

उत्तर बिहार ग्रामीण बैंक

प्रधान कार्यालय, कलमबाग चौक,
मुजफ्फरपुर, बिहार, 842 001



(Sponsored By :: Central Bank of India)

Uttar Bihar Gramin Bank

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Date :: 15.02.2012

Reg. :: **Expression of Interest for Supply, Installation and Maintenance of Servo Voltage Stabilizer to Uttar Bihar Gramin Bank, Muzaffarpur (Bihar).**

Uttar Bihar Gramin Bank (UBGB) with its Head Office Muzaffarpur is the largest Regional Rural Bank in the country. It has 892 branches and 14 Regional Offices spread over 18 Districts of North Bihar. The district covered by the Bank are as follows.

Arariya, Kishanganj, Saharsa, Supaul, Madhepura, Katihar, Purnea, Madhubani, Darbhanga, Sitamarhi, Sheohar, Muzaffarpur, Vaishali (Hajipur), Saran (Chapra), East Champaran (Motihari), West Champaran (Bettiah), Gopalganj & Siwan.

We have to install Servo Voltage Stabilizer in all Branches. We have UPS system installed in all Branches. We want sealed quotation from the interested manufacturers /suppliers of Servo Voltage Stabilizers who fulfills the following criteria/term and conditions.

1. The company should have or ready to provide within 30 days of order support /service centers at all the 18 districts of North Bihar as stated above.

Or

Alternatively, Company should have or ready to provide within 30 days of order support system in at least 10 district head quarters with service engineers to meet the service requirements of Servo Voltage Stabilizers to be installed in Branches spread across 18 districts as stated above.

2. We require Servo Voltage Stabilizers of following specification.

S N	Items	Specification
1	CAPACITY	5 KVA , 1phase to 1 phase Servo Voltage stabilizer.
2	MODEL / MAKE	Reputed Brand
3	INPUT VOLTAGE	120-280 V AC
4	Input Frequency Range	47-53HZ
5	Output Voltage	220 / 230 V AC Single phase +/- 1%
6	Type	Floor mounting
7	Type of Control	Servo Control.
8	METERING	Digital metering for input voltage, output voltage, input & output frequency.
9	Indications	Mains ON, Output ON, Output Overload, Output under voltage, Overload trip
10	Protection	MCB for short circuit & overload protections, Output overvoltage, Input over voltage trip

3. The quotation must include **comprehensive on site warranty covering replacement of all parts with labour cost** for a minimum period of 02 years. The warranty will start only after complete installation and acceptance of Servo Voltage Stabilizer in the Branches as a unit.
4. Company shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipments, accessories etc. Company must warrant all equipments, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, Company shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Uttar Bihar Gramin Bank.

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5. The quotation must include Annual Maintenance Charges (AMC) as under.

AMC should commence after expiry of 02 years warranty period. The Company should also quote separately in percentage term of basic price (excluding all taxes) of Servo Voltage Stabilizer for annual comprehensive maintenance at site for Servo Voltage Stabilizer for 03 years from the date of expiry of the warranty period. During AMC period, Company will have to maintain the systems and repair /replace at the installed site all defective components at no charge to Uttar Bihar Gramin Bank.

The quotation must be commitment to provide maintenance and should quote price for 03 years from the date of expiry of warranty. Uttar Bihar Gramin Bank will pay annual maintenance charges at the end of each quarter for every quarter.

Company should note that AMC for 03 years after expiry of warranty to be quoted separately in percentage term of basic price of Servo Voltage Stabilizer (one unit) in the following format.

Basic Price of equipment	% of AMC in terms of price of Voltage Stabilizer (excluding taxes)	Amount of AMC per annum	Amount of AMC for 03 years.

6. Since the contract will be covered by warranty period and further annual maintenance contract for 03 years, Company will have to make available the spare parts for the equipment during contract period and also for a minimum period of 03 years (AMC) from the date of expiry of warranty. Thereafter, Company will give at least Six months notice prior to discontinuation of support services, so that Uttar Bihar Gramin Bank may order its requirements of the spares, if it so desires. If any of the spare parts is not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity at no additional charges to Uttar Bihar Gramin Bank. No extra charge will be paid for the same.

7. Payment terms.

Uttar Bihar Gramin Bank will make payment as follows.

SN	Payment due on	% of amount to be paid	Remarks
01	Against installation and acceptance by the Bank	80%	80% of the order value will be paid by Head office, on completion of installation of Servo Voltage Stabilizer.
02	Against Performance	20%	The balance of 20% will be released by Uttar Bihar Gramin Bank six months after the date of installation on satisfactory performance of Servo Voltage Stabilizer subject to furnishing /submitting by the Company the Performance Guarantee of equal value for further 02 years.

8. **Penalty for Delay in installation** - The Company who will be selected for execution of supply order should have to deliver all the Servo Voltage Stabilizer within 03 weeks after receipt of supply order. For any delay in installation of the Servo Voltage Stabilizer, Uttar Bihar Gramin Bank will charge penalty @ 1% of the order value per week or part thereof, subject to a maximum of 5% which will be deducted from the order value.
9. **Penalty for Downtime** - Any equipment that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 24 hours. Required equipment should be readily available on standby position in the Bank so that

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replacement of temporary substitute can be done at minimum delay. However, the downtime should not exceed 12 hours for city locations and 24 hours for remote/rural locations. The reporting will be through a telephonic message or any other mode viz. email, fax as Uttar Bihar Gramin Bank may decide.

In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.500 per day subject to a maximum of 5% of the order value for the units affected which will be deducted from the AMC amount and/or from the Balance amount of 20% of order value kept with the bank.

The temporary substitute equipment should be replaced by the original equipment duly repaired within a week's time, failing which the above penalty will be imposed for the number of days exceeding one week.

10. **Indemnity::** Company shall indemnify, protect and save Uttar Bihar Gramin Bank against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipments supplied by him.
11. **Taxes ::** The price shall be inclusive of the following.
 01. Local Sales Tax (State Level) /VAT, if applicable.
 02. No price variation relating to increases in Customs Duty, Excise Tax, Currency variation etc. will be permitted.
12. The Bank reserves its right to reject the **quotation** without assigning any reason, whatsoever.
13. All disputes will be subject matter of the jurisdiction of the Court situated at Muzaffarpur (Bihar).
14. Delivery of Servo Voltage Stabilizer is to be done at the installation site /location provided by the Bank without charging any extra cost.

If a manufacturer/company is eligible as per the above standard, conditions and interested to supply 892 Servo Voltage Stabilizer within the stipulated period (03 weeks after receiving the supply order), they are invited to submit their **quotation** for Servo Voltage Stabilizer of above specifications through closed cover quotation basis. The sealed cover of quotation containing all the conditions stipulated above without any deviation should reach us at our following address on or before 29.02.2012 by registered/Speed post.

Address ::

General Manager
Uttar Bihar Gramin Bank
Head Office, Sharma Complex,
Kalambagh Chowk,
Muzaffarpur – Bihar
842 001

[A. K. SINGH]
GENERAL MANAGER

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