-  
(Assuming Rs. 5,500/- is the AMC value agreed upon for UPS & Batteries.)

Total working hours in a quarter (for 72 days) @7 hours per day is 504 hrs  
Penalty to be levied for the down time of 20 hours i.e, 96.03% efficiency

$$\text{Calculation :- } ((504-20)*100)/504 = 96.03\%$$

Penalty is 15% net payable for that particular branch i.e., Rs: 206/-

$$\text{Calculation :- } 1375 * 15\% = \text{Rs.206/-}$$

**Net AMC amount payable for that particular branch = Rs. 1,375/- - Rs. 206/- = Rs.1,169/-**

As illustrated above, the penalty to be levied is calculated for each branch separately and is deducted from the AMC amount payable for that branch.

**REGION WISE HARDWARE PARTICULARS FOR INFORMATION TO THE VENDOR**

RO	COMPREHENSIVE-AMC : UPS OUT OF WARRANTY		NON-COMPREHENSIVE AMC : UPS UNDER WARRANTY	
	5KVA Out of warranty	3KVA Out of warranty	3KVA-Warranty	5KVA-Warranty
Ashoknagar	1	57	6	2
Bhadrachalam	1	54	12	1
Khammam	0	56	15	2
Mahabubnagar	1	62	11	0
Nalgonda	1	70	9	0
Parvathipuram	1	46	12	0
Sangareddy	0	63	8	3
Srikakulam	0	58	12	1
Visakhapatnam	1	71	7	0
Vizianagaram	0	61	6	2
Warangal	0	71	4	2
TOTALS	6	669	102	13

**Note : The quantity mentioned above may have variance from -20% to +20%.**

**SPARE PARTS TO BE MAINTAINED PER REGIONAL OFFICE**

S.No	Item Name	Number
1	3KVA-UPS	3
2	5KVA-UPS	1
3	Control Cards	10
4	Fuses	10
5	SMPS charger	10
6	Display Board	10
7	Filter board	10
8	Charger card	10
9	Mother Board	5

The vendors are required to maintain above mentioned spares at the Regional Offices