



बैंक ऑफ़ बड़ौदा Bank of Baroda

BOB:NSSC:IT:2025/21



Date-06-02-2025

**Bank of Baroda**  
**National Shared Services Centre**  
**5th floor, GIFT Tower-1, Road-5, Zone-5C, GIFT City, Gandhinagar, Gujarat-382355**  
**Phone no- 079-68273405 email-it.nssc.gift@bankofbaroda.com**

**Tender Notice**

**Sub:- AMC for the 60 KVA UPS installed at Bank of Baroda, TFBO-II ,Vijaya Towers, 41/2, M G Road, Bengaluru for a period of 3 years**

Sealed quotations are invited for AMC for the 60 KVA UPS installed at Vijaya Towers, Bengaluru. The Tender Document can be downloaded from the website of Bank of Baroda i.e. [www.bankofbaroda.com](http://www.bankofbaroda.com) under link "Tender". Important dates of tender related activities are as under: -

- Closing Date & Time for receipt of tender : 28<sup>th</sup> February 2025 upto 1700 Hrs.
- Tender Opening Date & Time : 4<sup>th</sup> March 2025 at 1500 Hrs.
- Place of Tender Opening : IT Dept., 5th floor, GIFT Tower-1, Road-5, Zone-5C, GIFT City, Gandhinagar-, Gujarat-382355.

**General Terms and Conditions:-**

1. Quotations/Bids are invited for providing Non-Comprehensive maintenance services for UPS installed at Bank of Baroda, TFBO-II ,Vijaya Towers, 41/2, M G Road, Bengaluru-560001.
2. The maintenance support agency (hereafter referred to as "agency" in this document) is required to submit their quotation in a sealed cover, superscripted "Quotations for Non-Comprehensive AMC of 60KVA UPS for 3 year". Quotation/bid should reach Sr. Manager, Bank of Baroda, NSSC, 5<sup>th</sup> floor, GIFT Tower-1, Road-5, GIFT City, Gandhinagar, Gujarat-382355" latest by 28.02.2025 at 5:00 pm.
3. The agency should have minimum of 2 years experience in the Maintenance of UPS. (MSEs are exempted from experience criteria). Agency should have executed similar maintenance work for AMC. (Proof to be submitted along with bid). (MSEs are exempted from experience criteria, however, they need to provide valid MSME Certificate and must be registered as MSME vendor on GeM).
4. Agency should not have been blacklisted by any Govt. Department or Public Sector Undertaking. The agency will give an undertaking in the letter format of the annexure that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of tender.
5. The make & model of the UPS installed at TFBO-II, Bengaluru is as below-

Sr.	UPS Make	Ratings	UPS parts details	Battery technical specification	Quantity of batteries
A	Switching AVO	60 KVA	UPS + Batteries	12V, 75AH, Exide SMF	40

6. UPS is in working conditions at the office. The successful agency shall be given 5 days' time to verify the working of UPS before commencement of AMC and the agency will submit the report to NSSC, GIFT City, Gandhinagar within 3 working days.



7. Escalation matrix and name of persons coordinating for AMC jobs to be submitted to NSSC, GIFT City, Gandhinagar immediately after AMC is awarded.
8. All the parts of the Switching AVO UPS will be under AMC excluding batteries and the parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the UPS.
9. Average Uptime of Switching AVO UPS to be maintained at 99%. The response time to resolve the UPS issue will be 2-4 hours once problems are reported by Bank of Baroda, TFBO-II Bengaluru office via email/telephone.
10. In case of UPS damaged due to short circuit or High voltage damage or neutral failure, the UPS will be repaired on chargeable basis.
11. The agency should deploy experienced and technically sound engineers only for carrying out the maintenance jobs as the UPS are offering power backup of computers/servers which are functionally critical and important in the production environment.
12. This AMC consist of attending to all the breakdowns and carrying out necessary repair including replacement of parts of UPS if required. This AMC covers preventive maintenance which is to be done on quarterly basis. Agency will be liable for maintaining the UPS in good working condition during the AMC period.
13. Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the agency's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
14. The agency shall make AMC services available on all days as and when requested by the Bank.

**15. Penalty Clause:-**

As per the penalty clause, The agency will have to guarantee a minimum uptime of 99% calculated on monthly basis during the AMC period of -1- Switching AVO UPS. The penalty will be calculated as under:-

- a) Uptime percentage: 100% less downtime percentage
- b) Downtime percentage: Total unavailable time divided by Total available time calculated on monthly basis.
- c) Total available time: Number of days in a month multiplied by 24 hours per day.
- d) Unavailable Time : Time involved while services of UPS is inoperative or operates inconsistently or erratically

If Agency, fails to meet the uptime guarantee then the following penalty amount will be deducted from the AMC payment being done as below-

Level of uptime calculated on monthly basis	Penalty Amount
Uptime $\geq$ 99%	No penalty would be deducted
98.50% $\leq$ Uptime $<$ 99%	1% penalty of the AMC Cost
Uptime $<$ 98.50%	Penalty at an incremental rate of 1% (in addition to a base of 1%) of the AMC cost for every 0.5% lower than stipulated uptime.

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every half yearly payment. The SLA charges will be subject to an overall cap of 10% of the AMC cost.

16. **Payments Terms:-** AMC Payment will be made after completion of six months on submission of Invoice & Preventive maintenance Report of last 2 quarters after adjusting the applicable penalty charges in each quarter as per the SLA. Agency should clearly indicate its GST number invariably in all bills/invoices. Payments will be made through NEFT/RTGS mode only. No advance payments will be released for any of the services or procurement of any parts.
17. The AMC price quoted by agency is final and no escalation shall be permitted during the AMC period.



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18. This AMC will be reviewed at the end of every year depending on the services provided by agency.
19. Only Bank of Baroda shall have the option to terminate the agreement if the service is found to be unsatisfactory. A quarterly/monthly review of the service will be carried out and if found unsatisfactory, the Annual Maintenance Contract for UPS can be terminated only by Bank of Baroda by giving one month notice.
20. Agency to submit the following documents duly stamped and signed in sealed envelope:-
  - Annexure A
  - Annexure B
  - Annexure C
21. Any dispute, differences, controversy or claim – arising out of and/or relating to this work order, or breach, termination of invalidity thereof, between the parties shall be settled by agency only Courts in Bengaluru which shall have Jurisdiction to determine the same.
22. AGM & HEAD NSSC, Bank of Baroda, GIFT City office reserves the right to accept or reject any or all bids without assigning any reason whatsoever.
23. For any query, please contact Mr. Phoolchand Nagar / Mr. Jitendra Gehlot, IT Dept., NSSC, GIFT City, Gandhinagar over phone No: 079- 66734168/4114.

(Flt. Lt. Ashish Sethi)  
AGM NSSC, GIFT City  
Date: 06-02-2025



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**ANNEXURE- A**

**AMC for the 60 KVA UPS installed at Bank of Baroda, TFBO-II ,Vijaya Towers, 41/2, M G Road, Bengaluru for a period of 3 years**

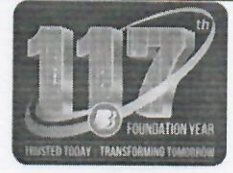
Sr no	Description	Information	
1.	Name of Firm/Company/Agency		
2.	Address of Firm/Company/Agency (Enclosed copy of address proof)		
3.	Contact Details of Firm/Company/Agency	Telephone/Mobile no	
		Fax No.	
		Email ID	
4.	Name of Prop./Partner/Director of Firm/Company/Agency		
5.	Other Details (Enclose copy)	PAN NO	
		GST REGISTRATION NO	
		MSE/Udhyam Registration No.	

Dated:

Signature of Authorised Signatory with stamp Name of the person \_\_\_\_\_



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Annexure B

**AMC for the 60 KVA UPS installed at Bank of Baroda, TFBO-II, Vijaya Towers, 41/2, M G Road, Bengaluru for a period of 3 years**

**UNDERTAKING**

I/We \_\_\_\_\_ do hereby solemnly affirm and declare that the My/Our firm /company/business entity is not blacklisted by any Government Department/Autonomous Organization etc. or prosecuted by any court of law.

Dated:

Signature of Authorised Signatory with stamp Name of the person \_\_\_\_\_



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Annexure C

**AMC for the 60 KVA UPS installed at Bank of Baroda, TFBO-II, Vijaya Towers, 41/2, M G Road, Bengaluru for a period of 3 years**

FINANCIAL BID

Name of the Bidder/Firm : - \_\_\_\_\_

Address of the Bidder/Firm: - \_\_\_\_\_

Telephone No.: - \_\_\_\_\_

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

Sr.	UPS	Rating	Quoted price for 1 <sup>st</sup> Year	Quoted Price for 2 <sup>nd</sup> Year	Quoted Price for 2 <sup>nd</sup> Year
1	Switching AVO	60 KVA			

The total price are inclusive of all Misc. charges like GST, transportation, labour or any other expenses etc.

Date:-

Signature of Authorised Signatory  
With stamp