



**UNITED INDIA INSURANCE COMPANY LIMITED
REGIONAL OFFICE BANGALORE**

INFORMATION TECHNOLOGY DEPARTMENT

5th Floor, Krishi Bhawan Building, Bangalore-560001

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Ref: 070000/IT/2024-25/56

Date :07.03.2025

**TENDER NOTICE REGARDING AMC FOR UPS AND STABILIZER (FOR
OFFICES UNDER REGIONAL OFFICE BANGALORE)**

United India Insurance Company Limited, Regional Office Bangalore invites sealed quotations for AMC of UPS and stabilizer during the year FY2025-26.

You are hereby requested to send your sealed quotations for the AMC of above mentioned items to the offices located across South Karnataka under RO Bangalore, at the below mentioned address.

**The Deputy General Manager,
United India Insurance Company Limited,
Regional Office Bangalore
5th Floor, Krishi Bhawan Building, Hudson Circle, Bangalore-560001**

The quotations should be submitted in a Sealed Cover Marked “**Tender for AMC of UPS** ”and should reach us **on or before 21.03.2025 up to 11:00 AM** .Applications received beyond the stipulated date & time shall not be considered. The tenders received will be opened in the presence of the bidders on **21.03.2025 at 4:30 PM** in Regional Office, United India Insurance Company Limited, Bangalore. For any query and clarifications you may drop an email to tssbangalore@uiic.co.in.

EARNEST MONEY DEPOSIT(E.M.D):

1. Bidder shall have to submit EMD of Rs 25000/- (Rupees Twenty Five Thousand only). Preferably by Account Payee Demand Draft drawn in favour of “United India Insurance Co.Ltd”.
2. Bid received without earnest money or in the favour of the other modes will not be entertained/ considered at all and will be rejected.
3. No interest would be paid on the Earnest Money Deposit.
4. MSME's are exempted from EMD provided they produce a valid MSME certificate.

Forfeiture of EMD:

1. The earnest money deposited (EMD) will be forfeited if the bidder withdraws or amends impairs and derogates from the tender in any respect within the period of validity of tender.
2. In case the successful bidder declines the contract, for whatsoever reason(s).

Refund of EMD:

1. EMD will be refunded to the unsuccessful bidder within thirty days from the date of issue of letter of intimation to the successful bidder and no interest would be paid thereon.
2. EMD will be refunded to the successful bidder within thirty days from the date of expiry of the contract/ AMC Tender.



ELIGIBILITY CRITERIA FOR SELECTION OF VENDORS FOR AMC OF UPS

- a. Should be in the business of maintenance of UPS for the last three years.
- b. Should have a service centre at RO location.
- c. Should have an average total turnover of Rs 1 crore per year for the last 3 years.
- d. Should have made net profit at least in two years out of the last 3 financial years.
- e. Maintain sufficient spares at their service centre and also at UI office.

DOCUMENTS TO BE SUBMITTED IN THE SEALED COVER

The quotation should be duly signed by the authorized signatory whose name, designation, address and contact no. should be clearly mentioned in the bid.

- a. Signed and Sealed Copy of this Tender Document.
- b. GST Certificate (Self Attested).
- c. Annexure-I – UPS details
- d. Annexure-II - Agreement format for UPS AMC
- e. Annexure-III – List of offices
- f. Annexure IV - Commercial bid format
- g. Annexure V- Technical bid format
- h. Annexure VI - Profile of the Bidder
- i. Annexure VII- Escalation Matrix
- j. Annexure VIII-Bid security format

Note: 1) Separate commercial and technical bid should be submitted.
2) Submitted bids that are not technically qualified, will not be considered for financial bid.
3) Enclosed Annexure I & III are for your reference. It is not required to submit.


SUBBALAKSHMI DEVI G
REGIONAL MANAGER
REGIONAL OFFICE BANGALORE




Annexure I- UPS details

UPS Make	UPS Capacity	No. of UPS
Numeric	1 KVA	1
Numeric	3 KVA	10
Numeric	5 KVA	12
AVO/OTHER	1 KVA	2
AVO/OTHER	3 KVA	6
AVO/OTHER	5 KVA	1
Grand Total		32



Annexure -II

ANNUAL MAINTENANCE CONTRACT

This agreement made at _____ on this day of (Month) 2025 ,between(_____) hereinafter called the "VENDOR" which expression shall wherever the context so requires mean and include its successor and UNITED INDIA INSURANCE COMPANY LTD, Regional Office BANGALORE hereinafter called "THE COMPANY" sets forth the terms and conditions for the Comprehensive Annual Maintenance of UPS and stabilizers(whenever applicable) inclusive of repairs, replacement of spares of UPS and stabilizers and preventive maintenance of forth in the annexure enclosed.

1 SCOPE OF AGREEMENT:

The contract shall be in force for the period from _____ to _____ and shall cover all those UPS along with Voltage Stabilizer as specified in the Annexure to this agreement. The prices as specified in this Agreement Rs. _____ plus taxes shall not be subject to any escalation.

2.OBLIGATIONS OF THE VENDOR:

The vendor shall provide the following services to keep the UPS in good working condition.

- It is mutually agreed that the vendor will undertake preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, filling of distilled water for batteries even though the batteries are supplied by other vendors and are under warranty, replacing nut, bolts and wires including interlinking wires, cleaning and removal of dust and dirt from the interior of the UPS, batteries and necessary repairing of the UPS along with stabilizers) once in 3 months.
- Unscheduled on-call corrective and remedial maintenance services to set right the malfunctions of the UPS along with stabilizers. This includes replacement of unserviceable parts **except those specifically excluded** under this agreement.
- The vendor shall not sub-contract or permit any third party other than the Vendor's personnel to perform any work or service or other performance required of the Vendor under this agreement without the prior consent of the company.
- If the UPS covered under this agreement is not attended for repair or problems or not rectified within the time frame mentioned in Annual Maintenance Agreement, such defective machines would be repaired by a third party and the



amount spent for such repairs would be billed to the vendor and the same shall be in addition to the penalty imposed.

- The vendor shall submit consolidated report furnishing the details of breakdown calls attended/PM reports done and its status on quarterly basis along with the Invoice for AMC payment.
- Replacement of parts will be at the vendor's cost with original spares of the brand/make of the UPS as far as possible. In the event of non-availability of parts, equivalent or higher configuration components should be substituted with the company's consent.
- The vendor should maintain adequate stock of all components at his office so as to attend to service calls immediately.
- The vendor should hand over all the UPS mentioned in the Annexure in working condition to the company after expiry of the contract. In case any damage is found at the time of handing over, the vendor is liable to rectify it even after the contract period.
- In the case of major fault necessitating the equipment to be taken to Maintenance vendor's office/factory, **STANDBY** equipment of similar or higher capacity has to be provided at no extra cost. The cost of the transportation of any defective item for repairs shall be borne by the Vendor.
- The vendor should provide monthly reports of the Stand by UPS provided, our company UPS currently lying with the vendor and also UPS returned after repair.
- All repairs and maintenance services shall be performed by qualified and authorized personnel totally conversant and familiar with the system.

3. LIQUIDATED DAMAGES:

For offices located at district headquarters, the bidder shall attend to on-call services within 24 hours of lodging of the complaint and further close all service calls within 48 hours. For places other than district headquarters, bidder shall attend to calls within 48 hours and close all service calls within 72 hours. These timelines are excluding holidays.

In the event the vendor is not able to close the call within the above-stipulated time a standby system of same or higher capacity should be provided failing which penalty would be levied as under.

Rs.150/- per working day per UPS.



In the event the vendor is not able to perform preventive maintenance in the stipulated time frame including filling up of distilled water in batteries penalty would be levied as under.

Rs.1000/- per UPS.

4. OBLIGATIONS OF THE COMPANY

- The company shall pay Annual Maintenance Charges as mentioned in this agreement for the UPS specified in the Annexure. The maintenance charges are payable at the end of each quarter after reviewing the performance of the vendor. The company shall effect payments of the AMC charges within completion of 30 days from the date of receipt of Invoice and all documents as stipulated in various paragraphs/ clauses herein.
- The company would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

5. ENHANCEMENT / UPGRADATION OF EQUIPMENT

The company shall have the right to make changes or attachments to the UPS provided such changes or attachments do not prevent proper maintenance from being performed.

The actual quantity of UPS covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such consent is not unreasonably withheld. In the event that the quantity is increased the vendor is entitled for AMC charges on Pro-rata basis.

6. WORKING DAYS

The services of the vendor shall be available to the company from Monday to Friday. Under exceptional circumstances, the services of the vendor shall be available on Saturdays & Sundays at no extra cost.

7. REPLACEMENT OF PARTS

The vendor shall replace any parts of the UPS on failure, with parts having similar or equivalent functional capabilities.

Parts required for the maintenance of the equipment and / or correction of faults will be supplied at no extra cost to the company. Faulty parts removed from the system belong to vendor. However, the company can retain the same and use at its sole discretion to maintain the equipment subject to the payment of its value to the vendor. The replacement of batteries does not come under the scope of this agreement.



8.RELOCATION OFSYSTEMS

During the maintenance agreement in force, the company may relocate the UPS and keep the vendor informed. In case of relocation of equipment, transport and other incidental charges will be borne by company.

9.EXCLUSIONS

This maintenance agreement does not include:

- Electrical work external to the equipment or other devices not covered under this agreement.
- Damage resulting from accidents, fire not originating from UPS, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labour as well as charges for parts which is payable to the AMC vendor apart from the AMC charges.
- Work due to alterations in the UPS by persons other than Vendors' personnel (except for minor rectification by UIIC after intimating the Vendor).

10.CONTRACT VALIDITY AND CANCELLATION OFAGREEMENT.

This contract will be valid for the period from _____ to_____ .

- UIIC will have exclusive right to terminate the contract by giving one month's notice to the service provider. The Service provider has to give three months' notice to UIIC before cancellation of the contract

11.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 Bangalore only shall have Jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to laws of India alone.

12.FORCE MAJEURE:

The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following: -

"Act of God, refusal of permissions or other Government Act, Fire, Explosion, Accident, industrial dispute and the like which renders it impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause/circumstances of whatsoever nature beyond vendor's control".



13.LIABILITIES &INDEMNITIES

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

14. TRAVEL EXPENSES.

No travel expenses shall be borne by the Company in respect of travel undertaken by the vendor towards fulfillment of obligations under the Contract.

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

Authorized Signatory of **THE COMPANY** with official stamp

(Signature)_____

(Name & Designation)

Witness:

(Signature)_____

(Name &Designation)

Authorized Signatory of the **VENDOR** with Official stamp

(Signature)_____

(Name &Designation)

Witness:

(Signature)_____

(Name &Designation)



Annexure III

LIST OF UIIC OFFICES UNDER BANGALORE REGION

S.NO.	OFFICE CODE	OFFICE TYPE	OFFICE NAME
1	70000	REGIONAL OFFICE	Bangalore
2	70091	OD SERVICE HUB	Bangalore
3	70092	TP SERVICE HUB	Bangalore
4	70093	TP SERVICE HUB	Mysore
5	70094	TP SERVICE HUB	Mangalore
6	70095	TP SERVICE HUB	Tumkuru
7	70096	P & C HUB	Bangalore
8	70300	DIVISIONAL OFFICE	Bangalore 3
9	70400	DIVISIONAL OFFICE	Bangalore 4
10	71600	DIVISIONAL OFFICE	Bangalore 6
11	71800	DIVISIONAL OFFICE	Bangalore 7
12	72200	DIVISIONAL OFFICE	Bangalore 8
13	72300	DIVISIONAL OFFICE	Bangalore 9
14	72400	DIVISIONAL OFFICE	Bangalore 10
15	72500	DIVISIONAL OFFICE	Bangalore 11
16	72700	DIVISIONAL OFFICE	Bangalore 13
17	73000	DIVISIONAL OFFICE	Bangalore 15
18	72000	DIVISIONAL OFFICE	Mysuru 2
19	70800	DIVISIONAL OFFICE	Mangalore 1
20	71400	DIVISIONAL OFFICE	Tumkur
21	73100	DIVISIONAL OFFICE	Kolar
22	70403	BRANCH OFFICE	Jayanagar
23	70405	BRANCH OFFICE	Kothanur
24	71603	BRANCH OFFICE	Rajaji Nagar
25	71604	BRANCH OFFICE	VijayaNagar
26	71803	BRANCH OFFICE	Madiwala
27	72201	BRANCH OFFICE	Yeswanthpur
28	70602	BRANCH OFFICE	Hunsuru
29	70603	BRANCH OFFICE	Madikeri
30	72001	BRANCH OFFICE	Mandya
31	72003	BRANCH OFFICE	PLI Office
32	72004	BRANCH OFFICE	Yeraganahalli
33	70801	BRANCH OFFICE	KSR Road
34	72901	BRANCH OFFICE	Surathkal
35	72902	BRANCH OFFICE	Puttur
36	72903	BRANCH OFFICE	Belthangadi



37	71401	BRANCH OFFICE	Hassan
38	71402	BRANCH OFFICE	Tiptur
39	73101	BRANCH OFFICE	KGF
40	73102	BRANCH OFFICE	Chintamani
41	71683	MICRO OFFICE	Nagasettyhalli
42	71881	MICRO OFFICE	Kengeri
43	71883	MICRO OFFICE	Hoskerahalli
44	71884	MICRO OFFICE	Hebbagudi
45	71885	MICRO OFFICE	Anekal
46	72381	MICRO OFFICE	Peenya
47	72384	MICRO OFFICE	R.T.Nagar
48	72581	MICRO OFFICE	K.R. Puram
49	70682	MICRO OFFICE	Periyapattana
50	72082	MICRO OFFICE	Pandavapura
51	72085	MICRO OFFICE	Maddur
52	72982	MICRO OFFICE	Vittala
53	71484	MICRO OFFICE	Gubbi

Note : This list is subject to change as and when new office is opened and old office is closed.



Annexure IV-Commercial bid format

SI no	UPS capacity	Make	Quantity	Per unit per annum Price excluding tax	Total AMC price per annum excluding tax
1	1 kVA	Numeric	1		
2	3 kVA	Numeric	10		
3	5 kVA	Numeric	12		
4	1kVA	AVO/Other	2		
5	3 kVA	AVO/Other	6		
6	5 kVA	AVO/Other	1		

TOTAL=

Note:

- All rates quoted should be exclusive of GST and other taxes.
- TDS and other applicable taxes shall be deducted from every bill.
- Rates quoted in the tender shall be valid till the AMC contract period.



Annexure V- Technical bid format

SL. NO	Description	Compliance (yes/no)	Supportive Documents(yes/no)
1	Should be in the business of maintenance of UPS for at least last 3 years(Mandatory)		
2	Should have service center at Bangalore. (Mandatory)		
3	Should have an average total turnover of Rs 1 crore per year for the last three years. (Mandatory)		
4	Should have made net profit at least in two years out of the last 3 financial years. (Mandatory)		



Annexure-VI

Profile of the Bidder

Name of Firm/Service provider	
Office Address	
Address:(with pin code)	
Email:	
Website:	
Phone No.(with STD code):	
Mobile No.:	
Fax No.(with STD code)::	
Contact person with cell No.:	
Bank Details	
Bank name	
Branch name	
Account Number	
MICR Code	
IFSC Code	
Registration Particulars	
Income tax permanent account number	
GST Number	
Financial Turnover in Last 3 years	(in lakhs)
2021-2022	
2022-2023	
2023-2024	
Profit in the Last 3 years	(in lakhs)
2021-2022	
2022-2023	
2023-2024	



ANNEXURE VII

Escalation matrix up to level 3:

Levels	Name	Email-id	Contact number
Level 3			
Level 2			
Level 1			
Call logging details			



ANNEXURE VIII - BID SECURITY DECLARATION

(To be submitted in the Bidder's letter head)

To

<Buyer address>

Re: Ref. <tender reference no. & details/objective>, I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We will be disqualified from bidding any future contract with you including RFP Ref. <tender reference no> and will also be blacklisted from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.
- c. Have put any deviation, onerous / extraneous condition, assumption or exclusion on requirements, payment terms, SLAs, Scope, and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by United India Insurance Co. Ltd. pertaining to Selection of <objective of tender>.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:

(Company Seal)

