



অসম গ্ৰামীণ বিকাশ বেঙ্ক

(ভাৰত চৰকাৰ, অসম চৰকাৰ আৰু ইউনাইটেড বেঙ্ক অৱ ইণ্ডিয়াৰ দ্বাৰা গঠিত এটি সংস্থা)

প্ৰধান কাৰ্যালয়- জি. এছ. ৰোড, গুৱাহাটী-৭৮১০০৫

Assam Gramin Vikash Bank - Head Office, Guwahati

Email ID: cm.it-mis@agvb.co.in

Request For Proposal (RFP) for Annual Maintenance Contract of 250 Nos. AVO Make UPS installed at different Branches & Offices of Assam Gramin Vikash Bank spread across the state of Assam

(AGVB/IT/RFP/AMC/01/2024-25 dated 24-04-2024)

RFP Document Details

RFP Reference Number and Date	AGVB/IT/RFP/AMC/01/2024-25 dated 24-04-2024
Date of RFP Document	24-04-2024
Date of Floatation on Website	29-04-2024
Last date of seeking Clarifications	06-05-2024 till 15:00 hours
Last Date for submission of RFP	14-05-2024 till 15:00hours
Date of opening of Technical Bids	14-05-2024 at 15:30 hours
Date of opening of Financial Bids	14-05-2024 16:30 hours
Earnest Money Deposit	Nil
Performance Security Deposit (To be submitted by L1 Bidder after award of contract)	Rs. 50000.00
Address for receipt / submission of Bids	General Manager, Assam Gramin Vikash Bank, Head Office, Adam's Plaza, Mahapurush Srimanta Sankardev Path, Christian Basti, Guwahati-781005. Email id: cm.it-mis@agvb.co.in
No. of Pages	15 + 10 Annexures

Issued by:

**The General Manager
Assam Gramin Vikash Bank, Head Office,
Adam's Plaza, Mahapurush Srimanta
Sankardev Path,
Christian Basti,
Guwahati-781005.**

TENDER NOTICE

ASSAM GRAMIN VIKASH BANK

(A Govt. Undertaking)



Head Office, Adam's Plaza, Mahapurush Srimanta Sankardev Path,
Christian Basti, Guwahati – 781005

Phone No. 0361-2131604/605/606/607, Fax No. 0361 – 2463621

Web site : www.agvbank.co.in ; e-mail : hoagb@agvb.co.in agvbank@yahoo.co.in

TENDER NOTICE

TENDER NOTICE NO: AGVB/IT/RFP/AMC/01/2024-25 dated 24-04-2024

Sealed Tenders are invited from reputed manufacturers/ authorized dealers of UPS for Annual Maintenance Contract of 250 Nos. AVO make UPS at different branches & locations of Assam Gramin Vikash Bank

The RFP documents are available at Bank's website www.agvbank.co.in. Interested / eligible parties are requested to submit their offers completed in all respect along with supporting documents to the:

**General Manager, Assam Gramin Vikash Bank, Head Office,
Adam's Plaza Mahapurush Srimanta Sankardev Path, Christian Basti,
Guwahati-781005.**

Last date of receipt of Tender – 14/05/2024 15:00hours

Opening of Technical Bid – 14/05/2024 at 15:30 hours

Note: In case of any corrigendum issued on the above advertisement, it will be published only on Bank's website

A blue ink signature of the General Manager, consisting of a series of loops and flourishes.

General
Manager

Date : 29-04-2024

Place: Guwahati

Bid Details -AMC Of UPS for Branches & Offices of Assam Gramin Vikash Bank

RFP Commencement Date	29 th April 2024
Last date for seeking clarification on this RFP	06 th May 2024, 3:00 PM
Last Date and Time for Submission of Bid	14 th May 2024, 3:00 PM
Date and Time of Technical Bid Opening	14 th May 2024, 3:30 PM
Place of Opening of Bids	Assam Gramin Vikash Bank, Head Office, Adam's Plaza, M.S.S. Road, Christian Basti, Guwahati-781005
Address for Communication	HoD, IT Department, Assam Gramin Vikash Bank, Head Office, 02 nd Floor, Adam's Plaza, M.S.S Road, Christian Basti, Guwahati-781005
Performance Guarantee (Refundable)	Rs. 50,000.00 (Rupees Fifty Thousand only) in the form of Fixed Deposit/BG drawn at any reputed Bank in favour of Assam Gramin Vikash Bank payable at Guwahati
Contact for Bidders	Bidders are requested to send the email to cm.it-mis@agvb.co.in with a copy to smitmis09@gmail.com in case of any query till 06.05.2024 03.00 PM The mail should contain the following information, so that in case of any clarification same may be issued to them. Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

Note: Any bid received after last date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further Correspondence will be entertained on this.

This RFP is being issued with no financial commitment and bank reserves the right to change or vary any part thereof at any stage. Bank also reserves the right to withdraw any part or complete RFP at any stage without giving any reason thereof. Bank is not bound to award the work to L1 bidder only. Bank at its sole discretion may cancel any or all bids or any part of bids without assigning any reason thereof. Clarification/ Addendum/ Corrigendum will be published on bank's website only. Bidders are requested to check the bank's website for same. Queries received after the scheduled date and time will not be responded/acted upon.

1. INTRODUCTION

Assam Gramin Vikash Bank is a Regional Rural Bank having Head Office at Adam's Plaza, Christian Basti, Guwahati. The General Manager, IT, Head Office, Guwahati invites offers for providing comprehensive on-site Maintenance Services of **250 Nos. AVO Make UPS located at different Branches /offices of the Bank as per the list enclosed as Annexure-A**

2. SCOPE OF WORK

The objective of this RFP is to enter into rate contract with one or more bidders for maintenance of 250 Nos. AVO Make 3 KVA Online UPS available in branches and offices of the Bank as per list enclosed in **Annexure-A**. Bank and selected bidder/s would enter into an AMC agreement for a **period of 03 Years** from the date of signing of the Agreement and the AMC will carry the following scope.

- The Scope of Work covers comprehensive on-site maintenance of 250 Nos. 3 KVA Online AVO Make UPS installed at different branches/ offices of Assam Gramin Vikash Bank as mentioned in the enclosed **Annexure-A**.
- After award of the Contract, Bank will provide with the AMC Order only the Location wise Quantity of AVO Make UPS installed at different Branches that will be included under this AMC. It will be the responsibility of the selected Bidder to whom contract is awarded to collect the Location wise Serial Nos. of the UPS and maintain that database until the expiry of the contract period. The selected bidder should also provide the Bank Head Office with a copy of that database where the Location wise Serial Nos. of the UPS units will be mentioned.
- The replacement of all the spares like logic board, capacitors, Mother boards, PSDR & Charger Cards and all other required parts and consumables will be covered/included under the AMC. The replacement of defective spares with genuine spares of same configuration will be done without any extra cost.
- Replacement of defective parts will be at the bidder's cost with original spares of the brand/make of the UPS and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the Bank's consent. **Faulty parts removed from the system belong to the Bank. However, the bidder can buy back the same and use at its own sole discretion subject to the payment of its value to the Bank.**
- The bidder shall maintain adequate spare machine and other spares at its site to facilitate any temporary replacement.
- The bidder shall maintain the UPS as per manufacturer's guidelines and shall use standard and genuine components for replacement.
- In case of tubular batteries, engineer must pour distilled water in batteries as and when required on his visit to a particular site.
- It will be the responsibility of the bidder to collect asset details with Sl. Nos. as per the Annexure attached with the Work Order (to be issued to the Bidder after award of the contract) and to maintain the inventory. In case, if any asset is missed out from the AMC Contract, the bidder should attend the call for those assets and can include those assets for next payment. If there is mismatch of serial numbers of the asset, the asset serial numbers can be rectified at later stage without any delay in attending the calls.
- During installation of standby UPS under AMC, all connected equipment like Stabilizers and batteries should be installed even if the said equipment doesn't come under AMC.
- Complaints with respect to these 250 Nos. AVO make UPS irrespective of installed locations can be registered either telephonically or by e-mail by respective branch/Office/ respective Regional Office/ Head Office and proper record of the complaints to be maintained by the bidder.
- On Administrative requirement in future Bank may shut/merge any of the branch/offices. UPS and Batteries at those locations may be utilized at other offices and will be included in the AMC.

- The engineers deployed for branches will get signed branch-visit report from Branch managers/officers and submit one copy to branch. All the copies of branch-visit reports in a quarter to be submitted to AGVB HO, Guwahati within 7 days of quarter- end.
- A logbook shall be maintained in which the bidder shall record all the complaints made and parts taken out of branches/offices for repair. The vendor shall submit a copy of consolidated complaint reports in Excel furnishing the details of branch-wise breakdown calls lodged/attended and its status on fortnightly basis to AGVB HO vide e-mail cm.it-mis@agvb.co.in.

All the complaints received shall be attended by the successful bidder in following manner.

- Minor faults to be rectified immediately with telephonic/Remote support.
- Any complaint lodged shall be attended within 24 hours of the Lodged time (Mail time). In case the UPS is down for more than 24 hours, standby UPS must be provided by the bidder.
- Repair and servicing of the UPS unit shall be carried out at customer sites, in case the UPS is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the bidder.
- The replacement of components shall be as per manufactures instructions and as per the decision of AGVB HO, Guwahati. No hardware items or parts will be taken out for repair without prior written/mail approval of AGVB HO, Guwahati/concerned Regional Office.
- In case any working UPS is damaged at branch/office, bidder has to provide standby UPS to that location immediately without any extra cost till the Bank provides replacement for the damaged UPS.
- The contract awarded shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.
- **The AMC should include the free of cost/ non chargeable replacement of UPS Spares irrespective of the reason of damage of such parts. Damaged parts due to external factors like voltage, improper earthing, Generator issues, power issues or any other external factors should be covered under the scope of the AMC except damage due to fire, lightning, accident and transportation (if done by Bank).**
- The bidder shall make AMC services available on all days as and when requested by the Bank irrespective of Bank Holidays.
- In case of shifting of entire branch/office from existing premise to another, shifting will be responsibility of the bank. However, the uninstallation/installation/Reinstallation of the UPS under AMC will be done by the bidder in old and new premises respectively, at no extra cost to bank.
- It shall be the responsibility of the bidder to make all these 250 nos. UPS working satisfactorily throughout the contract period and to hand over the UPS in working condition to the Branch/office after expiry of the contract. In case any damage is found, the bidder is liable to rectify it even after the expiry of contract period.
- Bidder has to provide support service including replacement of spares, lodging complaints with OEM for all the 250 Nos. UPS without any extra cost.
- Timely updating of machine serial numbers will be responsibility of the bidder. The bidder would be required to maintain and submit vide email to our IT Department Head Office mail cm.it-mis@agvb.co.in, on quarterly basis, location wise inventory list, duly updated with details of new installation, if any and incorporating the UPS movement during the period under reference.

3. ELIGIBILITY CRITERIA

Sr No.	ELIGIBILITY CRITERIA
1	The bidder should have minimum 3 years of experience in the Maintenance of UPS and must Have performed the AMC (UPS) for at least 01 (One) Year in Public Sector Banks/ or offices of any other reputed Organization (Preferably Govt/ Govt Undertaking) .(Proof to be submitted along with technical bid).
2	The bidder should be a company/Firm/Sole proprietary concern incorporated in India having an average annual turnover of Rs. 20 Lakhs in last three financial years (2021-22, 2022-23, 2023-24) as per the audited balance sheets available at the time of submission of tender. Copy of incorporation certificate/Partnership Deed and Registration Certificate/PAN Card and Audited Balance Sheet/ GST Registration Certificate need to be submitted as applicable to the bidder.
3	The bidder should have made operating profits in the last three financial years. Copy of Audited balance sheet and Profit & Loss A/c for last 3 consecutive years to be submitted
4	The bidder should have at least single contract of value of Rs 4.0 Lac or above for the maintenance of UPS with Public Sector Bank/ Government departments etc. (As on 31-03-2024). Relevant Work Order Copies to be submitted
5	The bidder should have necessary infrastructure & service support centres at Guwahati or nearby for maintenance of offered UPS. The bidder should have its Service Engineers stationed at all the important cities/towns of Assam or major District Head Quarters of the State.The bidder should be capable to provide efficient and effective support so as to attend calls at all branches and offices of Assam Gramin Vikash Bank within stipulated time frame as mentioned in this RFP. (Proof to be submitted along with technical bids). The bank will analyse the number of service centres, number & position of engineers at centres, infrastructure etc. of all the vendors/bidders as a part of minimum qualification criteria. If the Bank is not satisfied with the number of service centres, number & position of engineers at service centres, infrastructure etc, Bank reserves the right to technically disqualify the bidder(s). The decision of the Bank shall be final.
6	The bidder should be capable of providing service & support of UPS of preferably AVO Brand/ or any other reputed Brand in the Market as all the 250 UPS are of AVO Make. Relevant Certificate should be submitted showing experience of handling AVO/ any other reputed MAKE UPS (Previously attended Service Call Reports)
7	Bidders, who have not satisfactorily completed any of the earlier contracts during past 3 years issued by Assam Gramin Vikash Bank/ Punjab National Bank, will not be eligible for participation in this tender.
8	The bidder should have not been blacklisted by any of Government Authority or PublicSector Undertaking (PSUs) as on date of submission of bid. The bidder shall give an undertaking (on their Letterhead) that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of the tender as per Annexure VII .
9	Bidder must be ISO 9001 certified with validity till 30-06-2024 or later (Attach the certificate copy as proof). In case the aforesaid certificate expires before 30.06.2024, the bidder must provide a renewed certificate post renewal. Failure to provide the renewed ISO 9001 certificate may result in termination of services.
10	Bidder must be able to provide AMC services in Branches located at Rural, Semi-urban & Urban areas of the state of Assam (including Metro)

Bidder must comply with the above-mentioned criteria; Non-compliance of any of the criteria can entail rejection of the offer. Bidder must submit necessary proof of document. Self-certified photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the bidder independently. **Any misrepresentation will entail rejection of the offer. The non-submission of relevant documents will lead to cancellation of the offer.**

4. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the bidding Documents or submission of a bid not substantially responsive to the Bidding documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.

5. COST OF BIDDING

The bidders shall bear all the costs associated with the preparation and submission of their bids and Assam Gramin Vikash Bank will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6. PERFORMANCE SECURITY MONEY DEPOSIT

- a. The successful Bidder shall deposit **Performance Security Deposit** of Rs 50,000.00 (Rs. Fifty Thousand only) in the form of Fixed Deposit or Bank Guarantee drawn at any reputed Bank in favour of Assam Gramin Vikash Bank payable at Guwahati. No interest will be payable on the Bid security amount.
- b. This Performance Security Deposit will be released, without interest, after completion of agreement period.

7. RFP DOCUMENT FEE

The RFP document can be downloaded from the Bank's website and will also be available at the **ITD, Assam Gramin Vikash Bank, Head Office, 02nd Floor, Adam's Plaza, M.S.S. Road, Christian Basti, Guwahati-781005**. RFP document fee is NIL.

8. AMENDMENT OF BIDDING DOCUMENTS

- a. At any time prior to the deadline for submission of bids, the bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments.
- b. Amendments, if any will be notified through Bank's web site in the form of Corrigendum to all prospective Bidders, which have received the Bidding documents and will be binding on them.
- c. In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, Bank may, at its discretion, extend the deadline for submission of bids.

9. TERMS OF EXECUTION

- a. The successful bidder shall be given 01 Week time to verify the inventory and collect the SI. Nos. of the 250 UPS before commencement of AMC after issuance of Service Order.
- b. The vendor shall provide service support as and when required during the AMC period without any extra cost to the Bank
- c. Escalation matrix and name of persons coordinating for AMC jobs should be mailed to The Chief Manager (HoD, IT Department) Assam Gramin Vikash Bank, Head Office, 02nd Floor, Adam's Plaza, M.S.S. Road, Christian Basti, Guwahati-781005 after award of the contract at mail id cm.it-mis@agvb.co.in.

d. **Details of the Assets to be included under AMC**

Item Description	Make	Qty.
3 KVA Online UPS	AVO	250

10. **LOCATIONS TO BE COVERED**

The list of Locations/ Branches/offices of the Bank where these 250 AVO Make UPS are present enclosed with this RFP Document as **Annexure –A**

11. **Authorization to Bid:**

The Proposal/ Bid being submitted would be binding on the Vendor. As such it is necessary that authorized personnel of the firm or organization sign the **BID**. The designated personnel should be authorized by the organization or by a senior official of the organization having authority to do so.

12. **BIDDING PROCESS**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, Technical bid containing the general Terms and Conditions including Compliance to Technical Specifications and Commercial Bid containing the final Commercial bid (before Reverse Auction). The Bidder will have to submit the Technical Bid and Commercial Bid Portion of the Bids separately in sealed envelope, duly super scribing "**TECHNICAL BID- AMC OF UPS**" and "**COMMERCIAL BID- AMC OF UPS**" as the case may be.

The tender offer should be submitted, in one sealed envelope super-scribed '**Tender for AMC of 250 Nos. AVO Make UPS installed at different Branches and Offices of Assam Gramin Vikash Bank**', which in turn should contain the above mentioned two sealed envelopes super scribing "**TECHNICAL BID- AMC OF UPS**" and "**COMMERCIAL BID- AMC OF UPS**".

Unsealed commercial bids shall be rejected.

Technical Bid will contain the bidder information in the formats as given in the document.

Technical bid will not contain any pricing or commercial information at all.

In the first stage, only Technical BID will be opened and evaluated as per scheduled date and time mentioned in the RFP Document. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of the document shall **be shortlisted for commercial evaluation**. Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are qualified, will be opened. **The Commercial Bid should give all relevant information as per Annexure-V.**

All pages of the bid should be signed by the Bidder/ Authorized Signatory of the Bidder which will in turn imply the Bidder's Acceptance of the terms & Conditions of the RFP Document.

Any quotation found to contain incomplete information is liable to be rejected.

13. EVALUATION CRITERIA

A) Technical Bids:

- a. The Technical offer (TO) should be complete in all respects and should contain all information asked for in this document. However, TO should confirm that all required rates have been quoted in Commercial Offer (CO), **without showing the actual amounts in the TO.**
- b. The TO must be submitted in an organized and structured manner. No brochures/leaflets etc. should be submitted in loose form.
- c. The TO should comprise of following:
 - Pre-qualification Criteria-Annexure-I.
 - Acceptance of Terms and Conditions as per Annexure-II.
 - Letter of undertaking as per Annexure-III.
 - Details of service support centres as per Annexure-IV.
 - Replica of commercial bids without indicating the prices given in **Annexure V.**
 - Photocopies of relevant documents/certificated as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder. (To be filled separately in a separate file)
 - **NOTE: all the Annexure I, II, III, IV, V, VI, VII & IX should be submitted duly signed with seal of the company. (All these documents should be filed in single file)**
- d. Bank reserves the rights to reject an offer under any of the following circumstances:
 - Offer is incomplete and/or not accompanied by all stipulated documents.
 - Offer is not in conformity with the terms and conditions stipulated in this document.
 - Any misrepresentation/false information will entail rejection of the offer.
 - Unpriced Commercial Offer is not submitted along with Technical Offer.
 - Unpriced Commercial Offer format differs from actual Commercial Offer Format

B) Commercial Bids:

- a. Only the Commercial bids of technically Qualified Bidders in Technical Bidding will be opened
- b. Bank's evaluation of the commercial bids will take into account the status of compliance of terms and conditions.
- c. The maintenance charges including all costs (without taxes) for each item need to be quoted as per **Annexure-V** format. In case charges not quoted for any item, the bids will be rejected
- d. The charges quoted for items should include the cost of comprehensive AMCs & visit charges of resident/field engineers. There should be no extra or hidden charges.
- e. No extra Charge should be quoted for Spare replacement as all the replacements will be included in AMC
- f. Bank may go for Reverse Auction if the Tender Evaluation Committee finds that the Prices Quoted by the L1 Bidder is also on a higher side.
- g. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA (Reverse Auction) would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination.
- h. The format of Reverse Auction is given as **Annexure IX**

C) **Determination of L1 Bidder and Awarding of Contract:**

On completion of evaluation process of technical bids, Bank will open commercial offers of successful bidders as per scheduled date and time as mentioned in the RFP and contract will be awarded to the lowest bidder (L1). If Reverse Auction is held, then Contract will be awarded to the L1 Bidder of the Reverse Auction. L1 will be determined on the basis of total cost of ownership amount (TCO) as mentioned in commercial Bid format (As per Annexure V). In event of Failure or refusal to offer the services/goods by the successful L1 bidder at the price committed, the award of contract will automatically go to the L2 Bidder provided L2 is willing to match L1 Price

However, Bank is not bound to place the order to L1 bidder only. Bank at its discretion may split the order among L1, L2 bidders in order of region wise i.e 5 regions to L1 and 4 regions to L2., provided L2 is willing to match L1 Price. However, region allocation will be as per discretion of Bank only.

In case L2 vendor is not willing to match L1 price, Bank will call L3, L4 vendors etc. In the event of L2, L3, L4 etc. are not matching the L1 price, reverse auction will be again held on time and date specified by the Bank as per point No. g) of Point B) mentioned above.

The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals without assigning any reason whatsoever.

After awarding a contract, vendor performance is reviewed every month. In case vendor performance is not satisfactory, 30 days' time will be given to vendor for improvement of services and even after this, if performance is not satisfactory / improved, Bank shall terminate the AMC contract without further notice.

14. **NO COMMITMENT TO ACCEPT ANY TENDER**

The bank shall be under no obligation to accept any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason

15. **LATE BIDS**

Any bid received by the Bank after the deadline for submission of bid prescribed by the Bank, will be rejected and/or returned unopened to the Bidder, if bidder desires so.

16. **BIDDER QUERIES:**

The bidder should carefully examine and understand the scope and, terms and conditions of RFP and may seek clarifications, if required. The bidders in all such cases may seek clarification in writing in the same serial order of that of the RFP by mentioning the RFP for AMC of AVO make UPS relevant page number and clause number of the RFP. Queries / clarifications will not be entertained over the phone.

All communications regarding points requiring clarifications and any doubts shall be given in mail to email id cm.it-mis@agvb.co.in with copy to email id smitmis09@gmail.com by the intending bidders on or before 03:00 PM on 06/05/2024 after which no request will be entertained / replied.

No queries will be entertained from the bidders after the above date and time

17. BID OPENING & EVALUATION

The Bank will open the technical bids, in the presence of Bidder's representative who choose to attend at the time and date mentioned in the Bid document at the address

**Assam Gramin Vikash Bank Head Office,
Adam's Plaza, M.S.S. Road, Christian Basti,
Guwahati-781005**

The bidder's representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for the Bank, the bids shall be opened at the same time and place on next working day.

18. CLARIFICATIONS OF BIDS

To assist the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing. The bank has right to disqualify the bidder whose clarification is not found suitable to Bank.

19. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The document determined as not substantially responsive will be rejected by the Bank

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

20. CONTACTING THE PURCHASER

Any effort by bidder to influence the purchaser in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid.

21. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action

22. USE OF CONTRACT DOCUMENTS AND INFORMATION

The vendor shall not, without Bank's prior written consent, make use of any document or information provided by Bank in Bid document or otherwise except of purposes of performing contract.

23. PAYMENT TERMS

- a. Maintenance charges after deducting penalty if any will be paid quarterly (Post Quarter).
- b. No advance payment will be released against the service order.
- c. The vendor shall draw invoices for payment of quarterly maintenance charges to Assam Gramin Vikash Bank Head Office
- d. TDS on payments will be deducted as applicable.
- e. GST No. of the Bank will be provided on the Service Order issued to the successful bidder

24. PERIOD OF CONTRACT

This contract shall be effective from 01-06-2024 to 31-05-2027 Please note that Contract can be cancelled unilaterally by the Bank in case services are not received as per quality and standard specified in the RFP within the contracted period. The contract shall initially be for a period of 03 Years, extendable up to two more years without change in AMC rates based on performance of last year at the discretion of Bank. If the vendor desires or not desire to renew the existing contract, he shall express his desire by giving three months prior notice before expiry of contract.

25. EFFECTIVE DATE OF CONTRACT

The vendor shall be required to submit and sign an Agreement as per **Annexure-VIII** on stamp paper of requisite amount. The contract shall come into effect on 01-06-2024 and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries supply and performance of the services shall commence from the effective date of the contract. Unless and until a formal contract is prepared and executed, this bid together with bidder's written acceptance thereof shall constitute a binding contract between the bidder & the Bank.

26. TRANSFER AND SUB-LETTING

The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

27. TERMINATION OF CONTRACT

The bank may at any time terminate the contract in part or full if the services are not found to be satisfactory.

The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value. Once the penalty deduction is reached to its maximum level, the Bank may consider termination of the Agreement. The penalty will depend on the down time of the UPS and Bank will be the sole authority to decide the percentage/amount of penalty in line to the maximum cap of 20%

28. DELAYS IN THE SUPPLIER'S PERFORMANCE

The maintenance service must be started by the successful bidder (Vendor) in accordance with the time schedule specified by Bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages or termination of contract.

29. SUBMISSION OF BIDS

The bid should be submitted in sealed cover addressed to Bank at the following address: - **The General Manager, Assam Gramin Vikash Bank, Head Office, Adam's Plaza, M.S.S. Road, Christian Basti, Guwahati-781005**

30. DEADLINE FOR SUBMISSION OF BIDS

Bid must be received by the Bank at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Bank, the bids will be received up to the same time on next working day

The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

31. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract.

32. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

33. FORCE MAJEURE

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's 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 Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

34. UNDERTAKING BY VENDOR

The successful bidder must give an undertaking that all components to be used for parts replacement will be original and not re-furbished. This must be submitted along with the Invoices.

35. PENALTY FOR LACK OF SERVICE SUPPORT

The maintenance standard expected is that any complaint shall be attended within 24 hours of the Lodged time (Mail time). In case the UPS is down for more than 48 hours, standby UPS must be provided by the bidder. If any complaint not attended/responded within 24 Hours, the **penalty of Rs. 50/- (Rupees Fifty only) per day will be charged**. If the UPS is not set right/standby UPS is not provided within 48 Hours of attending/responding, then **penalty of Rs. 100/- (Rupees One Hundred only) per day will be charged** which will be realized from the Quarterly AMC Bill of the vendor. The time of delay/default for determination of penalty will be calculated from the time of lodgement of complaint at the dedicated Telephone Number/Mobile Number/e-mail provided by the AMC vendor for the purpose

36. RIGHT TO ALTER QUANTITIES AND LOCATIONS

The Bank reserves the right to alter the UPS quantities or site locations mentioned in the offer in Annexure-A. The Bank also reserves the right to add or delete name of any branch. The Branches where hardware is currently under warranty period or under AMC from other Vendors may be later on added under ongoing AMC at the same price, terms and conditions, after expiry of warranty period/AMC of such branches. Similarly, branches where in old hardware is replaced with new hardware will be deleted from AMC purview.

37. PERFORMANCE GUARANTEE

Within 01 Week of the issue of Service Order the selected bidder must submit a performance guarantee of Rs. 50000.00 (Rupees Fifty Thousand only) in the form of Fixed Deposit or Bank Guarantee drawn at any reputed Bank in favour of Assam Gramin Vikash Bank payable at Guwahati. The bank guarantee shall be kept valid till completion of contract period. The guarantee shall contain a claim period of three months from the last date of validity.

The bank shall invoke the guarantee before expiry of validity, if the services rendered by the selected vendor are not satisfactory and not as per the terms of the contract/AMC and SLA. The bank shall notify the prime vendor in writing before invoking the guarantee.

38. GOVERNING LAW AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof subject to the exclusive jurisdiction of the courts at Guwahati, Assam.

39. INDEMNITY

The Vendor shall, at its own expense, defend and indemnify the Bank against all third party claims for infringement of patent, trademark, design or copyright arising from use of proposed product/products or any part thereof.

ANNEXURES IN THE NEXT PAGES

40. ANNEXURE I – PRE QUALIFICATION

The minimum qualification criteria for the bidder are as under:

Pre Qualification Criteria	Compliance (Yes/ No)	Detail of proof Attached
1. The bidder should have minimum 3 years of experience in the Maintenance of UPS and must have performed the AMC (UPS) for at least 01 (One) Year in Public Sector Banks/ or offices of any other reputed Organization (Preferably Govt/ Govt Undertaking) . (Proof to be submitted along with technical bid).		Relevant Certificate/ Service Order/ PO Copy to be submitted.
2. The bidder should be a company/Firm/Sole proprietary concern incorporated in India having an average annual turnover of Rs. 20 Lakhs in last three financial years (2021-22, 2022-23, 2023-24) as per the audited balance sheets available at the time of submission of tender. Copy of incorporation certificate/Partnership Deed and Registration Certificate/PAN Card and Audited Balance Sheet/ GST Registration Certificate need to be submitted as applicable to the bidder.		Copy of incorporation certificate,Audited Balance sheet and ISO certification need to be submitted.
3. The bidder should have made operating profits in the last three financial years.		Copy of Audited balance sheet and Profit & Loss A/c for last 3 consecutive years need to be submitted
4. The bidder should have at least single contract of value Rs 4.0 Lacs or above for the maintenance of UPS with Public Sector Bank/ Government departments etc. (As on 31-03-2024).		Relevant Work Order copy to be submitted
5. The bidder should have necessary infrastructure & service support centres at Guwahati or nearby for maintenance of offered UPS. The bidder should have its Service Engineers stationed at all the important cities/towns of Assam or major District Head Quarters of the State. The bidder should be capable to provide efficient and effective support so as to attend calls at all branches and offices of Assam Gramin Vikash Bank within stipulated time frame as mentioned in this RFP. (Proof to be submitted along with technical bids). The bank will analyze the number of service centres, number & position of engineers at centres, infrastructure etc. of all the vendors/bidders as a part of minimum qualification criteria. If the Bank is not satisfied with the number of service centres, number & position of engineers at Service Centres , infrastructure etc, Bank reserves the right to technically disqualify the bidder(s). The decision of the Bank shall be final.		Details of service/ support network/ Engineers stationed at Guwahati and nearby places and places in and around Bank's 09 Regional Offices: Guwahati, Dibrugarh, Diphu, Golaghat, Lakhimpur, Kokrajhar, Nalbari, Tezpur, Silchar (addresses, name of contact persons, phone numbers, e-mail etc.) and proof of Registered/ Branch offices must be furnished as part of bid.
6. The bidder should be capable of providing service & support of UPS of preferably AVO Brand/ or any other reputed Brand in the Market as all the 250 UPS are of AVO Make.		Relevant Certificate should be submitted showing experience of handling AVO/ any other reputed MAKE UPS (Previously attended Service Call Reports)

<p>7. Bidders, who have not satisfactorily completed any of the earlier contracts during past 3 years issued by Assam Gramin Vikash Bank/ Punjab National Bank, will not be eligible for participation in this tender.</p>		<p>Declaration to be submitted on letter head.</p>
<p>8. The bidder should have not been blacklisted by any of Government Authority or PublicSector Undertaking (PSUs) as on date of submission of bid.</p>		<p>The bidder shall give an undertaking (on their Letterhead) that they have not been black listed by any of the Govt. Authority or PSUs as on date of submission of the tender as per the annexure VII</p>
<p>9. Bidder must be ISO 9001 certified with validity till 30-06-2024 or later (Attach the certificate copy as proof). In case the aforesaid certificate expires before 30.06.2024, the bidder must provide a renewed certificate post renewal. Failure to provide the renewed ISO 9001 certificate may result in termination of services.</p>		<p>Provide the relevant certificate as proof</p>
<p>10. Bidder must be able to provide AMC services in Branches located at Rural, Semi-urban & Urban areas of the state of Assam (including Metro)</p>		<p>Relevant Undertaking to be submitted/ Work completion certificate or Service Cal Reports at Branches of Bank/ or any other office located at rural/ semi-urban areas to be submitted</p>

Date:

Signature:

Seal of Company:

Name:

41. ANNEXURE II – ACCEPTANCE OF TERMS AND CONDITIONS

(Letter to the bank on the bidder's letterhead)

To
The General Manager (IT)
Assam Gramin Vikash Bank,
Head Office, Adam's Plaza, M.S.S. Road
Christian Basti, Guwahati-781005

Dear Sir,

Sub: RFP for AMC of 250 nos. AVO Make UPS

With reference to the RFP No. **AGVB/IT/RFP/AMC/01/2024-25 dated 24-04-2024**, having examined and understood the instructions, scope of work, terms and conditions forming part of the RFP, we hereby enclose our offer for AMC detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information/annexure.

We hereby undertake that the parts to be replaced during AMC period will be brand new and legally obtained.

We understand that the bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever. We understand that

- Bank is not bound to accept the lowest or any bid received, and Bank may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in prescribed form. Unless and until a formal contract is prepared and executed, this bid together with our written acceptance thereof shall constitute a binding contract between us & the Bank.
- If our bid is accepted, we are to be responsible for the due performance of the contract.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the
firm) Date:

42. ANNEXURE III – LETTER OF UNDERTAKING ON COMPANY’S LETTER HEAD

To
The General Manager (IT)
Assam Gramin Vikash Bank, Head Office
Adam’s Plaza, M.S.S. Road,
Christian Basti, Guwahati-781005

Dear Sir,

Sub: RFP for AMC of 250 Nos. AVO Make UPS

We submit our bid documents herewith:

We understand that Bank is not bound to accept any bid received by the Bank, and Bank may reject all or any bid.

If our bid for above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with our written acceptance thereof shall constitute a binding contract between us & the Bank.

We undertake that we don't have any franchise arrangement for the services and will provide direct company service support to the branches under AMC.

Yours faithfully,

Date :

Signature

Seal of Company/Firm

Name

43. ANNEXURE IV – DETAILS OF SERVICE/SUPPORT CENTRE AND TECHNICAL STAFF

(A) Details of service/support centers directly owned by the company/firm in the State of Assam.

Sr. No.	Area Office/ Regional Office	Address of service centre	Name and contact details Service Engineer who will be assigned for branches under the Area Office/ Regional Office
1	Dibrugarh		
2	Diphu		
3	Golaghat		
4	Guwahati		
5	Kokrajhar		
6	Lakhimpur		
7	Nalbari		
8	Silchar		
9	Tezpur		

(Wherever applicable submit documentary evidence to facilitate verification)

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date :

Signature

Seal of Company/firm

Name:

44. ANNEXURE V – Format for COMMERCIAL BIDS

The Annual Maintenance charges for all items will be as under:

Name of the Vendor/ Firm/ Company:

Sr. No.	Items	Number of items (A)	Yearly AMC rate per item (Without taxes) (B) (including Parts replacement/ Engineer visit and everything other included)	Total AMC Cost for the Year (without taxes) C=A*B
2	AVO Make 3KVA online UPS	250		
TCO (Total Cost of Ownership) – Grand Total				
TCO (In words):				

The quantity/number of items mentioned in the above is approximate only. It may increase/decrease as per the bank's actual requirement. Bank reserves the right to alter the quantity

- **TCO quoted above should include all charges except GST.**
- TCO must be quoted in WORDS and FIGURES.
- In case of any discrepancy, unit price quoted in words will be considered for computation of TCO.
- Cost comparison will be on the basis of Total Cost of Ownership calculated for all above mentioned items. L-1 bidder will be decided on the basis of Grand Total (TCO) value of all items in above table.
- Before start of the contract, physical asset verification to be conducted by the vendor at their own cost. Serial Nos. of all hardware (UPS) at all locations as given in **Annexure-A** to be collected and given to the Bank. This collection can also be done by contacting Branch personnel over contact nos. provided in **Annexure -A**
- GST to be paid as applicable.
- TDS to be deducted from bill value as applicable

Date:

Signature _____

Seal of Company/firm

Name:

45. ANNEXURE VI: FORMAT FOR BIDDER PROFILE

Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sub: RFP for AMC of 250 Nos. AVO Make UPS

S.NO.	Particulars	Details
1	Name of the Bidder	
2	Date of Establishment/ Incorporation	
3	Number of Years in the Business	
4	Address for Correspondence: Registered Office: Corporate Office:	
5	Single Point of contact for this RFPName: Designation: Mobile No.: Landline No.: Fax: Email-ID: Website • (any changes in the above should be informed in advance to Bank)	
6	Details of other offices of theFirm/Company	
8	Our PAN number for Income Tax is <u>We are registered with the GST authorities and our Registration numbers are as follows.</u> GST Registration Number is Our Bank Details Name and Type of BankAccount Name of the Bank and Branch addressAccount Number RTGS / NEST (IFSC) Code	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the informationsubmitted by us, our Bid is liable to be rejected.

Date:

Name:

Place:

Designation:

Signature with Seal:

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

46. ANNEXURE VII:FORMAT FOR NON-BLACKLISTED UNDERTAKING

Undertaking for not being blacklisted (Undertaking must submitted in Company's Letter Head)

To

The General Manager (IT)

Assam Gramin Vikash Bank

Head Office, Adam's Plaza, M.S.S. Road,

Christian Basti, Guwahati-781005

Sub: RFP of for AMC of 250 Nos. AVO make UPS at Branches/offices of Assam Gramin Vikash Bank

We(bidder name), hereby undertake that-

We have not been blacklisted by the government authority or public sector undertaking(PSUs) in India or any Financial Institution in India as on date of submission of response.We also undertake that, as on date of submission of response no legal case is pending against firm that may affect the solvency / existence of our firm or any other way that may affect capability to provide / continue the services to bank.

Date:

Place:

Signature with Seal:

Name:

Designation:

47. ANNEXURE VIII – DRAFT FORMAT OF AGREEMENT
(To be executed on Rs. 100 E-stamp Paper Non Judicial)

ANNUAL MAINTENANCE CONTRACT

This agreement made at Assam Gramin Vikash Bank Head Office on this _____ day of _____ month of 2024, between (Assam Gramin Vikash Bank) a Regional Rural Bank carrying on its Banking Business under the provisions of Regional Rural Bank Act, 1975 having its Head Office situated at Adam's Plaza, M.S.S. Road, Christian Basti, Guwahati-05 hereinafter called the "**BANK**" which expression shall wherever the context so requires, mean and include its successors and (M/s _____), Authorized Supplier and Service Providers of _____ Make UPS having its Branch Office at _____ hereinafter called "**THE VENDOR/FIRM/AMC VENDOR**" sets forth the terms and conditions for the Comprehensive Annual Maintenance Contract of 250 Nos. AVO Make UPS as per the attached Annexure with the AMC Order already shared with the vendor for repairs, replacement of spares etc. along with other allied services.

SCOPE OF WORK:

The vendor shall provide the following services under this AMC Contract to keep the UPS in good working condition

- The AMC Work Order covers comprehensive on-site maintenance of 250 Nos. 3 KVA Online AVO Make UPS installed at different branches/ offices of Assam Gramin Vikash Bank as mentioned in the enclosed Annexure with the Service Order.
- The replacement of all the spares like logic board, capacitors, Mother boards, PSDR & Charger Cards etc. and consumables are covered/included under the AMC. The replacement of defective spares with genuine spares of same configuration will be done without any extra cost.
- Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the UPS and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the Bank's consent. **Faulty parts removed from the system belong to the Bank. However, the vendor can buy back the same and use at its own sole discretion subject to the payment of its value to the Bank.**
- The vendor shall maintain adequate spare machine and other spares at its site to facilitate any temporary replacement.
- The AMC Vendor shall maintain the UPS as per manufacturer's guidelines and shall use standard and genuine components for replacement.
- In case of tubular batteries, engineer must pour distilled water in batteries as and when required on his visit to a particular site.
- It is the responsibility of the vendor to collect asset details with Sl. Nos. as per the Annexure attached with the Work Order at the beginning of the contract and to maintain the inventory. In case, if any asset is missed out from the AMC Contract, the vendor should attend the call for those assets and can include those assets for next payment. If there is mismatch of serial numbers of the asset, the asset serial numbers can be rectified at later stage without any delay in attending the calls.
- During installation of standby UPS under AMC, all connected equipment like Stabilizers and batteries should be installed even if the said equipment doesn't come under AMC.
- Complaints with respect to these 250 AVO Make UPS irrespective of installed locations can be registered either telephonically or by e-mail by respective branch/Office/ respective Regional Office/ Head Office and proper record of the complaints to be maintained by the AMC Vendor.
- On Administrative requirement in future Bank may shut/merge any of the branch/offices, UPS & Batteries at those locations may be utilized at other offices and will be included in this AMC.
- The engineers deployed for branches will get signed branch-visit report from Branch managers/officers and submit one copy to branch. All the copies of branch-visit reports in a quarter to be submitted to AGVB

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank
HO, Guwahati within 7 days of quarter- end.

- A logbook shall be maintained in which the company/firm/vendor shall record all the complaints made and parts taken out of branches/offices for repair. The vendor shall submit a copy of consolidated complaint reports in Excel furnishing the details of branch-wise breakdown callslodged/attended and its status on fortnightly basis to AGVB HO vide e mail to cm.it-mis@agvb.co.in.

All the complaints received shall be attended by them in following manner.

- Minor faults to be rectified immediately with telephonic/Remote support.
- Any complaint lodged shall be attended within 24 hours of the Lodged time (Mail time). In case the UPS is down for more than 24 hours, standby UPS must be provided by the vendor.
- Repair and servicing of the UPS unit shall be carried out at customer sites, in case the UPS is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the AMC Vendor.
- The replacement of components shall be as per manufactures instructions and as per the decision of AGVB HO, Guwahati. No hardware items or parts will be taken out for repair without prior written/mail approval of AGVB HO, Guwahati/concerned Regional Office.
- In case any working UPS is physically damaged at branch/office, vendor has to provide standby UPS to that location immediately without any extra cost till the Bank provides replacement for the damaged UPS.
- The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments irrespective of the cause of fault.
- **The AMC should include the free of cost/ non chargeable replacement of UPS Spares irrespective of the reason of damage of such parts. Damaged parts due to external factors like voltage, improper earthing, Generator issues, power issues or any other external factors should be covered under the scope of this AMC except damage due to fire, lightning, accident and transportation (if done by Bank).**
- The vendor shall make AMC services available on all days as and when requested by the Bank irrespective of Bank Holidays.
- In case of shifting of entire branch/office from existing premise to another, shifting will be responsibility of the bank. However, the uninstallation/installation/Reinstallation of the UPS under AMC will be done by vendor in old and new premises respectively, at no extra cost to bank. The connection of the UPS with the batteries is also included in such cases.
- It shall be the responsibility of the AMC Vendor to make all these 250 UPS working satisfactorily throughout the contract period and to hand over the UPS in working condition to the Branch/office after expiry of the contract. In case any damage is found, the firm/vendor is liable to rectify it even after the expiry of contract period.
- Vendor has to provide support service including replacement of spares, and all other services with respect to these 250 Nos. UPS including lodgement of battery complaints with the OEM/ Supplier of the batteries installed with the UPS without any extra cost.
- If the UPS is not working due to damaged /discharged batteries, then Bank will replace the batteries. After replacement of the batteries, if the UPS do not function properly then it is the responsibility of the AMC Vendor to make it functional.
- Timely updating of machine serial numbers will be responsibility of the vendor. The vendor would be required to maintain and submit to our IT Department Head Office, on quarterly basis, location wise inventory list, duly updated with details of new installation, if any and incorporating the UPS movement during the period under reference.
- Bank may decide to add or remove certain UPS from the AMC at any point of time during

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank the contract. Payment for any inclusion / deletion of UPS during the AMC period will be calculated on pro- rata basis.

- If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Agreement, such defective machines would be repaired by some third party and the amount spent for such repairs would be billed to the AMC vendor and the same shall be in addition to the penalty imposed.

1. **PENALTY FOR LACK OF SERVICE SUPPORT**

Bank expects proper service support during contract period. The maintenance standard expected is that any complaint shall be attended within 24 hours of the Lodged time (Mail time). In case the UPS is down for more than 48 hours, standby UPS must be provided by the bidder. If any complaint not attended/responded within 24 Hours, the **penalty of Rs. 50/- (Rupees Fifty only) per day will be charged**. If the UPS is not set right/standby UPS is not provided within 48 Hours of attending/responding, then **penalty of Rs. 100/- (Rupees One Hundred only) per day will be charged** which will be realized from the Quarterly AMC Bill of the vendor. The time of delay/default for determination of penalty will be calculated from the time of lodgement of complaint at the dedicated Telephone Number/Mobile Number/e-mail provided by the AMC vendor for the purpose

2. **PENALTY FOR NOT ATTENDING TO COMPLAINTS**

If a UPS complaint is not attended within 24 Hours of lodging a complaint, the Penalty will be charged at the rate of Rs. 50 per day per site from the next Working Day

3. **REALIZATION OF PENALTY AMOUNTS**

Penalty Amounts if any will be realized from the Quarterly Bill of the AMC Vendor. Vendor needs to submit Credit Notes in favour of AGVB in consultation with the Accounts Department of the Bank for the same.

4. The above penalty shall not exceed 20% of the AMC cost per Quarter for the affected UPS unit. If the penalty exceeds 20% of the AMC Cost per Quarter for the affected UPS unit, the same shall be repaired from some 3rd Party at the cost of the AMC Vendor. The vendor can provide substitute/standby UPS for a maximum of 01 month. In case vendor could not repair/replace the UPS within 01 Month, the Bank can get it repaired from outside agency and cost of repair will be recovered from AMC payment.

5. **Payment Terms:** AMC charges after deducting penalty if any will be paid quarterly at the end of Quarter. Taxes shall be paid as applicable. Taxes to be clearly shown in invoices raised. Consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended must be submitted for release of quarterly payment.

6. No advance payment will be released against AMC

7. **Other Terms and Conditions:**

1. **The UPS that are shown as located in different Regional Offices/ Head Office of the Bank in the attached Annexure to the AMC Order have been already shifted to different Branches. The AMC Vendor shall provide AMC Service to these UPS at the Branches to which these UPS have been shifted after taking records of the same from respective controlling offices/ ROs/ HO**
2. Signing of this AMC Contract with the Bank stands for the fact that the Vendor has accepted the terms and conditions of the AMC Order

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

8. SCOPE OF AGREEMENT

The AMC shall be in force for the period from _____ to _____ and shall cover all 250 Nos. AVO Make UPS as specified in the attached Annexure to the Work/Service Order.

The prices as specified in the Work/Service Order shall not be subject to any escalation during this period. Taxes as applicable alone would be reimbursed as shown in the invoice to be submitted quarterly.

9. CONTRACT VALIDITY AND TERMINATION OF AGREEMENT.

This contract will be valid for the period from _____ to _____ with a provision to extend the same for a further period of 02 Years or part thereof on the same rates, terms and conditions on mutual consent.

If the vendor desires or not desire to renew the existing contract, he shall express his desire by giving three months prior notice before expiry of contract

Without prejudice to any other provision contained within these Terms and Conditions or of any Agreement the Bank may terminate the Agreement by 30 days' notice in writing in any of the following events:

- (i) The Vendor commits a material breach of the Agreement which is incapable of remedy; or
- (ii) The Vendor commits a material breach which is capable of remedy but which the Vendor fails to remedy within 30 days of written notice by the Bank specifying the event of default and requiring its remedy.
- (iii) The Bank and the Vendor may by notice in writing to the other terminate the Agreement if the other shall have a receiver or liquidator appointed, shall pass a resolution for winding up (otherwise than for the purpose of amalgamation or reconstruction), if a Court shall make an order to that effect, if the other party shall enter into composition or arrangement with its creditor(s) or shall become insolvent. Such an event shall be deemed to be a material breach incapable of remedy.

Any termination of the Agreement howsoever caused shall not affect any accrued rights or liabilities of either the Bank or the vendor arising out of the Agreement.

10. JURISDICTION AND ARBITRATION

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provisions of the Indian Arbitration and conciliation Act 1996 and its subsequent amendment and only Courts of Guwahati city only shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to laws of India alone.

11. FORCE MAJEURE:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty 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 Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

12. LIABILITIES & INDEMNITIES

The vendor represents and warrants that the repair and maintenance of service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other entity. The vendor agrees to indemnify the Bank in respect of any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

13. CONFIDENTIALITY

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to Bank. The vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to disclose it to any other parties. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

14. TRAVEL EXPENSES.

No travel expenses shall be borne by the Bank in respect of travel undertaken by the vendor and its Service Engineers towards fulfillment of obligations under the Contract.

15. LIMITATION OF LIABILITY:

The limitation of liability on any default of vendor will not be more than the purchase order value of arising out of this agreement.

16. All the other terms & conditions mentioned in the RFP will be applicable to this Contract Agreement

In Witness where of the parties have executed this contract on the above mentioned date

Authorised Signatory of **ASSAM GRAMIN VIKASH BANK** with official stamp

(Signature) _____
(Name & Designation)

Witness:
(Signature) _____
(Name & Designation)

Authorised Signatory of the AMC **VENDOR** with Official stamp

(Signature) _____
(Name & Designation)

Witness:

(Signature) _____
(Name & Designation)

ANNEXURE-IX-Format for Reverse Auction

The Annual Maintenance charges for all items after Reverse Auction will be as under:

Name of the Vendor/ Firm/ Company:

Sr. No.	Items	Number of items (A)	Yearly AMC rate per item (Without taxes) (B) Quoted before reverse auction	Total AMC Cost for the Year (without taxes) (before Reverse Auction) C=A*B	Yearly AMC rate per item (Without taxes) (D) Quoted after reverse auction	Total AMC Cost for the Year (without taxes) (After Reverse Auction) E=A*D
2	AVO Make 3KVA online UPS	250				
TCOAR (Total Cost of Ownership aAfter Reverse Auction)– Final Grand Total						
TCOAR (In words):						

The quantity/number of items mentioned in the above is approximate only. It may increase/decrease as per the bank's actual requirement. Bank reserves the right to alter the quantity

- **TCOAR quoted above should include all charges except GST.**
- TCOAR must be quoted in WORDS and FIGURES.
- In case of any discrepancy, unit price quoted in words will be considered for computation of TCOAR.
- Cost comparison will be on the basis of Total Cost of Ownership after Reverse Auction calculated for all above mentioned items. L-1 bidder will be decided on the basis of Final Grand Total (TCOAR) value of all items in above table.
- Before start of the contract, physical asset verification to be conducted by the vendor at their own cost. Serial Nos. of all hardware (UPS) at all locations as given in **Annexure-A** to be collected and given to the Bank. This collection can also be done by contacting Branch personnel over contact nos. provided in **Annexure -A**
- GST to be paid as applicable.
- TDS to be deducted from bill value as applicable

Date:

Signature _____

Seal of Company/firm

Name:

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

ANNEXURE-A

Sr. No.	Sol ID	Branch/ Office Name	REGIONAL OFFICE	Branch Address	No. of AVO Make UPS	Contact No.
1	7009	GUGAMUKH	LAKHIMPUR	P.O. Gogamukh, Dist. Dhemaji, Pin - 787029	1	8638383109
2	7013	BAHPATI	Lakhimpur	P.O. Azad, Dist. Lakhimpur, Pin. 787001	1	6900199717
3	7014	BHUGPUR CHARIALI	Lakhimpur	P.O. Bhugpur Chariali, Dist. Lakhimpur, Pin. 787033	1	7002510112
4	7015	HARMOTI	LAKHIMPUR	P.O. Harmoti, Dist. Lakhimpur, Pin. 784160	1	8723923143
5	7023	BORBALI	LAKHIMPUR	P.O. Pothali Pahar, Dist. Lakhimpur, Pin. 784163	1	9864440426
6	7024	PANIGAON	LAKHIMPUR	P.O. Panigaon, Dist. Lakhimpur, Pin. 787052	1	8638481811
7	7026	ALICHINGA	Tezpur	P.O. Alichinga, Dist. Sonitpur, Pin. 784112	1	9365404678
8	7026	ALICHINGA	Tezpur	P.O. Alichinga, Dist. Sonitpur, Pin. 784112	1	9365404678
9	7029	BINDUKURI	Tezpur	P.O. Balipukhuri, Dist. Sonitpur, Pin. 784001	1	9957299875
10	7030	BEDETI	LAKHIMPUR	P.O. Bedeti, Dist. Sonitpur, Pin. 784179	1	9435552515
11	7034	DOOMDOOMA	Tezpur	P.O. -Kacharigaon, Via. Sirajuli Dist. - Sonitpur, Pin. 784117	1	9957295391
12	7035	DHEKIAJULI	Tezpur	P.O. -Dhekiajuli, Dist. - Sonitpur, Pin. 784110	1	9957981022
13	7037	DAFLAGARH	LAKHIMPUR	P.O. -Daflagarh, Dist. - Sonitpur, Pin. 784171	1	8822083859
14	7040	GHORAMARI	Tezpur	P.O. -Ghoramari, Dist. - Sonitpur, Pin. 784105	1	8638096264
15	7042	ITAKHOLA	LAKHIMPUR	P.O. -Itakhola, Dist. - Sonitpur, Pin. 784118	1	9101267523
16	7045	KAWAIMARI	Tezpur	P.O. -Ghatua, Dist. - Sonitpur, Pin. 784149	1	97076 99153
17	7048	PITHAKHOWA	Tezpur	P.O. -Pithakhowa, Dist. - Sonitpur, Pin. 784001	1	7002459350
18	7050	RAKYASHMARI	Tezpur	P.O. -Rakyashmari, Dist. - Sonitpur, Pin. 784507	1	9706570783
19	7052	SINGRI	Tezpur	P.O. -Singri, Dist. - Sonitpur, Pin. 784120	1	9678856505
20	7053	THAKURBARI	Tezpur	P.O. -Rangapara, Dist. - Sonitpur, Pin. 784505	1	7002020560
21	7057	BHERGAON	Tezpur	P.O. - Tangla, Dist. - Udalguri, Pin. - 784521	1	9830430850
22	7059	BHAIRABKUNDA	Tezpur	P.O. - Bhairabkunda, Dist. - Udalguri, Pin. - 784513	1	9957468034
23	7061	DALGAON	Tezpur	P.O. - Dalgaon, Dist. - Darrang, Pin. - 784116	1	9101719995
24	7062	DEOMORNOI	Nalbari	P.O. - Deomarnoi, Dist. - Darrang, Pin. - 784147	1	8473943067
25	7063	DHULA	Nalbari	P.O. - Dhula, Dist. - Darrang, Pin. - 784146	1	6001945031/ 7896082603
26	7067	HARISINGA	Tezpur	P.O. - Harisinga, Dist. - Udalguri, Pin. - 784510	1	9954883457
27	7069	KALAIGAON	Tezpur	P.O. - Kalaigaon, Dist. - Udalguri, Pin. - 784525	1	9101269500
28	7072	ORANG	Tezpur	P.O. - Orang, Dist. - Udalguri, Pin. - 784114	1	7002871710
29	7075	ROWTA	Tezpur	P.O. - Rowta, Dist. - Udalguri, Pin. - 784508	1	8005792995
30	7085	GHOGRAPAR	Nalbari	P.O. - Ghograpar, Dist. Nalbari, Pin 781369	1	9365499386
31	7086	KORIA	Nalbari	P.O. - Koria, Dist. Nalbari, Pin 781339	1	9854356533
32	7098	ANANDABAZAR	Nalbari	P.O. - Anandabazar, Dist. Baska, Pin - 781318	1	8812889158
33	7103	BARPETA ROAD	Nalbari	P.O. - Barpeta Road, Dist. Barpeta, Pin 781315	1	8721924628, 6000800000
34	7107	JANIA	Nalbari	P.O. - Jania, Dist. Barpeta, Pin 781314	1	8822010028/ 8101296842
35	7110	NITYANANDA	Nalbari	P.O. - Nityananda, Dist. Barpeta, Pin 781329	1	9707823278
36	7110	NITYANANDA	Nalbari	P.O. - Nityananda, Dist. Barpeta, Pin 781329	1	9707823278

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

37	7133	CHITHILA	Kokrajhar	P.O. Chithila,Dist.- Kokrajhar,Pin. 783374	1	7099204164
38	7138	SERFANGURI	Kokrajhar	P.O. Serfanguri,Dist.- Kokrajhar,Pin. 783346	1	8638972912
39	7139	SRIRAMPUR	Kokrajhar	P.O. Srirampur,Dist.- Kokrajhar,Pin. 783361	1	9706527998
40	7140	TAMARHAT	Kokrajhar	P.O. Tamarhat,Dist.- Kokrajhar,Pin. 783332	1	7002111510
41	7148	HALAKURA	Kokrajhar	P.O.- Halakura,Dist. Dhubri,Pin. - 783335	1	9954915565
42	7151	PAGLAHAT	Kokrajhar	P.O.- Paglahat,Dist. Dhubri,Pin. - 783334	1	8724858789
43	7153	SAPATGRAM	Kokrajhar	P.O.- Sapatgram,Dist. Dhubri,Pin. - 783337	1	9101191917
44	7155	BORGURI	Dibrugarh	P.O. Boraguri, ,Dist. Tinsukia, Pin. 786126	1	7002118498
45	7156	DOOMDOOMA	DIBRUGARH	P.O. Doom Dooma,Dist. Tinsukia,Pin. 786151	1	9706320072
46	7156	DOOMDOOMA	Dibrugarh	P.O. Doom Dooma,Dist. Tinsukia,Pin. 786151	1	9706320072
47	7162	DIBRUGARH	DIBRUGARH	P.O. C.R. Building Dist. Dibrugarh Pin. - 786003	1	9954576844
48	7164	CHAULKHOWA	DIBRUGARH	P.O. Bokul Tinali, Via. Lahoal,Dist. Dibrugarh,Pin. 786010	1	9864696832
49	7165	CHABUA	DIBRUGARH	Khanin Complex, A.T. Road, Chabua, Dibrugarh,786184	1	9954268469
50	7167	TENGAKHAT	Dibrugarh	P.O. Tengakhath,Dist. Dibrugarh,Pin. - 786103	1	9706634373/ 7002253673
51	7168	TINGRAI CHARIALI	Dibrugarh	P.O. Tingrai Chariali, Dist. Dibrugarh,Pin. - 786601	1	8876672062/ 9101297687
52	7169	NAUHOLIA	Dibrugarh	P.O. Nauholia, Via. Hoogrijan, Dist. Dibrugarh,Pin. - 786601	1	8486573144
53	7170	BHADOI PANCHALI	DIBRUGARH	P.O. Bhadoi Panchali, Via. - Hoogrijan,Dist. Dibrugarh,Pin. 786601	1	9706237356
54	7171	NAHARKATIA	DIBRUGARH	Moran Tinali, P.O. Naharkatia Dist. Dibrugarh, Pin. - 786610	1	9864852141
55	7172	MORANHAT	DIBRUGARH	P.O. Moranhat,Dist. Dibrugarh,Pin. - 785670	1	8638886774
56	7174	BORHAT	DIBRUGARH	P.O. Borhat, Dist. Sibsagar,Pin.- 785693	1	9864649437
57	7175	CHARING	DIBRUGARH	P.O. Charing, Dist. Sibsagar,Pin.- 785661	1	7002551813
58	7176	DHITAIPUKHURI	DIBRUGARH	P.O. Dhitaipukhuri, Dist. Sibsagar,Pin.- 785689	1	9435811022
59	7180	KOLAKOTA	Dibrugarh	P.O. Chatianaguri, Dist. Sibsagar,Pin.- 785692	1	9435411259
60	7181	KONWARPUR	DIBRUGARH	P.O. Konwarpur, Dist. Sibsagar,Pin.- 785667	1	9864529788
61	7183	LONGPOTIA	DIBRUGARH	P.O. Longpotia, Via - SapekhatiDist. Sibsagar, Pin.- 785692	1	9954260232
62	7184	MESSAGARH	DIBRUGARH	P.O. Messagarh, Dist. Sibsagar,Pin.- 785668	1	7002180974
63	7186	NEMUGURI	DIBRUGARH	P.O. Nemuguri, Dist. Sibsagar,Pin.- 785674	1	9101881633
64	7188	NIMONAGARH	DIBRUGARH	P.O. Nimonagarh, Via. Suffry,Dist. Sibsagar, Pin.- 785690	1	9435454133, 7002606304
65	7189	PATSAKU	DIBRUGARH	P.O. Patsako,Dist. Sibsagar,Pin.- 785673	1	9864003496
66	7190	SEPON	DIBRUGARH	P.O. Sepon,Dist. Sibsagar,Pin.- 785673	1	8724040432
67	7192	SONARI	Dibrugarh	P.O. Sonari,Dist. Sibsagar,Pin.- 785690	1	7002037791
68	7194	THOWRA	DIBRUGARH	P.O. Desanghat, Via Rajmai, Dist. Sibsagar,Pin.- 785672	1	6002994942/ 9435256479/ 8472074550/ 6002994942
69	7225	MISSAMORA	Golaghat	P.O. Missamora, Via BaruabamungaonDist. Golaghat,Pin. - 785618	1	8473897511
70	7235	AUNIATISATRA	Tezpur	P.O. Puranigudam,Dist. Nagaon,Pin - 782141	1	8471998216
71	7241	DOBOKA	Diphu	P.O. Doboka,Dist. Nagaon,Pin 782440	1	9435509620

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

72	7244	DAKHINPAT	Tezpur	P.O. Baligaon,Dist. Nagaon,Pin - 782144	1	9707271151
73	7245	DEODHAR	Tezpur	P.O. Ranthali,Dist. Nagaon,Pin - 782101	1	9864444971
74	7247	HATICHUNG	Tezpur	P.O. Hatichung,Dist. Nagaon,Pin 782142	1	9859197238
75	7248	JUGIJAN	Diphu	P.O. Jugijan,Dist. Nagaon,Pin 782429	1	7099709556
76	7249	KAKI	Diphu	P.O. Kaki,Dist. Nagaon,Pin 782446	1	7002470184
77	7250	KAMPUR	Tezpur	P.O.- Kampur,Dist.- Nagaon,Pin. 782426	1	9859724031
78	7254	KUWARITUL	Tezpur	P.O. Kuwaritol,Dist. Nagaon,Pin 782137	1	9864382499/ 9101182545
79	7255	MAJPATHORI	Tezpur	P.O. Majpathori,Dist. Nagaon,Pin 782009	1	7896606989
80	7258	NALTOLI	Tezpur	P.O. Bhomoraguri, Via Silghat,Dist. Nagaon,Pin 782143	1	9706344124
81	7259	RAIDONGIA	Tezpur	P.O. Aibheti,Dist. Nagaon,Pin 782001	1	7002235335
82	7262	SALNABAZAR	Tezpur	P.O. Salona,Dist. Nagaon,Pin.- 782139	1	9101007375
83	7267	BOHA	Guwahati	P.O.- Borpak,Dist. Morigaon,Pin. - 782411	1	9854336043
84	7272	MONOHA	Guwahati	P.O.- Monoha,Dist. Morigaon,Pin. - 782411	1	8761924036
85	7304	DHUMERGHAT	Kokrajhar	P.O.- Dhumerghat,Dist.- Goalpara,Pin. 783330	1	9707445497
86	7309	MATIA	Kokrajhar	P.O.- Matia,Dist.- Goalpara,Pin. 783125	1	9508701884
87	7318	GUMRA	Silchar	P.O. Gumra,Dist. Cachar,Pin. - 788815	1	8638027756
88	7318	GUMRA	Silchar	P.O. Gumra,Dist. Cachar,Pin. - 788815	1	8638027756
89	7322	SRIKONA	Silchar	P.O. Srikona,Dist. Cachar,Pin. - 788026	1	8011932031
90	7337	RATANPUR ROAD	Silchar	P.O. Ratanpur,Dist. Cachar,Pin. 788155	1	7002982061
91	7358	GARCHUK	Guwahati	A.K. Deb Road, P.o. Garchul, Guwahat 781035	1	9706873958
92	7371	NEWLARBHITHA	Nalbari	Newlarbhita P.O. Kalagari Dist : Barpeta Assam-781307	1	8474866783
93	7372	TAMULPUR	Guwahati	P.O. Tamulpur Dist. : BAKSA (BTAD) Assam-781367	1	9613300919
94	7372	TAMULPUR	Guwahati	P.O. Tamulpur Dist. : BAKSA (BTAD) Assam-781367	1	9613300919
95	7373	NEW MARKET	Dibrugarh	N R Kedia Path H S Road Bye Lane P.O. & Dist : Dibrugarh Assam-786001	1	9101409311/ 8876522319
96	7374	AMONI	Tezpur	SHG Hut, N H 37 P.O. Amoni Dist. : Nagaon Assam-782138	1	9678538878
97	7374	AMONI	Tezpur	SHG Hut, N H 37 P.O. Amoni Dist. : Nagaon Assam-782138	1	9678538878
98	7375	UPAR NAZIRA	Dibrugarh	College Tiniali P.O. Nazira Dist. : Sivasagar Assam-785685	1	7002437190/ 9401930052
99	7376	CHANDRAPUR	Guwahati	Chandrapur, P.O. Chandrapur, Dist. Kamrup (M) , Assam Pin- 781 403	1	9706769669
100	7377	SHANTIPUR	Silchar	Vill & P.O. : Ghanigram Part II Dist : Cachar Assam-788025	1	8133891303
101	7377	SHANTIPUR	Silchar	Vill & P.O. : Ghanigram Part II Dist : Cachar Assam-788025	1	8133891303
102	7377	SHANTIPUR	Silchar	Vill & P.O. : Ghanigram Part II Dist : Cachar Assam-788025	1	8133891303
103	7378	AMGURI BAZAR	Kokrajhar	P.O Amguri Dist : Chirang (BTAD) Assam-783393	1	7002131062
104	7379	GHAROWA SONAPUR	Nalbari	Pakadali Chowk, Vill:Metapara (Pakadali) P.O.Dhekiapara Dist. Darrang (Assam) Pin- 784145	1	9854611776

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

105	7380	UPARHALI	Guwahati	NH-37, Uparhali (Bijoy Nagar), Guwahati Sub-Divisional Marketing Committee Campus P.O. Uparhali Dist. Kamrup(Assam) Pin-781122	1	9706562690
106	7380	UPARHALI	Guwahati	NH-37, Uparhali (Bijoy Nagar), Guwahati Sub-Divisional Marketing Committee Campus P.O. Uparhali Dist. Kamrup(Assam) Pin-781122	1	9706562690
107	7381	SIRAJULI	Tezpur	Vill: Maila Ali Borsola Road, P.O. Sirajuli Dist- Sonitpur(Assam) Pin-784117	1	9435180702
108	7382	BANGALMARA	LAKHIMPUR	Vill: 2 No. Ahmedpur Islampur Salmora Road Laluk Bihpuria Sanjogi Path (Bangalmara) P.O.Islamgaon Dist- Lakhimpur (Assam) Pin-787054	1	9319155036
109	7382	BANGALMARA	Lakhimpur	Vill: 2 No. Ahmedpur Islampur Salmora Road Laluk Bihpuria Sanjogi Path (Bangalmara) P.O.Islamgaon Dist- Lakhimpur (Assam) Pin-787054	1	9319155036
110	7383	RAHA	Guwahati	House No. 128, Ward No. 4 A.T. Road, Natun Chariali P.O.Raha, Dist- Nagaon (Assam) Pin-782103	1	9560204162
111	7383	RAHA	Guwahati	House No. 128, Ward No. 4 A.T. Road, Natun Chariali P.O.Raha, Dist- Nagaon (Assam) Pin-782103	1	9560204162
112	7384	SEGUNBARI	Dibrugarh	N.H.38, Segunbari Tiniali P.O.- Margherita Dist- Tinsukia(Assam) PIN- 786181	1	9395025530/ 9854474177
113	7385	RAJGARH	Dibrugarh	Naharkatia Moran Road (Near Petrol Pump), Rajgarh, P.O. Rajgarh, Dist. Dibrugarh(Assam) Pin-786611	1	7399917619
114	7386	RUPAHI	Tezpur	Vill: Rupahi, Lakhowa Road, Rupahi Bazar P.O.Rupahi Dist: Nagaon (Assam) Pin-782125	1	8721843504
115	7387	KATHIATOLI	Tezpur	N.H.36, Kathiatoli Chariali P.O. Kathiatoli, Dist. Nagaon (Assam) Pin-782427	1	8721898856
116	7387	KATHIATOLI	Tezpur	N.H.36, Kathiatoli Chariali P.O. Kathiatoli, Dist. Nagaon (Assam) Pin-782427	1	8721898856
117	7388	SADIYA	DIBRUGARH	N.H.37, School Chariali, Chapakhowa P.O. Chapakhowa, Dist. Tinsukia(Assam) Pin-786157	1	7002652322
118	7388	SADIYA	Dibrugarh	N.H.37, School Chariali, Chapakhowa P.O. Chapakhowa, Dist. Tinsukia(Assam) Pin-786157	1	7002652322
119	7389	NAMKHOLA	Nalbari	Vill : Namkhola , P.O.- Deodhonighat, Dist. Darrang (Assam) Pin : 784147	1	9101603754
120	7390	LALA BAZAR	Silchar	Ward no. 5, Central Road, Lala P.O.Lala, Dist. Hailakandi (Assam) Pin-788163	1	9679146371
121	7390	LALA BAZAR	Silchar	Ward no. 5, Central Road, Lala P.O.Lala, Dist. Hailakandi (Assam) Pin-788163	1	9679146371
122	7391	MANKACHAR	Kokrajhar	House no. /Ward no. 6C-35 Chowk Bazar, Barmanpara, Mankachar P.O. Mankachar, Dist.- Dhubri (Assam) Pin- 783131	1	8638750325
123	7392	DIKOM	DIBRUGARH	NH-37, Dikom, P.O. Dikom, Dist. Dibrugarh (Assam) Pin-786101	1	9085080198

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

124	7393	TALAP	Dibrugarh	NH-37, Talap (Talap Bali Bazar), Bora Complex, P.O.Talap, Dist: Tinsukia(Assam) Pin-786156	1	7002793857/ 9854800418
125	7394	JAGUN	DIBRUGARH	Jagun Bazar Miao Road Jagun, P.O. Jagun Dist. Tinsukia (Assam) Pin- 786188	1	8638577583
126	7394	JAGUN	Dibrugarh	Jagun Bazar Miao Road Jagun, P.O. Jagun Dist. Tinsukia (Assam) Pin- 786188	1	8638577583
127	7396	HOJAI	Diphu	J.K.Kedia Road(Main Road), Hojai, P.O.Hojai, Dist. Nagaon Pin-782435(Assam)	1	7002352966
128	7397	BANIPUR	Golaghat	A.T.Road, Jakhalabandha P.O. Jakhalabandha Dist. Nagaon Pin -782136 (Assam)	1	9707013042
129	7397	BANIPUR	Golaghat	A.T.Road, Jakhalabandha P.O. Jakhalabandha Dist. Nagaon Pin -782136 (Assam)	1	9707013042
130	7398	ARENGAPARA	Golaghat	Hospital Road, Opp. HGM Nursing Home P.O.Golaghat DIST. Golaghat PIN-785621 Assam	1	8876514799
131	7399	MAZBAT	Tezpur	ORANG-MAZBAT ROAD, P.O. MAZBAT Dist. : Udalguri (BTAD), Assam Pin : 784507	1	9706790739
132	7400	SONTOLI	Guwahati	Vill: Mahatoli Sontoli Bazar P.O. Mahatoli Bazar Dist.-Kamrup PIN-781136 Assam	1	8638014593
133	7401	MAYANG	Guwahati	Vill: Raja Mayang Mayang Bazar P.O.Raja Mayang Dist - Morigaon PIN - 782411 Assam	1	9854119799
134	7402	BOKO	Guwahati	Vill: Barpara Boko, Paramananda Bazar P.O.Boko Dist.- Kamrup PIN -781123 (Assam)	1	8011577805
135	7402	BOKO	Guwahati	Vill: Barpara Boko, Paramananda Bazar P.O.Boko Dist.- Kamrup PIN -781123 (Assam)	1	8011577805
136	7403	SALAKATI	Kokrajhar	Vill: Salakati(CT) Salakati Bazar P.O.Salakati Dist.Kokrajhar (Assam) PIN:783369	1	9127159240
137	7403	SALAKATI	Kokrajhar	Vill: Salakati(CT) Salakati Bazar P.O.Salakati Dist.Kokrajhar (Assam) PIN:783369	1	9127159240
138	7404	KHARADHARA	Nalbari	Vill: Niz- Sathisamukha Kharadhara, Baramchari Road, Kharadhara P.O. Niz- Sathisamukha Dist- Barpeta PIN - 781355 (Assam)	1	7002735719
139	7407	GHILAMARA	LAKHIMPUR	Vill:Ghilamara 1/2, Ghilamara Tiniali, P.O. Ghilamara, Dist - Lakhimpur , PIN-787053	1	8136062134
140	7407	GHILAMARA	Lakhimpur	Vill:Ghilamara 1/2, Ghilamara Tiniali, P.O. Ghilamara, Dist - Lakhimpur , PIN-787053	1	8136062134
141	7408	G S ROAD BHANGAGARH	Guwahati	G.S. Road, Near BIG BAZAR, P.O. Bhangagarh, District: Kamrup (Metro), Assam, PIN: 781005	1	8638047472
142	7408	G S ROAD BHANGAGARH	Guwahati	G.S. Road, Near BIG BAZAR, P.O. Bhangagarh, District: Kamrup (Metro), Assam, PIN: 781005	1	8638047472
143	7409	LEDO	Dibrugarh	Shibani Complex, Ledo Bazar, P.O.- Ledo, Dist.- Tinsukia, Pin-786182	1	9706411127
144	7409	LEDO	Dibrugarh	Shibani Complex, Ledo Bazar, P.O.- Ledo, Dist.- Tinsukia, Pin-786182	1	9706411127
145	7412	DEMOW	Lakhimpur	NH-52, Demow ,P.O.-Demow Chariali, District - Dhemaji, Assam, PIN-787059	1	8876646139
146	7413	KAHILIPARA(NA RAKASUR	Guwahati	House No. 99, Kahilipara Road, Narakasur, Guwahati – 781019	1	8876537256
147	7415	DIPHU	Diphu	M.G ROAD DIPHU WHOLESALE CONSUMERS & COOPERATIVE SOCIETY DIPHU, , , DIPHU, 782460	1	7002781087

AMC for 250 Nos. AVO Make UPS at Branches/ offices of Assam Gramin Vikash Bank

148	7416	DHANSIRI	Diphu	PO-DHANSIRI, DIST: KARBI ANGLONG, PIN: 782470	1	7002754717
149	7417	DHENTAGHAT	Diphu	PO-DENTAGHAT, DIST:KARBI ANGLONG,PIN: 782441	1	8011413003
150	7417	DHENTAGHAT	Diphu	PO-DENTAGHAT, DIST:KARBI ANGLONG,PIN: 782441	1	8011413003
151	7417	DHENTAGHAT	Diphu	PO-DENTAGHAT, DIST:KARBI ANGLONG,PIN: 782441	1	8011413003
152	7418	LANGHIN	Diphu	PO-LANGHIN,DIST: KARBI ANGLONG,PIN: 782441	1	9127241506
153	7419	BAKULIA	Diphu	BOKULIA,TEH.DIPHU,782482	1	9864530206
154	7419	BAKULIA	Diphu	BOKULIA,TEH.DIPHU,782482	1	9864530206
155	7420	KHERONI	Diphu	PO-KHERONI VIA LANKA,DIST: KARBI ANGLONG,PIN:782448	1	9864601005
156	7420	KHERONI	Diphu	PO-KHERONI VIA LANKA,DIST: KARBI ANGLONG,PIN:782448	1	9864601005
157	7421	ULUKUNCHI	Guwahati	VIA NELLIE,ULUKUNCHI,TEH.HAMREN	1	8638791207
158	7421	ULUKUNCHI	Guwahati	VIA NELLIE,ULUKUNCHI,TEH.HAMREN	1	8638791207
159	7422	DEITHOR	Golaghat	DEITHER,TEH.DIPHU, 782480	1	7002511735
160	7423	CHOKIHOLA	Golaghat	PO-CHOKIHOLA,DIST: KARBI ANGLONG, PIN: 782475	1	7002822853
161	7425	MAIBANG	Silchar	PO-MAIBONG,DIST: DIMA HASAO, PIN: 788831	1	9365731706
162	7426	DIYUNGAMUKH	Diphu	PO-DIYUNGAMUKH,DIST: DIMA HASAO,PIN: 782446	1	9401090962
163	7427	HATIKHALI	Diphu	PO-HATIKHALI VIA LANGTING,DIST:DIMA HASAO,PIN: 788832	1	9706815421
164	7427	HATIKHALI	Diphu	PO-HATIKHALI VIA LANGTING,DIST:DIMA HASAO,PIN: 788832	1	9706815421
165	7428	SILONIJAN	Golaghat	SILONIJAN,TEH.DIPHU, 782470	1	9401203530
166	7429	DENGAON	Diphu	PO-DOKMOKA,DIST: KARBI ANGLONG,PIN: 782441	1	8638890092
167	7429	DENGAON	Diphu	PO-DOKMOKA,DIST: KARBI ANGLONG,PIN: 782441	1	8638890092
168	7430	BAGORI	Golaghat	PO-BAGORI VIA JAKHALABANDHA,DIST: KARBI ANGLONG,PIN: 782138	1	9954136672
169	7431	HIDIPI	Diphu	PO-HIDIPI VIA BOKAJAN,DIST:KARBI ANGLONG,PIN: 782480	1	9435182996
170	7431	HIDIPI	Diphu	PO-HIDIPI VIA BOKAJAN,DIST:KARBI ANGLONG,PIN: 782480	1	9435182996
171	7432	HARANGAJAO	Silchar	PO-HARANGAJAO,DIST: DIMA HASAO,PIN: 788818	1	9678724660
172	7433	HAFLONG	Silchar	PO-HAFLONG,DIST: DIMA HASAO, PIN: 788819	1	9577288758
173	7433	HAFLONG	Silchar	PO-HAFLONG,DIST: DIMA HASAO, PIN: 788819	1	9577288758
174	7434	BALIPATHAR	Golaghat	PO-BALIPATHAR VIA DHANSIRIPAR,DIST: KARBI ANGLONG,PIN: 782480	1	9954094511
175	7435	BOITHALANGSO	Diphu	BOITHALANGSO,TEH.HAMREN,782450	1	9101260445
176	7435	BOITHALANGSO	Diphu	BOITHALANGSO,TEH.HAMREN,782450	1	9101260445
177	7436	PAROKHOWA	Diphu	PARAKHOWA,TEH.DIPHU,782441	1	8486065752
178	7437	BELTOLA(W)	Guwahati	BELTOLA,AUGURI,TEH.HAMREN, 782410	1	7002793270

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179	7438	SARKARI BAGAN	Silchar	PO-SARKARI BAGAN,DIST: DIMA HASAO,PIN: 788819	1	7086431487
180	7439	HAMREN	Diphu	PO-HAMREN,DIST: KARBI ANGLONG,PIN: 782488	1	7896605776
181	7439	HAMREN	Diphu	PO-HAMREN,DIST: KARBI ANGLONG,PIN: 782488	1	7896605776
182	7440	HAWAIPUR	Diphu	PO-MAILOO BAZZAR VIA LANKA,DIST: KARBI ANGLONG,PIN: 782448	1	9957184120
183	7440	HAWAIPUR	Diphu	PO-MAILOO BAZZAR VIA LANKA,DIST: KARBI ANGLONG,PIN: 782448	1	9957184120
184	7441	KHATKHATI	Diphu	PO-KHATKHATI VIA BOKAJAN,DIST; KARBI ANGLONG,PIN: 782480	1	9435486910
185	7441	KHATKHATI	Diphu	PO-KHATKHATI VIA BOKAJAN,DIST; KARBI ANGLONG,PIN: 782480	1	9435486910
186	7442	JAPARAJAN	Diphu	PO-SUKANJAN ,DIST: KARBI ANGLONG,PIN: 782480	1	9864991250
187	7443	DILLAI	Diphu	PO-DILLAI VIA BOKAJAN,DIST: KARBI ANGLONG,PIN: 782480	1	8638641470
188	7444	UMRANGSO	Diphu	PO-UMRANGSO,DIST: DIMA HASAO,PIN: 788931	1	7896728190
189	7445	MANJA	Diphu	DIPHU MANJA ROAD DIPHU MANJA ROAD MANJA TINIALI, , , MANJA, 782461	1	7086334813
190	7445	MANJA	Diphu	DIPHU MANJA ROAD DIPHU MANJA ROAD MANJA TINIALI, , , MANJA, 782461	1	7086334813
191	7447	UTTAR BORBILL	Diphu	PO-UTTAR BORBIL VIA HOWRAGHAT ,DIST: KARBI ANGLONG,PIN: 782481	1	9954091675
192	7448	JENKHA	Diphu	PO-JENKHA VIA KHERONI,DIST: KARBI ANGLONG,PIN: 782448	1	9707313081
193	7449	DOLAMARA	Golaghat	DALAMARA,TEH.DIPHU	1	9859289403
194	7450	DILLAJI	Diphu	RONGKHELANG DIPHU,	1	8638096548
195	7451	DOKMOKA	Diphu	PO-DOKMOKA,DIST: KARBI ANGLONG,PIN: 782441	1	9706816029
196	7451	DOKMOKA	Diphu	PO-DOKMOKA,DIST: KARBI ANGLONG,PIN: 782441	1	9706816029
197	7452	RAJAPATHAR	Diphu	PO-SILPUTA TINALI VIA BAKULIA,DIST: KARBI ANGLONG,PIN: 782482	1	8761065394
198	7452	RAJAPATHAR	Diphu	PO-SILPUTA TINALI VIA BAKULIA,DIST: KARBI ANGLONG,PIN: 782482	1	8761065394
199	7453	DIPHU BAZAR	Diphu	DIPHU BAZAR DIPHU, 782460	1	8876646139
200	7453	DIPHU BAZAR	Diphu	DIPHU BAZAR DIPHU, 782460	1	8876646139
201	7454	VOKSON	Diphu	PO-LAOPANI VIA CHAPARMUKH,DIST: KARBI ANGLONG,PIN: 782425	1	7086452567
202	7455	HOWRAGHAT	Diphu	PO-HOWRAGHAT ,DIST: KARBI ANGLONG,PIN: 782481	1	9132622979/ 9560170142
203	7455	HOWRAGHAT	Diphu	PO-HOWRAGHAT ,DIST: KARBI ANGLONG,PIN: 782481	1	9132622979/ 9560170142
204	7456	SATGAON	Diphu	VIA DONGKAMOKAM,SATGAON,TEH.HAMREN,	1	9954086722
205	7458	BOKAJAN	Diphu	BOKAJAN BAZAR ROAD BOKAJAN BOKAJAN, , , BOKAJAN, 782480	1	7002564809

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206	7461	SAMAGURI	Diphu	BOKULIA- HOWRAGHAT ROAD HOWRAGHAT, , SAMAGURI, 782482	1	8133906272
207	7462	LAMSAKHANG	Diphu	LAMSAKHAM ROAD LAMSAKHANG LAMSAKHAM, , LAMSAKHAM, 782446	1	7002708317
208	7463	BORLANGPHER	Diphu	PO-BORLONGPHER ,DIST: KARBI ANGLONG,PIN: 782460	1	8638984720
209	7463	BORLANGPHER	Diphu	PO-BORLONGPHER ,DIST: KARBI ANGLONG,PIN: 782460	1	8638984720
210	7464	ZIRIKINDING	Diphu	ZIRIKINDING ROAD ZIRIKINDING, , , ZIRIKINDING, 782448	1	9708286893
211	7465	MAHUR	Silchar	PO-MAHUR,DIST: DIMA HASAO,PIN: 788830	1	9706505539/ 7002371547
212	7466	UPPER CHINTHONG	Diphu	SABUDA - ULUKUNCHI ROAD UPPER CHINTHONG, , , SABUDA, 782413	1	6001219243
213	7468	TARADUBI	Diphu	TUMPRENG ROAD TARADUBI UPPER TARADUBI, , , TARADUBI, 782482	1	8876763707
214	7468	TARADUBI	Diphu	TUMPRENG ROAD TARADUBI UPPER TARADUBI, , , TARADUBI, 782482	1	8876763707
215	7469	BORGAON	Guwahati	AMSOI - AMTRENG ROAD BORGAON, , , BORGAON VIA CHAPORMUKH, 782425	1	9864517504
216	7470	KATHALGURI	Diphu	SAMAGURI KATHALGURI ROAD KATHALGURI KATHALGURI, , , KATHALGURI, 782135	1	7002233245
217	7471	LANGTING	Diphu	P.O: LANGTING,DIST: DIMA HASAO,PIN: 788832	1	9365535957
218	7471	LANGTING	Diphu	P.O: LANGTING,DIST: DIMA HASAO,PIN: 788832	1	9365535957
219	7472	LAHARIJAN BAZAR	Diphu	LAHARIJAN BAZAR ROAD LAHARIJAN BAZAR LAHARIJAN BAZAR 1,2, , , LAHARIJAN, 782480	1	9706560448
220	7473	DONKAMOKAM	Diphu	PO DONKAMOKAM DIST KARBI ANGLONG ASSAM	1	8638838617
221	7900	HEAD OFFICE	Guwahati	GS Road Bhangagarh, Assam -781005	6	9435253879
222	7911	RO NALBARI	Nalbari	College Road,Nalbari Town,Nalbari,District-Nalbari,Assam,PIN-781335	2	8471822999
223	7912	RO LAKHIMPUR	Lakhimpur	Hospital Road,North Lakhimpur,District-rLakhimpur,Assam,PIN-787001	2	9435077521
224	7913	RO GOLAGHAT	Golaghat	Kushal Path,New Amolapatty,P.O.Golaghat,District-Golaghat,Assam,PIN-785621	2	9707027621
225	7914	RO SILCHAR	Silchar	Ambicapatty (Chowrangee),P.O.Silchar,District-Cachar,Assam,PIN_788004	3	9749238725
226	7915	RO DIBRUGARH	Dibrugarh	C. R. Building,Dibrugarh,District-Dibrugarh,Assam,PIN-786003	2	8473858706
227	7917	RO KOKRAJHAR	Kokrajhar	Thana Road,Kokrajhar,District-Kokrajhar,Assam,PIN-783370	1	7002198519/ 9435004750
228	7917	RO KOKRAJHAR	Kokrajhar	Thana Road,Kokrajhar,District-Kokrajhar,Assam,PIN-783370	3	7002198519/ 9435004750
229	7918	RO DIPHU	Diphu	M.G ROAD DIPHU WHOLESAL CONSUMERS & COPERATIVE SOCIET DIPHU, , , DIPHU, 782460	1	9864933378
230	7918	RO DIPHU	Diphu	M.G ROAD DIPHU WHOLESAL CONSUMERS & COPERATIVE SOCIET DIPHU, , , DIPHU, 782460	5	9864933378

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231	7919	RO TEZPUR	Tezpur	Tribeni Complex, Ward No. 3, Infront of Pantaloons, Tezpur, PIN-784001	2	9101251013
232	7919	RO TEZPUR	Tezpur	Tribeni Complex, Ward No. 3, Infront of Pantaloons, Tezpur, PIN-784001	1	9101251013

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(* Locations of the Items from Sr. No. 221 to 232 may have been changed. Exact Locations will be provided to the successful bidder after execution of the AMC Contract)