



CENTRAL BANK OF INDIA

TENDER

for

ALL INDIA YEARLY RATE CONTRACT for
Supply, Installation, Testing and Commissioning (SITC)

Of

UPS & Batteries

For various branches & offices of

Central Bank of India

Tender Reference Number: - CO/BSD/Electrical/UPS/2022-23/



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NOTICE INVITING TENDER (NIT)

Subject :- Tender of All India Yearly(2022-23) Rate Contract for Supply, Installation, Testing & Commissioning (SITC) of UPS System and batteries for various branches & offices of Central Bank of India.

Dear Sirs,

Central Bank Of India invites sealed tender offers technical & commercial offer from eligible vendors (as per pre-qualification criteria), on ALL INDIA RATE CONTRACT basis for Supply, Installation, Testing and Commissioning of UPS system and Batteries .

The tender document is enclosed in this tender form and further details are given below:-

S. No.	Particular	Description
1.	Tender Reference No.	CO/BSD/DITElectt/UPS/YR-2021-22
2.	Client	Central bank of India BSD, 16 th Floor, Central Office, Central Bank of India, Chandar Mukhi Building, Nariman Point, Mumbai – 400 021 Tele :- (022) 67123640
3.	Contact:	AGM-Electrical ,DIT
4.	Scope of Work	Supply, Installation, Testing & Commissioning of UPS System & Batteries .
5.	Area Under Scope of Work	Bank Branch & Offices located anywhere in India
6.	Completion Period	2 weeks / 14 Days from the date of Release of Order Including Holidays
7.	Defect Liability Period/Warranty	24 Months from the date of installation
8.	Date of Release of NIT	15.06.22
9.	Last Date for Queries / Seeking Clarifications (if any)	22.06.22
10.	Pre-Bid Meeting	28.06.22
11.	Pre-Bid Meeting Address	16 th floor Chandermukhi
12.	Tender Document Availability	On Bank's Official Website www.centralbankofindia.co.in
13.	Tender fee (nonrefundable)	Rs.2,000/- In form of Demand Draft (DD) of Nationalized Bank to be drawn in favor of "Central Bank of India" payable at Mumbai
14.	Last Date and Time for receipts of Tenders	06.07.2022 upto 3pm
15.	Date & Time of Opening of Technical Bid	To be intimated later
16.	Date & Time of Opening of Commercial Bid	To be intimated later
17.	Address for Tender Submission	BSD, 16 th Floor, Central Office, Central Bank of India, Chandar Mukhi Building, Nariman Point, Mumbai – 400 021 Tele :- (022) 67123640
18.	Address for Communication	Asst. General Manager - Electrical, 16 th floor Chandermukhi Nariman Point – 400 021- ph. :022-26713640/66387564

Signature of Vendor / Authorised Person With Rubber Stamp

IEM Details :

Bank has appointed Independent External Monitors (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:

- Sri Trivikram Nath Tiwari [mail: trivikramnt@yahoo.co.in]
- Sri Jagdip Narayan Singh [mail: jagadipsingh@yahoo.com]

Instructions for bidders

Tenders, which do not fulfill all or any of the above condition and conditions mentioned in the tender documents or are incomplete in any respect, are liable to be rejected.

Any discrepancies, omissions, ambiguities in the tender documents for any doubts as to their meaning should be reported in writing to the office of AGM-Electrical, who will review the questions and where information sought is not clearly indicated or specified, the s will issue a clarifications to all the tenderers, which will become part of the contract documents.

Tenderers are requested to make themselves familiar with the work conditions/areas before submitting the tenders.

Bank reserves the right to divide and distribute the work section wise and item wise. This may please be noted by the Tenderer. In such cases the decision will be solely at the discretion of Bank, including that of assignment of works. Tenderers are advised to ensure strict observance of commercial aspect of this tender and also of the following points: -

Date of Commencement: IMMEDIATELY on awarding the work

01. Time of Completion: -

- a. **14 Days** from the date of issue of letter of intent / Purchase order including holidays.
- b. The onus of co-ordination with other agencies for any disciplines in services or works will lie on the tenderer.
- c. It may please be noted that all documents that comprise the tender documents should be signed and sealed by the tenderer.
- d. No part of the bill of quantities or drawings (if any) should be deleted.
- e. The electrical power required for site preparation work would be arranged by **Bank** at a particular point and the Vendors have to make their own arrangements for tapping the supply at desired points as required.
- f. **Validity period of offer:** The Tender shall remain open for acceptance for **120 days** from the date of opening of price bids.
- g. **Liquidated damages 0.5%** (Zero Point Five) of the contract / bill amount per week or part there or subject to maximum of **10%** of the Contract / Bill amount.
- h. **Defects Liability Period: 24 months warranty** from the date of (satisfactory installation/commissioning of the system) certified by Bank.

The successful tenderers will enter into an agreement with the Bank as per the standard format within next 10 days on receipt of Letter of Acceptance of tender from Bank.

Technical Specifications, Terms and Conditions and various format and proforma for submitting the tender offer are described in the tender document and its Annexures.

We hope you will positively participate in the tender and submit your most competitive offer.

Thanking you,

Signature of Vendor / Authorised Person With Rubber Stamp



ELIGIBILITY CRITERIA

Pre-Qualifying Criteria (Mandatory Requirements) for UPS Vendor

S.N.	Qualification Criteria	Documents Required
1	The Vendor should be Indian manufacturer (OEM) or sole representative of foreign firm in India with at least one manufacturing plant(OWN) for UPS in India(Compliant with make in India)	Copy of document proof to be enclosed in this regard.
2	The Vendor shall have URL / ISO 9001:2000 or latest certifications for Online UPS systems (manufacturing, sales, service), ERTL / ETDC tests certified	Copy of Certificates to be enclosed in this regard
3	The minimum average annual turnover of the Vendor shall be Rs60 crores e in last 3 financial years (FY 2019-20, 2020-21, 2021-22) .	Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
4	The vendor shall have executed at least one all India Rate Contract with PSU Bank or GOI depts. .or large private Bank.	Copy of document proof to be enclosed in this regard.
5	The vendor should be in business for more than 7 years.	Copy of document proof to be enclosed in this regard.
6	The Vendor shall have pan India presence (office/franchise) in all ZO's / RO's as per attached List of ZO's / RO's & MAP its offices/franchise .	Address with contact persons to be enclosed in this regard as per enclosed format.

Signature of Vendor / Authorised Person With Rubber Stamp



Tenders, which do not fulfill all or any of the above condition and conditions mentioned in the tender documents or are incomplete in any respect, are liable to be rejected.

Any discrepancies, omissions, ambiguities in the tender documents for any doubts as to their meaning should be reported in writing to the office of AGM-Electrical, who will review the questions and where information sought is not clearly indicated or specified, the s will issue a clarifications to all the tenderers, which will become part of the contract documents.

Tenderers are requested to make themselves familiar with the work conditions/areas before submitting the tenders.

Bank reserves the right to divide and distribute the work section wise and item wise. This may please be noted by the Tenderer. In such cases the decision will be solely at the discretion of Bank, including that of assignment of works. Tenderers are advised to ensure strict observance of commercial aspect of this tender and also of the following points: -

Date of Commencement: IMMEDIATELY on awarding the work

01. Time of Completion: -

- a. **14 Days** from the date of issue of letter of intent / Purchase order including holidays.
- b. The onus of co-ordination with other agencies for any disciplines in services or works will lie on the tenderer.
- c. It may please be noted that all documents that comprise the tender documents should be signed and sealed by the tenderer.
- d. No part of the bill of quantities or drawings (if any) should be deleted.
- e. The electrical power required for site preparation work would be arranged by **Bank** at a particular point and the Vendors have to make their own arrangements for tapping the supply at desired points as required.
- f. **Validity period of offer:** The Tender shall remain open for acceptance for **120 days** from the date of opening of price bids.
- g. **Liquidated damages 0.5%** (Zero Point Five) of the contract / bill amount per week or part there or subject to maximum of **10%** of the Contract / Bill amount.
- h. **Defects Liability Period: 24 months warranty** from the date of “**Virtual Completion**”(satisfactory installation/commissioning of the system) certified by Bank.

The successful tenderers will enter into an agreement with the Bank as per the standard format within next 10 days on receipt of Letter of Acceptance of tender from Bank.

Technical Specifications, Terms and Conditions and various format and proforma for submitting the tender offer are described in the tender document and its Annexures.

We hope you will positively participate in the tender and submit your most competitive offer.

Thanking you,

Asst. General Manager – Electrical
BSD DIT , Central Bank of India, Central Office, Mumbai

Signature of Vendor / Authorised Person With Rubber Stamp



INSTRUCTIONS FOR BIDDERS

1. Schedules of the Tender

This tender comprises of following schedule.

Scheduler Number	Name of Schedule	Scope
I	UPS System & Batteries	Supply, Installation, Testing & Commissioning

It is mandatory for the vendor to quote complete price bid in the format For all the schedules. Incomplete offers are liable for rejection without assigning any reason thereof.

The vendor must ensure that with all products as specified and offered in the above schedules, it is in a position to create the integrated system and successfully install and commission so as to provide a complete, successful, cost-effective and efficient solution.

2. Terms and Conditions

Terms and conditions for vendors who participate in the tender are specified in the section called "Terms and Conditions". These terms and conditions will be binding on all the vendors. These terms and conditions will also form a part of the purchase order.

3. Offer validity Period

The offer should hold good for a period upto 120 days from the date of opening of Commercial Bid.

4. Address of Communication

Offers should be addressed to:

AGM (Elect)
BSD/DIT, Central Bank of India,
Central Office, Mumbai

5. Opening of Offers by Central Bank of India

Technical Tenders of the Vendors will be opened on the Date of opening of Tender or as intimated .
Commercial Tender Offers of the successful vendors will be opened on the specified date to be decided by the Bank./intimated to vendors.

6. Preliminary Scrutiny

Central Bank of India will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

Central Bank of India may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and Central Bank of India reserves the right for such waivers.

Signature of Vendor / Authorised Person With Rubber Stamp



7. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Central Bank of India may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

8. No Commitment to Accept Lowest or Any Tender

Central Bank of India shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers. Central Bank of India reserves the right to make any changes in the terms and conditions of purchase. Central Bank of India will not be obliged to meet and have discussions with any tenderer, and or to listen to any representations.

9. Make and Models of the equipment

It is mandatory to provide make, model and part number of all equipment in confirmation to the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. The Bank at its discretion may get random technical evaluation or testing of the system.

10. Alternative offers

Each offer should specify only a single solution, which is cost-effective and meets the tender specifications, and should not include alternatives.

11. Location

This tender is being floated by Central Bank of India, Central Office, and Mumbai. The UPS system being procured through this tender shall be installed and commissioned by the vendor getting the order, for various offices/branches located all over India. Bank may shift the UPS to any other place as per requirement and the vendor has to continue warranty at the new place.

12. Costs & Currency

The composite offer price in bid must be made in Indian Rupees only, including the following:
Cost of the UPS system.

- i. Installation, Testing and commissioning charges excluding Taxes and local levies.
- ii. Minimum of 24 months comprehensive on-site warranty covering all parts & labor for both UPS and Batteries. This period will start from the date of installation and acceptance of all the goods by Central Bank of India. Satisfactory commissioning of the system.
- iii. Transportation and Forwarding charges to the site.
- iv. Insurance to cover equipment up to installation of equipment at Central Bank Of India at site and handing it over to the Central Bank Of India.
- v. The vendor to quote the firm price for UPS System for a period of contract one year or if extended by mutual agreement for further one year.
- vi. All costs should be given in Figures and Words.

13. Billing

The billing should be done in the respective branches. Taxes should be separately mentioned in the Invoice (GST) with the relevant HSN code.

14. The vendor shall quote price as under:

The commercial offer shall be on a fixed price basis where unit price should be inclusive of all taxes, the product has to be compliant to make in India. No price variation relating to increases in Component price, lead price, customs duty, excise tax, dollar price variation etc. will be permitted THEREAFTER during the tenancy of the contract that is for one (12 months) year from the date of order / rate agreement. **However for batteries the rate shall be LME based ,reviewable after quarterly interval .**

14. Negotiation and Splitting. -

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest.

15. Right to Alter Quantities

Central Bank of India reserves the right to decide the quantity of UPS specified in the tenders. Central Bank of India also reserves the right to delete one or more items from the list of items specified in tender.

16. Right to place order other than L1 vendor:

Bank reserves the right to place the order of UPS systems / batteries with the entire technically qualified vendor agreeing to the lowest rates negotiated by the Bank under the same terms and conditions for a period up to 12 months from date of finalization. And extendable for further one year at bank's discretion.

1. OEM shall stand guarantee that in case, the channel partner fails to provide the necessary services as per the RFP, OEM shall provide standard warranty on the equipment supplied against the contract. The warranty period and inclusion / exclusion of parts in the warranty shall remain same as defined in the contract issued to their channel partner against this tender enquiry.

2. The bidder needs to submit a copy of agreement with OEM for back to back arrangement for critical support and spares as per the format of MAF attached in the Tender document.

3. BANK reserves the right to counter check any of the supporting documents directly from the respective client for their authenticity.



TERMS AND CONDITIONS OF THE TENDER

1. Technical Inspection and Performance Evaluation -

Central Bank of India reserves its right to carry out a technical inspection and performance evaluation (bench - marking) of product offered by short-listed vendors.

2. The Bank reserves the right to place the order on need basis.

3. Payment Terms

Central Bank Of India will make payment as follows:

The payment shall be made at respective branches/Regional offices / place of installation on successful installation & commissioning

➤ For SITC of UPS System:

- **95% Payment shall be released within 2 weeks / 14 days after successful Supply, installation, Testing & commissioning along with complete acceptance by the user / client at site & submission of all necessary documents like Invoice, Warranty certificate, Operation Manual, etc. The bidder is required to obtain user acceptance for specified power backup. The bidder is required to submit a copy of user acceptance to the designated Authority along with the invoice.**
- Balance 5% Retention payment may be released after completion of guarantee period of 2 years subject to satisfactory working of the UPS /battery and the after sales service.
- Consolidated BG may be kept at RO/ZO for retention money instead of having several BG's at individual Branch against retention .

4. Delivery, Installation, Testing and Commissioning (SITC)

The Vendor shall be responsible for delivery and installation as given below at all the sites and for making them fully operational at no additional charge **within 2 weeks / 14 days including holiday from the date of acceptance of the purchase order.**

If the vendor fails to deliver and /or install all the equipment ordered within the stipulated time schedule or by the date extended by Central Bank of India, it will be a breach of contract. In the event of Central Bank Of India agreeing to extend the date of delivery at the request of vendor, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Central Bank Of India before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract.

Appropriate insurance to cover the equipment for the transit period and till the time of its acceptance by Central Bank of India at the respective site is to be taken by the vendor.

5. Completeness of Installation

The installation will be deemed as incomplete if any component of the UPS System / Machine or any documentation / media is not delivered or is delivered but not installed and / or not operational or not acceptable to Central Bank Of India after acceptance testing / examination.

In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

6. Order Cancellation

Central Bank of India reserves its right to cancel the order in the event of one or more of the following situations:

- 1.Delay in delivery beyond the specified period for delivery.
- 2.Delay in installation beyond 06 weeks from the date of acceptance of purchase order.
- 3.Serious discrepancy /damage in UPS system / machine noticed during the pre-dispatch factory inspection/on receipt of material on site.

7. Acceptance Tests

At the discretion of Central Bank of India, acceptance test will be conducted by the vendor at the site in the presence of the officials of Central Bank of India and/or its nominated s. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by Central Bank of India for carrying out this acceptance test. Central Bank of India will take over the system on successful completion of the above acceptance test.

8. Warranty

The offer must include **a 24 months comprehensive on-site warranty from the date of installation and acceptance of the system by Central Bank of India.** The warranty will start only after complete satisfactory installation of equipment/.UPS system to bank's satisfaction.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc./confirmation to technical specifications as in the tender. covered by the tender. Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, vendor shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Central Bank of India.

Penalty for delay

For any delay in installation and commissioning of the UPS System, Central Bank of India will charge penalty @ 0.5% of the Contract / Bill amount per week or part thereof, subject to a maximum of 10% of the Contract / Bill amount.

• Indemnity

Vendor shall indemnify, protect and save Central Bank Of India against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware/software/network equipment etc. supplied by him.

- **Confidentiality clause**

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 Central Bank of India. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by Central Bank of India. Further, Central Bank of India shall have right to regulate Bidder staff

- **Publicity**

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

- **Guarantees**

Vendor should guarantee that the systems delivered to Central Bank Of India are brand new, including all components.

- **Force Majeure**

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts-of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Central Bank Of India in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify Central Bank Of India in writing of such conditions and the cause thereof within twenty calendar days. Unless othen/vise directed by Central Bank Of India in writing, the Vendor shall continue to perform it's obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

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, Central Bank Of India and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

Not withstanding above, the decision of Central Bank Of India shall be final and binding on the vendor.

- **Resolution of Disputes**

Central Bank Of India 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, Central Bank Of India 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 Central Bank Of India 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 / legal acts in vogue shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai.

Applicable Law and Jurisdiction of Court clauseThe Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Mumbai (with the exclusion of all other Courts)



SCOPE OF WORK & SERVICE LEVEL AGREEMENT

1. Detailed Scope of Work

1. Supply of 3/5/10 KVA UPS (SITC) with associated rack for utility offices.

2. The scope shall be end to end complete(SITC) of the system, to the installation ,clearances if any , storage, unpacking, erection, testing and successful commissioning of UPS.

- Installation and Commissioning

The scope of installation and commissioning shall include the following –

(i) The Vendor in consultation with user shall determine the exact positioning of equipment's Installation, housing of equipment and cable routing. The contractor shall prepare his proposed plan, estimate, supply and install the materials such as racks, extension boards, cables, conduit/ channels etc. as desired without any additional cost to purchaser.

(ii) All power cables, conduits/channel laying shall be as per approved routing by bank..

- Availability Test

After successful completion of installation and configuration availability test shall be conducted as per specification.

- Acceptance

System shall be accepted by the owner after successful completion of Availability test and establishment of complete setup as per scope of work.

3. All supplied items must conform to the detailed technical specifications as mentioned in this document. The bank at its discretion may get the product tested for confirmation to specification..

4. Insurance of all equipment from manufacturer's site till installation, commissioning, handing over and user acceptance will be borne by the bidder.

5. Maintain the mandatory and recommended spares during warranty period and provide list of the same to Client.

6. Install the equipment, obtain user acceptance and submit a copy of user acceptance to designated authority.

7. The agreement stipulates that vendor shall maintain the system with uptime of 98%. The uptime will be calculated on yearly basis.

8. Whenever a material or article is specified or described by the name of a particular brand, manufacturer or trade mark, the specific item shall be understood as establishing type, function and quality desired. The Decision of Client shall be final and binding on the bidder in this regard. In case bidder proposes the products of other manufacturer, necessary certificates and documents shall be submitted along with the bid.

9. The bidder shall provide 2 years onsite warranty of all supplied, installed and commissioned UPS system as per the terms of the tender document.

10. Provide ongoing product information and documentation such as User manuals, System administrator manuals, escalation matrix with complete details /email etc. Technical manuals, Installation guides etc. as applicable.

11. The Bidder shall be responsible for providing all material, equipment and services specified or otherwise, which are required to fulfil the intent of ensuring operability, maintainability and the reliability of the complete work covered under this specification.

12. It is not the intended to specify all aspects of design and installation of associated systems mentioned herein. The systems, sub-systems and equipment/devices shall conform in all respect to high standards of engineering, design and workmanship, and shall be capable of performing continuous commercial operation.

13. The bidder shall make his own necessary arrangements for the following and for those not listed anywhere else :

- Office and store
- Transportation

14. Boarding & lodging arrangement for their personnel

2. Detailed Technical Specification

1. The supplier shall submit the data sheets for each of the equipment model detailing the specifications of the equipment.

2. The equipment models shall be supported by the OEM for a minimum period of next five years.

3. Timelines for Delivery And Installation

- Bidder is required to deliver the equipment at the specified locations / offices within 2 weeks / 14 days from the date of the Release Order. Locations/Offices would be as specified in the Release Order.
- Installation shall be completed within 15 days of delivery date.

4. Liquidated Damages

For any delay in installation and commissioning of the Batteries with associated rack, Central Bank Of India will charge penalty @ 0.5% of the Contract / Bill amount per week or part thereof, subject to a maximum of 10% of the Contract / Bill amount.

5. Payment Criteria

Central Bank Of India will make payment as follows:

The payment shall be made at respective branches/Regional offices / place of installation on successful installation & commissioning

➤ For SITC of UPS System:

- **95% Payment shall be released within 2 weeks / 14 days after successful Supply, installation, Testing & commissioning alongwith complete acceptance by the user / client at site & submission of all necessary documents like Invoice, Warranty certificate, Operation Manual, etc. The bidder is required to obtain user acceptance for specified power backup. The bidder is required to submit a copy of user acceptance to the designated Authority along with the invoice.**
- Balance 5% Retention payment may be released against submission of Bank Guarantee (BG) from any Nationalised Bank /large private banks of equivalent amount valid for 24 months period. Consolidated BG for ZO/region may be kept instead of individual BG for Branches .
- Any other local levies if any, to be borne by supplier.



Service Level Agreement (SLA)

SLA for UPS System

1. Terms of Agreement:

This agreement shall remain in force from the date of commencement i.e. <date > till the expiry of the contract (including extension if any). It shall be open to user to terminate this agreement any time during its currency by giving one month notice to the vendor, in writing.

This agreement will be for a period of 12 months from the date of commencement further extendable on mutual terms.

2. Commencement of warranty Period:

- Comprehensive warranty for 2 years (24 months) will start after successful commissioning & acceptance testing from user.
- OEM should support in case of non-compliance by bidder.
- SLA Based Support through telephone/Fax/E-mail/ personal visit.

3. Support:

- Vendor will provide support on calls lodged by the user.
- Vendor shall provide support service for a minimum period of 60 months for the UPSs as per terms and conditions laid in this document and thereafter till the UPS is functional
- Support should be available on 24 x 7 basis.
- The complete support comprises of UPS, Power cables, battery, charger and any other accessory supplied along with UPS.
- Escalation matrix to be provided with the bid.
- **Uptime guarantee:** The agreement stipulates that vendor shall maintain the system with uptime of 98%. The uptime will be calculated on yearly basis.
- A copy of agreement between service provider & OEM should be provided to user.
- Maintenance Services: Vendor shall provide maintenance services under this agreement for the UPSs on par with OEM's service standard.

The maintenance services shall include the following: -

i. Corrective Maintenance:

Any system failure will be attended by vendor's engineer and if necessary by their specialists. In case UPS is to be taken to Test & Repair Centre of OEM, vendor will make sure that the standby UPS is arranged and installed before removing faulty UPS from network. Vendor will carry UPS from the site and will handover to user after proper repair from OEM TRC Centre and after restoring / repairing faulty UPS. The configuration as well as backup time of UPS should be same as it was with the original UPS. During this service power supply to IT equipment should not be interrupted even for a fraction of second.

ii. Preventive Maintenance

User will allow vendor to carry out required Preventive Maintenance on UPS. Vendor will check the health of each UPS under this contract and associated batteries on quarterly basis and send the report to user & Systems along with suggestion for improvement. The down time required for Preventive

Signature of Vendor / Authorised Person With Rubber Stamp

Maintenance will be communicated to user by the vendor. Vendor will prefer to execute preventive maintenance work during non-business hour.

iii. Spares Availability/ Support from OEM

Vendor shall have a back-to-back Business Critical Support arrangement with the OEM partner for spares and escalation support. Vendor shall also have a formal arrangement with OEM for any technical support that may be required on the hardware. OEM letter for support is to be submitted against each RC.

- Response Time for Call Centre Location:

- i. 2 Hour Response Time (24x7)

- ii. 4 Hours Resolution Time (Including Response Time) for Configuration Issues.

- iii. 6 Hours Resolution Time (Including Response Time) in case spare is required or in case UPS is required to be replaced.

- Response Time for all other locations:

- i. 4 Business Hour Response Time during prime hours(10AM-5PM Monday to Saturday)

- ii. Resolution Time - Next Business Day Resolution Time

4. Reporting:

The Bidder shall prepare a monthly Uptime Summary Report in the User prescribed format. The vendor will enclose uptime report along with the bill for certification.

5. Penalty for SLA Non-Compliance:

In case the uptime commitment is not met, same shall attract a penalty @ 0.5% of the Contract / Bill amount per week or part thereof, subject to a maximum of 10% of the Contract / Bill amount.



GENERAL CONDITIONS OF TENDER

1. The bidder must fulfil the above eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the above eligibility/pre-qualifying conditions will only be evaluated by the bank as per its policy. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given above will be rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. BANK reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by BANK shall result in summarily rejection of the bid.
3. Engagement with BANK does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by BANK. reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by BANK depending upon the profile provided by the agencies and requirement of assignment.
4. BANK reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agencies at its sole discretion.
5. Acceptance of the application(s) constitutes no form of commitment on the part of BANK. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.
6. BANK reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.
7. BANK reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged BANK requirements even if the tender is in evaluation stage.
8. BANK reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.
9. The responder shall bear all costs associated with the preparation and submission of its response, and BANK will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.
10. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting / sub-letting the vendor shall have its own manufacturing plant/facility in India.

11. Rates and Prices

- a. Bidders should quote item-wise rates/ prices by explicitly mentioning the breakup of basic prices and applicable taxes.
- b. Price quoted by bidder shall be firm for entire contract period.
- c. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the Bank Guarantee of said bidder.
- d. The quoted prices shall be for delivery and installation at various locations in India. The prices shall be FOR destination and shall include all charges, levies and duties for delivery and installation at the various locations in

India. The exact details of location address etc. shall be provided along with the release order. No extra transportation shall be given for remote location like J&K or Andaman or any other case by the Bank .

13. In case of default in services or denial of services, BANK, at its sole discretion, will be free to avail services of other service providers at your "Risk & Cost".

14. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT shall be applicable.

15. Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.

16. If necessary Client & may visit the manufacturing facility to ascertain the capabilities of the manufacturer & all the arrangements to be borne by the Vendor at his own cost.



TENDER EVALUATION METHODOLOGY

OPENING OF BID:

The Bidder or his authorized representative may be present at the time of opening of bid on the specified date, but a letter must be forwarded to this office along with bid and a copy of this letter must be produced in the office by the person attending the opening of bid. Unless this letter is presented by him, he may not be allowed to attend the opening of bid.

In case of unscheduled holiday on the closing/opening day of bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid; the time notified remaining the same.

EVALUATION OF BID

PRE-QUALIFYING CRITERIA

Evaluation and comparison of bids will be done as per provisions of Pre-qualifying Criteria supporting documents as proof of pre-qualifying criteria. BANK reserves the right to verify the site of manufacturer for above activity and list of persons provided as per qualifying criteria and accordingly decide upon meeting the requirement.

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 qualifying to which bids shall be summarily rejected.

PRICE EVALUATION CRITERIA

1.1 Bidders should quote their rates/prices in Indian Rupees only as per Price Schedule included in the tender document.

1.2 Bids shall be evaluated on the basis of the total evaluated value as per the quoted rates for the services mentioned in Scope of Work. The total evaluated price as per the evaluation methodology mentioned in this tender document and the other details mentioned therein will be the basis for the evaluation purposes and for arriving at short listing of the various bidders of the tender.

1.3 Bid shall be evaluated as per the tender BOQ as mentioned in Price Bid format, which shall be filled by the bidder as a Financial Bid / Price Bid.

AWARD CRITERIA

The purchaser will award the contract to the successful shortlisted bidders whose bids have been determined to be in full conformity to the bid documents and determined as the lowest evaluated bid as above / acceptable to technically shortlisted bidders. The bank at its discretion award the offer to more than one or all qualified vendors agreeing to the L-1 price. Under the all India rate contract arrangement. No special preference in terms of quantity shall be given to lowest quoting vendors, all vendors shall be at par.



INFORMATION TO BE FURNISHED BY THE VENDOR

Particular to be furnished by applicants for prequalification of UPS Manf.

- ◆ Name of the organization
- ◆ Address
- ◆ Year of Establishment
- ◆ Status of the firm
(Whether Public Ltd.,
Pvt. Ltd., Partnership,
Proprietary)
- ◆ Name of Directors
- ◆ Whether Registered with
Registrar of
Companies / Registrar of
Firms if So, Please Mention
Number & Date
- ◆ a) Names and Addresses
of Bankers
- ◆ Whether registered for
GST .
Mention the number dated
- ◆ Whether registered for
Income Tax, if so
Mention the number dated
Please furnish also copies
Of Income tax clearance
Certificate.
- ◆ Please Furnish copies of
Audited Balance Sheet

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and profit & Loss Account
(Audited) last 3 years,

- ◆ Please Indicate your Turn Over
Over during the last three .
3 years. (19-20,20-21,21-22)
31st march each year.

- i) For UPS Systems & Batteries alone
- ii) For all products & services

- ◆ Please Indicate if you have
ISO 9001-2000 / latest Series
Certification (if Yes Please
Enclose the Copy of
Certificate

13. What are the various field's activities.

- i)
- ii)
- iii)
- iv)
- v)

14. Please indicate the extent of your service network whether

- i) All India
- ii) A few States (Specify)

15. If you are registered in the panel of other Organization / Statutory Bodies such as CPWD, State PWD, MES, Banks etc., furnish their names, KVA class for which registered and date of registration.

- i)
- ii)
- iii)
- iv)

16. (A) Please furnish KVA and quantities of UPS supplied to CBI in the last 3 years:

KVA

Qty.

Name of Z.O/R.O

B) Same as above to other customers in the last 3 years -

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KVA

Qty.

Name of customer

17. Please indicate the standard KVA ratings in which your On— line UPS Systems are available.

- i) Single Phase IP — Single Phase OP
- ii) Three phase IP — Single phase OP
- iii) Three phase IP — Three phase OP

18. If you had any legal/ Arbitration proceedings instituted in connection with works carried out by you, furnish details -

19. Please indicate preferred area, although PAN India presence is required as per the requirement. (Please specify)

20. A. Key personnel permanently employed.

Sr. No.	Name	Designation	Qualification	Experience	Since When
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B. Work force permanently employed —

Supervisors

Technicians

Helpers

Other categories

C. Factory facilities

Location —

Land Area —

Type of structure —

Type of facilities —

D. Testing & Repairing facilities-

Item	Factory	Other Service Centres
------	---------	-----------------------

- i) Storage
- Oscilloscope

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- ii) Ordinary
Oscilloscope
- iii) Multimeter
- iv) Voltmeters
- v) Ammeters
- vi) Watt meter
- vii) Frequency Meter
- viii) Arrangement for
full load test
- ix) Arrangement for
distortion testing
- x) Stock of spares
- xi) Other equipments,
meters, (specify) and repair facilities

E. Please indicate the following for your on line UPS Systems-

- i) Mean Time Between Failure (MTBF)
- ii) Mean Time To Repair (MTTR)

Place

Signature of Applicant

Date

Stamp

Signature of Vendor / Authorised Person With Rubber Stamp

SCHEDULE OF REQUIREMENT OF ITEMS

Schedule – UPS System Specifications

Sr. No.	Item	DETAILS
1.	UPS System of following configuration :- 3 KVA – 1 ph IN & 1 ph OUT 5 KVA – 1 ph IN & 1 ph OUT 10 KVA – 3 ph IN & 1 ph OUT (To be SITC)delivered and installed at different branches all over India)	
2.	MAKE OF THE UPS	
3.	MODEL / TYPE	
4.	WARRANTY IN YEARS	

Note :

- 1) The quotation should be as per the format supplied. Offers in any other format will not be evaluated.
- 2) Attach relevant brochures for UPS System.
- 3) The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 4) In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.
- 5) Total Amount / Cost should be inclusive of all taxes and any other incidental expenses .

Signature of Vendor / Authorised Person With Rubber Stamp

TENDER OFFER COVER LETTER

Date: _____ 2022

Tender Reference No.: _____

To,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver _____ (Description of equipment and Services) in conformity with the said tender documents /technical specifications mentioned therein in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence delivery within _____ (Number) days and to complete (SITC)delivery, installation and commissioning of all the equipment including structured cabling as specified in the Contract within _____ (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

If our tender offer is accepted, we will obtain the bank guarantee of a Nationalised bank for a sum of 5.00 Lacs for the due performance of the Contract for One Year Bank Guarantee Period (Validity).

We agree to abide by this tender offer till 120 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

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

Dated this _____ day of _____ 2022

Signature: _____

(in the Capacity of) : _____

Duly authorised to sign the tender offer for and on behalf of

Signature of Vendor / Authorised Person With Rubber Stamp

MANUFACTURER'S AUTHORISATION FORM (MAF)

No. _____ dated _____

To,

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do
Hereby authorize M/s _____ (Name and address of Agent/Dealer)
to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We confirm that our company (as a single unit, not the group) has had a turnover exceeding Rs _____
Crores in last three financial years .

We hereby extend our full guarantee and-warranty as per terms and conditions of the tender and the
Contract for the equipment and services offered against this invitation for tender offer by the above
firm.

Yours faithfully,
(Name)
for and on behalf of
M/s _____
(Name of manufactures)

Note: This letter of authority should be on the **letterhead** of the manufacturing concern and should
be signed by a competent person of the manufacturer. Make in India Compliant)

DETAILS OF TRACK RECORD (PAST INSTALLATIONS)

Name of the Vendor _____

Name of the Client	UPS		Date of completion of delivery Client as per contract as well as Actual		Contact person • Name • Email add • Tel. NO. • Fax No. • Address
	Make, Model	Qty	As per contract	Actual	

Date: _____

Place: _____

Signature of the Vendor

**DETAILS OF SERVICE CENTRES (in confirmation/mapping to the list of bank's
offices tabulated above.**

Sr. No.	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1							
2							
3							
4							
5							
6							
..							

Signature of Vendor / Authorised Person With Rubber Stamp

Note:-

- 1) The quotation should be as per the format supplied. Offers in any other format will not be evaluated / accepted.
- 2) Attach relevant brochures for UPS System & Batteries.
- 3) The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 4) In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.
- 5) Total Amount / Cost should be separately indicate the GST and shall include any other incidental expenses.
- 6) Tentative Approved Battery makes are Exide / Amaraja as approved by Bank engineer at corporate office (AGM electrical). However, Bank's decision in this regards will be final & binding on the vendor.