



উত্তরবঙ্গ ক্ষেত্রীয় গ্রামীণ ব্যাঙ্ক
उत्तरबंग क्षेत्रीय ग्रामीण बैंक
UTTARBANGA KSHETRIYA GRAMIN BANK

শিববাড়ি রোড, কোচবিহার

(HEAD OFFICE)

Shib Bari Road, Coochbehar

A Govt. Owned Scheduled Bank Sponsored By Central Bank Of India

*REQUEST FOR PROPOSAL FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF UPS AT
VARIOUS BRANCHES/OFFICES OF UBKGB*

Ref: GAD/49/2024-25/195/F-UPS AMC Dated 15.10.2024

DATE OF ISSUE OF TENDER	15.10.2024
LAST DATE OF SUBMISSION OF TENDER	05-11-2024 up to 3:00 PM
DATE AND TIME OF OPENING TECHNICAL BID	05-11-2024 at 4:00 PM
DATE AND TIME OF OPENING FINANCIAL BID	To be announced subsequently after opening of technical offers

UTTAR BANGA KSHETRIYA GRAMIN BANK

Shib Bari Road, opp. N.N.Park, PO & Dist- Cooch behar-736101

E-mail: gadho@rrbubkgb.in

www.ubkgb.org

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NOTICE INVITING TENDER

To,

All Eligible Tenderers

Subject: Annual Maintenance Contract (AMC) for undertaking of maintenance of UPS of branches and Administrative Offices of Uttarbanga Kshetriya Gramin Bank.

- a) Bank invites offers for Annual Maintenance Contract (AMC) for undertaking of maintenance of ups of branches and Administrative Offices of Uttarbanga Kshetriya Gramin Bank.
- b) Tender documents are available on bank's website www.ubkgb.org
- c) Key dates for the tender is as follows:

Date of Issue of Tender	15.10.2024
Last Date and Time for Submission of Bid	05-11-2024 up to 3:00 PM
Date of opening of Technical Bid	05-11-2024 at 4:00 PM

- d) The bidders are requested to go through the tender document carefully and submit the tenders in two separate sealed covers containing one common sealed envelope, duly signed super scribed as follows:

Cover No 1:-

“TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES AND ADMINISTRATIVE OFFICES OF UTTARBANGA KSHETRIYA GRAMIN BANK”.

Cover No 2:-

“FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES AND ADMINISTRATIVE OFFICES OF UTTARBANGA KSHETRIYA GRAMIN BANK”.

Main Envelope:-

“BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES AND ADMINISTRATIVE OFFICE OF UTTARBANGA KSHETRIYA GRAMIN BANK”

- e) The bank will open the bids, in the presence of Bidders or their authorized representative who will choose to attend, at the time and date mentioned in Bid document at the address mentioned below,

**Uttarbanga Kshetriya Gramin Bank,
Head Office, Shib Bari Road,
Opposite N. N. Park,
Coochbehar – 736101,
Phone: 03582 229301/302
Mail ID: gadho@rrbubkgb.in**

Please note proper KYC document and authentication of the signature by the tenderer is mandatory for authorized representatives to participate in the technical bid.

- f) Financial bid should only indicate prices filled as per Annexure 6 provided in the tender documents along with financial terms and conditions.
- g) The bidders are expected to furnish all the information asked for, sign all the pages and submit the tender.

**[K. Soni]
General Manager**

1. Introduction

“Uttarbanga Kshetriya Gramin Bank” or “Bank” or “Purchaser” the term shall denote Uttarbanga Kshetriya Gramin Bank a Regional Rural Bank sponsored by Central Bank of India, was established on the 7th March 1977 under the Provision of Section 3(2) of RRB Act 1976 [21 of 1976] with equity participation of Government of India (50%), Central Bank of India (35%) and Government of West Bengal (15%). The Bank has been operating in five districts of West Bengal namely, Coochbehar, Jalpaiguri, Alipurduar, Darjeeling and Kalimpong with its Head Office at Coochbehar. The bank invites sealed bids from the Bidders / Companies for **ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS of branches and Administrative Offices of Uttarbanga Kshetriya Gramin Bank.**

2. Service Area

Coochbehar, Jalpaiguri, Alipurduar, Darjeeling and Kalimpong District.

3. ELIGIBILITY CRITERIA FOR THE BIDDERS

3.1. GENERAL QUALIFICATIONS

This tender document is opened to all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.

Firm/Company declared by Central Governments / State Governments/ Public Sectors to be ineligible to participate on account of corrupt, fraudulent or any other unethical business practice shall not be eligible during the period for which such ineligibility is declared simultaneously the companies blacklisted by any such Government Department/established Institutions shall also be ineligible for the tender.

3.2. MINIMUM ELIGIBILITY CRITERIA

- i. In case of company, bidder should be a registered company under Company Act with Registrar of Companies in India.
- ii. The bidder should have supplied AMC for at least two financial years to banks or reputed Govt. or Private Organization. (Preferably 2023-24 & 2022-2023).
- iii. The bidder must have service center within the service area specified above.
- iv. The bidder should have positive net worth in last 3 financial years as per latest balance sheet. Relevant data should be submitted in Annexure 4.
- v. Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred by the Bank from participating in future tenders, will not be eligible for this tender. Bidder to submit an undertaking in this regard. (undertaking format attached)
- vi. The bidder will be empaneled in supplying and providing maintenance services for 24 months. Initial period for 24 months which will be reviewed after 12 months.
- vii. The bidder should be having support offices / Support Centers / Support Locations with necessary support infrastructure for said AMC. Bidder should have Email ID for registration of Complaints. Bidder should submit relevant document in this regard.
- viii. All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.
- ix. Bidder has to give an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC Agreement.
- x. The Bidder / Company should not be blacklisted from any Bank, central/state Govt. offices.
- xi. The Bidder / Company must have GST registration Number.
- xii. The Bidder / Company must have trade license for concerned service issued by the competent authority.
- xiii. The Bidder / Company must provide services directly from their firm/company, not from any sub dealer / subcontractor.
- xiv. The service engineers should be covered under minimum wages act with provident fund/esi facilities.

- xv. The bidder having back to back tie up with OEM as per Annexure – 8 will be given priority.
- xvi. The firm should be in profit for last 2 year.

3.3. SCOPE OF WORK

The work is for ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF branches and Administrative Offices of Uttarbanga Kshetriya Gramin Bank (Detail list is attached as per Annexure 8).

- i. Bidder has to maintain spare inventory at Local Office.
- ii. Newly installed UPS that are under warranty will not be included under AMC service till the warranty period.
- iii. If old UPS of any location is replaced by a new one, then the same will be excluded from the AMC.
- iv. The vendor has to provide support and service to the UPS installed at different locations immediately & resolve the issue completely within “next working day for Urban locations” and “within 2 working days for semi urban and rural locations” on receipt of complaint/call lodge mail from the concerned departments / branches on all working days of the bank from 9:30 am to 6:30 pm. Relevant call lodge mail copy from branch/office should be submitted with the invoices while claiming payment.
- v. The vendor has to ensure that all the UPS do work efficiently, reliably and safely.
- vi. The vendor has to provide regular maintenance service (preventive maintenance) to the UPS at least once in every six months irrespective of whether the UPS have gone out of order or not.
- vii. The performance of the vendor on quality of service provided by them will be reviewed by the department on quarterly basis and if found unsatisfactory, Bank shall have the full liberty to cancel the contract at any time during the contract period by giving 15 days’ notice.
- viii. During the AMC period, the VENDOR shall be responsible for all costs relating to Labor, spares, maintenance (preventive and corrective) and transport charges from and to the Sites in connection with the repair/replacement of any component/part there under, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.
- ix. The VENDOR shall ensure that services of professionally qualified personnel who have expertise in the UPS supplied, with a minimum of 3 year relevant experience.
- x. In case of failure relating to Hardware Systems, the VENDOR shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time as defined in said Purchase order and the VENDOR has to resolve the UPS issue by either repairing the UPS on site or by providing a STANDBY UPS, so that normal working of the branch/office doesn’t get hampered.
- xi. In case of any breakdown/malfunctioning of UPS the relevant defect is to be resolved completely within “next working day for Urban locations” and “within 2 working days for semi urban and rural locations” on receipt of complaint/call lodge mail from the concerned departments / branches on all working days of the bank from 9:30 am to 6:30 pm. Failing to do so will result in penalty Rs. 100/- per day would be applicable & deducted from the AMC bill till the UPS is operational. Relevant call lodge mail copy from branch/office should be submitted with the invoices while claiming.
- xii. The VENDOR will guarantee an uptime of 90% for Hardware on quarterly basis. All the items taken for repair should be returned within next 15 days to the branch after repair. Vendor shall forthwith replace/provide such hardware at no extra cost to the bank.
- xiii. The period of contract will be initially for one year after signing of contract which may be extended at mutually agreed terms.
- xiv. The vendor shall continue to provide support and service to the UPS installed at different locations if the Input electricity voltage of the branch/office is in between 220Volt to 250Volt.
- xv. The vendor shall continue to provide support and service to the UPS installed at different locations if the Earthing voltage of the branch/office is within 5 Volt.

- xvi. If any irregularities like High/Low Input Voltage, High Earthing voltage (more than abovementioned limit) or any site issue reported by the vendor, it may be cross checked by the bank & if it is found to be false, the entire cost for such checking will be recovered from the AMC Bill/Security Deposit.

INSTRUCTION TO BIDDERS

1. TENDER & BID SUBMISSION

- a) Bids are invited from all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.
- b) The Tender can be downloaded from the Bank's website, www.ubkgb.org
- c) The Bank shall not consider any request for date-extension for bid-submission on account of late receiving / downloading of Tender by any prospective bidder.
- d) In the event of the specified date for bid-submission being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

2. AUTHORITY TO SUBMIT BIDS

- a) Only authorized personnel of the firm or organization shall sign the bid.
 - i. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.
 - ii. The letter should also indicate the complete name and designation of the designated personnel.
 - iii. Necessary resolutions/authority/ Power of Attorney available shall be enclosed.
 - iv. In case the principal bidders authorize their business partners or authorized distributors to bid on their behalf, a separate authorization letter as per format (Letter of Authorization to bid) enclosed, along with a commitment to fulfill the terms of tender should be submitted.
 - v. The certified photocopy of Resolutions/Authority/ Power of Attorney having authority to authorize the person to submit Bid documents on behalf of the company shall be enclosed.
 - vi. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel.
- b) One firm or organization cannot quote on behalf of multiple manufacturers.

3. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of its bid and Uttarbanga Kshetriya Gramin Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4. LATE BIDS

Any bid received by the Bank after the last date/time for bid-submission will be rejected and returned unopened to the bidder.

5. WITHDRAWAL / AMENDMENT TO TENDER CONTENTS:

- a) The Bank reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more bidders, or to cancel the process in part or whole.
- b) The bank also reserves the right to amend the tender at least 5 days prior to the last date for bid-submission. The Bank may at its discretion, extend the last date for bid-submission on any justified ground.

6. **BIDDING PROCESS:**

a. **BID SUBMISSION:**

Bids are to be submitted in separate sealed covers, duly signed and super scribed as:

COVER NO –1

“TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES AND ADMINISTRATIVE OFFICE OF UTTARBANGA KSHETRIYA GRAMIN BANK ”

COVER NO –2

“FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES AND ADMINISTRATIVE OFFICE OF UTTARBANGA KSHETRIYA GRAMIN BANK”
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Both of the aforementioned covers should be within one sealed envelope super scribed as “**BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF UPS OF BRANCHES AND ADMINISTRATIVE OFFICE OF UTTARBANGA KSHETRIYA GRAMIN BANK**”. The name, address, Phone Number and Mail ID of the bidder shall necessarily be written on all the covers. The sealed covers should be addressed and delivered to the following address by 05-11-2024 3:00 pm.

ADDRESS:

Uttarbanga Kshetriya Gramin Bank,

Head Office, Opposite N. N. Park,

Shib Bari Road,

Coochbehar – 736101,

Phone: 03582 229301/302

Mail ID: gadho@rrbubkgb.in

N.B: Late tenders shall not be entertained. To avoid any possible delay in delivery by postal authorities/couriers, the bidders may hand over the tenders directly to the aforesaid address.

b. **COST OF TENDER**

Application Fee / Tender Fee (non – refundable) of ₹ 2,000/- (Rupees Two Thousand Only) in the form of Demand Draft / Banker’s Cheque favoring Uttarbanga Kshetriya Gramin Bank, Head Office, Coochbehar.

c. **EMD**

The EMD of ₹ 50,000/- (Rupees Fifty Thousand Only) should be in the form of DD/ Bankers cheque of any scheduled commercial bank drawn in favor of the Uttarbanga Kshetriya Gramin Bank, Head Office, Payable at Coochbehar.

The tenders received without the application fee / tender fee & EMD will be rejected. EMD of the bidder is liable for forfeiture as per the terms of the tender document in case of any default. The EMD shall bear no interest. The EMD should be kept in a separate cover superscripting as “EMD” and stapled to the “Envelope No. 1 – Technical bid”.

The firm who are registered with National small Industries Corporation (NSIC)/OR MSME are exempted to submit the EMD (Copy of registration must be provide along with technical bid).

The EMD amount of the vendor will be returned on completion of the tender process, to the unsuccessful bidders and to successful will be given back after submission of security deposit.

d. **SECURITY DEPOSIT**

The successful bidder shall deposit a security deposit of 10% of the AMC value in the form of Bank Guarantee (in approved format) of any scheduled bank drawn in favor of the Uttarbanga Kshetriya Gramin

Bank, Head Office, Shib Bari Road, Coochbehar while executing the Agreement. The Security deposit of successful bidder shall be retained up to the period of contract. The Security Deposit shall bear no interest.

The security deposit is liable to be forfeited if the purchase order is not executed to the satisfaction of the bank or if the vendor withdraws from the performance of the obligations of the respective order.

7. BID FEATURES

a. LANGUAGE OF BIDS

All bids and supporting documentation shall be submitted in English only.

b. CURRENCY OF THE BIDS

All costs and charges related to the bid shall be expressed in Indian Rupees only.

c. PERIOD OF BID VALIDITY

- i. The bids shall be valid for a period of 24 months from the date of submission of bid. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.
- ii. The Bank in case of non-adherence to the Format or partial submission of bid will not evaluate the bid.
- iii. Each bid shall be made in the legal name of the bidder.
Each page of it shall be serially numbered, signed and duly stamped by the bidder or a duly authorized person to sign on behalf of the Bidder, Interlineations, erasure or overwriting shall be valid only if these are initialed by the person(s) signing the bid.
- iv. Executive(s) representing the bidder should be duly authorized to sign the bid, interacting with the Bank for all sorts of communication as well as appearing in for price negotiation meeting, in case the bidder emerges as L-1 as a result of financial evaluation of all qualified bids.

d. FORMAT AND SIGNING OF BID

Each tender shall be made in the legal name of the Bidder and shall be signed and duly stamped by the Bidder or a person duly authorized to sign on behalf of the Bidder.

8. BID ESSENTIALS – CONTENTS OF DOCUMENTS TO BE SUBMITTED

The bidder shall submit the following:

TECHNICAL BID

- i. Company/firm Profile,
- ii. Company Registration / MOA,
- iii. Minimum 3 Years' Experience certificate of similar work along with relevant work order, completion of work certificate etc.
- iv. Proof of service center (rent agreement, electricity bill etc. of the premises) within the service area,
- v. CA Certified balance sheet and PL of last three financial year,
- vi. ITR of last three financial year,
- vii. Detail of service engineer under direct payroll,
- viii. Fully filed Annexure - 1, Annexure - 2, Annexure - 3, Annexure - 4 & Annexure -5 for technical bid,
- ix. All pages of bid document must be signed and stamped,
- x. Declaration from company's/firm authorized person regarding services will be provided by company only not from any dealer / subcontractor,
- xi. Copy of GST Registration Certificate,
- xii. Copy of PAN Card,
- xiii. Copy of Trade License,
- xiv. Other information -Any other relevant information, which is necessary to be furnished, must be provided.
- xv. EMD
- xvi. Cost of Tender in form Demand Draft/Bankers cheque.

xvii. MSME registration certificate (if applicable).

FINANCIAL BID

i. Price Bid as per Financial Bid Format (Annexure-6).

Note: Bank reserves the right to accept/reject the tender in the instance bidder fails to furnish any of the above pointed documents.

9. BID OPENING

a) The Bank will open the technical bids, in the presence of Bidders' representative who will choose to attend, at the time & date mentioned in Bid document at the address :

**Uttarbanga Kshetriya Gramin Bank,
Head Office,
Opposite N. N. Park,
Shib Bari Road,
Coochbehar – 736101,
Phone: 03582 229301/302
Mail ID: gadho@rrbubkbg.in**

- b) The bidders' 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 Bank, the bids shall be opened at the appointed time and place on next working day.
- c) The Financial bid shall be opened in the presence of Bidders' representative, whose bids are considered as responsive as per the technical and other qualification criteria as underlined in the bid document. The Bank will prepare the minutes of bid opening.
- d) No offer can be modified or withdrawn by a Bidder after submission of Bid/s.
- e) If any of the Bidders or all the Bidders, who submitted Bids, are not present during the specified date and time of opening, the Bank will proceed further with opening of the Bids in their absence.
- f) The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of tender and subsequent clarifications, whether technical specifications as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per this tender requirements.
- g) The Bank may reject any proposal not containing all the requirements called for in various Annexure. Technical Bid must contain required/ relevant information on all the items including optional items, if any, without fail.
- h) Bank has the right not to entertain any correspondence on any matter relating to this tender like Technical responsiveness/ non-responsiveness of the Bidders etc. Bank's decision will be final in this matter.

10. BID EVALUATION

- i. The tenders received within the due date and time only will be considered for evaluation.
- ii. The Technical bids shall be opened and the qualifications of the bidders will be evaluated to ensure meeting the minimum pre-qualification criteria.
- iii. Technical bids of the bidders who satisfy the prequalification criteria will be evaluated for compliance of other terms and conditions and also compliance of the machine/model offered to the technical specifications.
- iv. The price bids of only the successfully qualified bidders whose Technical bids are found acceptable will be opened subsequently on the date that will be conveyed to them.
- v. The L1 will be determined on the basis of the lowest price.

Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.

11. SELECTION OF BIDDER

Lowest bidder will be determined on the basis of total cost of ownership will be as per the Annexure 6.

The bidder shall keep the price valid for entire contract period and no request for enhancement in the prices during the contract period will be entertained by the Bank under any circumstances.

12. NOTIFICATION OF AWARD

The acceptance of a tender, subject to contract, financial considerations & compliance with all the terms and conditions will be communicated in writing by means of placing order at the address supplied by the bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified at under mentioned address and written confirmation of such notification obtained.

**Uttarbanga Kshetriya Gramin Bank,
Head Office,
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Coochbehar – 736101,
Phone: 03582 229301/302
Mail ID: gadho@rrbubkgb.in**

13. DELIVERY

- i. On acceptance of tender, Bank shall issue a Letter of Intent (LOI) to the successful bidder and the bidder shall accept the same within three working days of the date of issue of LOI.
- ii. Order will be placed by the Bank, only after the successful bidder accepts LOI and enter into the Agreement as per Bank's format.(enclosed as Annexure - I)

14. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a contract with Uttarbanga Kshetriya Gramin Bank within 7 days of the award of the tender or within such extended period as may be specified by Head office. The rate contract will be valid for Twenty Four months which can be extended to by the Bank depending upon the performance review of the service provider.

15. SLA (Service Level Agreement)

- i. Breakdown/malfunctioning of UPS is to be resolved completely within Next working day for Urban locations, and within 2 working days for semi urban and rural locations.
- ii. Resolving UPS breakdown issue by either repairing the UPS on site or by providing a STANDBY UPS, so that normal working of the branch/office doesn't get hampered.
- iii. SLA Compliance: 90%
- iv. PM (Preventive Maintenance) has to be carried out once in every 6 (Six) Months.
- v. Quarterly Review of services provided by selected vendor(s) will be done by the Bank. If bank finds that services are being unsatisfactory, the contract will be terminated.
- vi. Rate must be quoted for AMC period for 24 months.
- vii. No separate Outstation charges will be paid during period.
- viii. The vendor has to execute the AMC agreement on non-judicial stamp paper of requisite value prevailing at the place of execution. The AMC agreement will be executed at Head Office subject to providing the details of AMC as per Annexure of AMC agreement.
- ix. Purchase Order will be issued by our Head Office as per finalized rates and contract terms.
- x. The penalty for delayed service of equipment's will be collected as per Agreement.
- xi. GST Tax / Work Contract Tax / Education Cess on AMC if any paid by vendor on the AMC amount, will be reimbursed to the vendor on claiming the same in the invoice / Bill as per Bank guidelines from time to time.
- xii. The applicable taxes on AMC charges at the prevailing rate will be deducted at source from all the AMC vendors while releasing the payment to them irrespective of the amount of such payment. The TDS deducted shall be on actual AMC amount excluding tax portion.
- xiii. The vendor has to carry out the preventive maintenance (PM) equipment once in every 6 (Six) months as per clauses in the AMC agreement, failing which penalty (Amount ₹ 1,000/- has to be charged as per the relevant clauses relevant clauses in the AMC agreement).
- xiv. **Jurisdiction:** All disputes and controversies between Uttarbanga Kshetriya Gramin Bank Head Office & Vendor shall be subject to the exclusive jurisdiction of the Courts in Coochbehar, Jalpaiguri and Siliguri and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.

- xv. **Penalty Clause:** Vendor must resolve the hardware problem, if occurs, as per SLA and if in any case part is not available standby hardware must be provided to branch so that normal working of branch does not hamper.
- xvi. Vendor must maintain adequate spare parts/hardware parts (each type) available in standby for any of the situation. If vendor fails to resolve the problem completely within “next working day for Urban locations” and “within 2 working days for semi urban and rural locations” on receipt of complaint/call lodge mail from the concerned departments / branches on all working days of the bank from 9:30 am to 6:30 pm, **penalty of ₹ 100/- per day (pertaining to that particular branch from where the issue has been reported) would be applicable and deducted from bill.** If any call closed without resolution will be treated unresolved call and penalty clause applicable for that calls. Penalty will be calculated from the day of reporting the issue/problem, subject to maximum of 20% of the billing amount.
- xvii. In the event of weeding out of the older machine in the office, the same shall be removed from the contract and the rates shall be reduced accordingly on pro-rata basis.
- xviii. Bank reserves to itself the right of altering the requirements of the work by adding to or omitting any items of work (or) having portions of the same carried out without prejudice to the contract.
- xix. The Vendor shall not be entitled to any compensation for any loss suffered by him on account of executing the work, whatever the cause may be, including those arising out of modifications to the work entrusted to him or in any sub-contract connected therewith or in awarding contracts for other trades of the project or in commencement or completion of such works or for any other reason whatsoever and the Bank shall not be liable for any claim in respect thereof. The Bank does not appear liability for any sum besides the tender amount, subject to such variations as are provided for herein.
- xx. The Vendor shall not disclose directly or indirectly any information, IT Assets and details of the Bank’s infrastructure/ system / equipment’s etc. which may come to the profession or knowledge of the vendor during the course of discharging its contractual obligations in connection with the agreement, to any third party and shall at all times hold the same in strictest confidence. The Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Vendor shall not publish, permit to be publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the vendor and the Bank shall be entitled to claim damages and pursue legal remedies.

16. PRICE

- i. Prices shall be quoted in Indian Rupees.
- ii. The vendor must quote price inclusive of duties and charges related to dispatch, packing, installation etc.
- iii. GST shall be payable extra.
- iv. Price should not be subject to fluctuation of the rupee against foreign currencies or for any other reason(s). The price shall remain firm throughout the period of this contract.
- v. In case there is a change in the Government norms, taxes etc. during the contract period or presentation of invoices on the Bank, whichever is later, the same shall be borne by the supplier.

17. ENFORCEABILITY

The decision of the Bank in arriving at the conclusion of breach of conditions and/or default of Vendor will be accepted by the vendor without any demur and the Bank will be at liberty to enforce these conditions/rights.

18. PAYMENT TERMS

The Bank will not pay any advance for Annual Maintenance Charges of UPS. Bills and Invoices shall be prepared by the Bidder and submit it to Head Office on quarterly basis along with the copy of purchase order. Invoice amount will be paid by the bank within 30 days from the date of submission of the bill, subject to compliance of the following:

- a) Satisfactory service as per the parameters mentioned in the Technical bid, general terms and conditions of the tender.
- b) Produce relevant files-Preventive Maintenance branch wise & call lodge mail copy from branch/office should be submitted with the invoices.
- c) Various parameters set out by the Bank and duly committed by the bidder, while participating in the tender process, must be complied with. If the bidder does not conform to the specifications as per technical bids,

the order stands automatically cancelled and the bidder shall not be entitled for any payment. Further in such an event the EMD furnished by the bidder while participating in the tender process shall be forfeited.

- d) Tax deduction at source (TDS) and Tax on GST as per relevant provisions of Finance Act from time to time.

19. TERMINATION

- a) The Bank at its option without prejudice to its rights under the Contract, is entitled to terminate the Contract at any time by giving 15 days written notice to the Contractor in the following circumstance:
- 1) In case the Bidder does not comply with any of his obligations/undertakings under this Contract.
 - 2) If the Bidder refrains from implementing any of the instructions received from the Bank within the stipulation of this Contract.
 - 3) In case of any breach of the terms and conditions of this contract by the supplier.
- b) If the Vendor becomes bankrupt or insolvent or causes or suffers any receiver to be appointed for its business or any assets thereof, compounded with its Creditors, or being a corporation, commence to be wound up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefit of its Creditors, the Bank shall be at liberty to terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the Supplier or to the Receiver or Liquidator or to any person in whom the Contract may become vested or give such Receiver, Liquidator or other person the option of carrying out the Contract subject to his providing guarantee for amount to be specified by the Bank.
- c) In the event of such termination, the Security Deposit of the vendor and the Bank Guarantee shall stand forfeited and the Bank shall have the right to terminate vendor deny any future empanelment.

20. SETTLEMENT OF DISPUTES

- I. Should any dispute or difference of any kind whatsoever arise between the Bank and the bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- II. All disputes arising out of (or) in any way connected with this agreement shall be deemed to have arisen at Coochbehar, Jalpaiguri and Siliguri & courts in Coochbehar, Jalpaiguri and Siliguri shall only have jurisdiction to determine the same.

21. WAIVER

Non-enforcement by either party of any of the provisions of this Contract shall not construe or constitute as a waiver of the provision itself or any subsequent breach thereof. The validity of the Contract shall not be affected, should one or more of its stipulations be or become legally invalid and such stipulation is severable from and not fundamental to the obligations of either party to this Contract. In such a case, the parties shall negotiate in good faith to replace the invalid clause by an agreed stipulation which is in accordance with the applicable Indian Law and which shall be as close as possible to the party's original intent.

22. STATUTORY AND OTHER REGULATIONS

The vendor shall comply with all the statutory obligations of the Government of India / State Governments and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-compliance of statutory obligations by the vendor.

23. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India.

24. ASSIGNMENT

The whole of the works included in the contract shall be executed by the Tenderer and shall not directly or indirectly transfer, assign or sublet the contract or any part, share or interest therein without written consent of the Bank.

25. INDEMNITY

Bidder shall indemnify, protect and save Uttarbanga Kshetriya Gramin Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of stationary material supplied by him.

26. PUBLICITY

Any publicity by the bidder in which the name of Uttarbanga Kshetriya Gramin Bank is to be used should be done only with the explicit written permission of Uttarbanga Kshetriya Gramin Bank.

27. FORCE MAJEURE

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

If a Force Majeure situation arises, the Bidder shall promptly notify Uttarbanga Kshetriya Gramin Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Uttarbanga Kshetriya Gramin Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period not less than the duration of delay. If the duration of delay continues beyond a period of three months Uttarbanga Kshetriya Gramin Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem notwithstanding the above the decision of Uttarbanga Kshetriya Gramin Bank shall be final and binding on the bidder.

28. BRIBES AND GIFTS

Any bribe, commission, gift or advantages given, promised or offered by or on behalf of the bidder or his parties, agents or servant or anyone his or their behalf to any officer, servant, representatives or agent of the Bank or any other person on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the Bank shall in addition to any criminal liability which the bidder may incur subject the bidder to the cancellation of this and all other contracts with the Bank and also to payment of any loss or damage resulting from any such cancellation thereof. Any question or dispute as to the commission of any offence under the present clause shall be settled by the Bank in such manner and on such evidence or information as the Bank may think fit and sufficient and the Bank's decision shall be final and conclusive.

29. THE SEXUAL HARASSMENT OF WOMEN AT WORK PLACE

The Vendor shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013.

- a) In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the bank shall ensure appropriate action under the-said Act in respect to the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Complaints Committee constituted by the Bank.
- c) The vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Vendor, for instance any monetary relief to bank's employee, if sexual violence by the employee of the vendor is proved.
- d) The Vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

30. OTHER CONDITIONS

- i. Initially the period of contract will be for one year.
- ii. The contract can be extended, if so desired by the Uttarbanga Kshetriya Gramin Bank, Head Office, Coochbehar based on the performance of the service provider.
- iii. Bank may select more than one bidder to provide AMC services to Uttarbanga Kshetriya Gramin Bank branches and offices.
- iv. Purchase Order will be issued to selected bidder(s) as per finalized rates and as per mentioned ratio for providing AMC to their branch. Invoice for the same is to be submitted in the respective branch for payment.

Authorized Signatories

(Name and Designation, seal of the firm)

Date:

Place:

Annexure – 1

Tender Offer Forwarding Letter

Ref No:

Date:

To,
The General Manager
Uttarbanga Kshetriya Gramin Bank,
Head Office, Shib Bari Road,
Opposite N.N. Park,
Coochbehar – 736101

Sub: Your RFP for “Annual Maintenance Contract (AMC) for Undertaking of Maintenance of UPS” GAD/49/2024-25/...../F-Tender Dt.

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the bid, we hereby enclose our offer for “ANNUAL MAINTAINANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTAINANCE OF UPS” mentioned in the RFP document forming Eligibility / Technical as well as Functional Bids being parts of the above referred bid.

In the event of acceptance of our Eligibility / Technical as well as Commercial Bids by the bank we undertake to take AMC of UPS of the branches and offices of Uttarbanga Kshetriya Gramin Bank.

We will submit Earnest Money Deposit in the form of DD/Bankers cheque valid for a period of 90 days in favor of Uttarbanga Kshetriya Gramin Bank, payable at Coochbehar (As per format prescribed in Annexure II for an amount of ₹/-.

We will submit security deposit of 10% of the tender amount in the form of BG (in approved format) up to contract period plus.

We agree to abide by the terms and condition of this tender offer till the entire contract period and our offer shall remain binding upon us which may be accepted by the bank any time before expiry of contract period.

Until a master contract is executed, this tender offer, together with the bank’s written acceptance thereof and bank’s notification of award, shall constitute a binding contract between us.

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

We enclose the following:

BG / FDR No. _____ dated for ₹ _____/- (_____) / DD / Bankers cheque No _____ dated _____ as EMD, DD / Bankers cheque No _____ Dated _____ for ₹ _____/- (Rupees _____ Only) as a cost of RFP document. DD / Bankers cheque in favor of Uttarbanga Kshetriya Gramin Bank by _____ bank, _____ Branch payable at Coochbehar. BG issued by _____ bank _____ branch.

Dated this _____ day of 2024

Signature of Contractor / Bidder / Bidder Witness,
Name & Address:
Full Postal Address including Telephone No & Mobile No.

ANNEXURE 2

TRACK RECORD OF PAST EXPERIENCE WITH BANKS

Name of the Bidder:

Period of Contract (In Years)	Contact Person of Client Organization (Name, Contact No, Address)	Satisfaction Performance Letter from Organization attached in Technical Bid (Yes / No)

SIGNATURE OF THE BIDDER

SEAL OF THE COMPANY / FIRM

PLACE:

DATE:

ANNEXURE 3

DETAILS OF HEAD OFFICE / OFFICE

Sl. No	Place	Postal Address	Contact Details (including name of In-Charge and his contact no., mail id etc.)	Service Facilities Available (Describe)	No of Employee	Jurisdiction

SIGNATURE OF THE BIDDER

SEAL OF THE COMPANY / FIRM

PLACE:

DATE:

(All the details are mandatory. Wherever the space is insufficient, separate sheet may be used to furnish the details.)

ANNEXURE 4

GENERAL DETAILS OF THE BIDDER

A. Profile of Bidder:

1. Name of bidder:
2. Location:
 Regd. Office:
 Controlling Office:
3. Constitution:
4. Date of Incorporation and Date of commencement of business:
5. Major Change in Management in last three years:
6. Name of Banker / s

B. Financial Position of Bidder for the last two financial years

	2021-22	2022-23	2023-24
Net Worth			
Turn Over			

N.B. Enclose copies of Purchase Orders as references

C. Proposed Service Details in Brief

Description of Service:

Details of similar service provided to PSU organization / BFSI in India specifying the number of banks and branches

Details of experience in implementation of similar orders

Govt. / PSU / Reputed Pvt. Organisations		
Name of Organisation	Period	
	From	To

N.B. Enclose copies of Purchase Orders as reference

SIGNATURE OF THE BIDDER:

NAME:

SEAL OF THE COMPANY / FIRM:

PLACE:

DATE:

ANNEXURE 5

Technical Bid

1. Name of the Company:
2. Address (With Phn. No., Fax & email):
3. Contact Person's Name & Mobile No:
4. The number of years of experience in the trade: _____
5. The number of years of experience in Maintenance Business: _____
6. Total value per year of maintenance _____ business in respect of the last five years.
7. Registration Number _____ (Attach Signed Copy)
8. PAN Number _____ (Attach Signed Copy)
9. Service Tax / GST Number _____ (Attach Signed Copy)
10. Trade License Number _____ (Attach Signed Copy)
11. Details of Technical Manpower (Category wise) – Degree Holders / Diploma Holders / Others

Sl. No.	Total Strength	Qualification	Length of Average Experience

7. Address of workshop / service center with area of premises,
8. Whether owned / rented:
9. Name of Banker:

SIGNATURE OF THE BIDDER:

NAME:

SEAL OF THE COMPANY / FIRM:

PLACE:

DATE:

10. Confirm the following

I)	Whether the firm is in existence for over five years in the maintenance business. If yes, necessary supportive document to be attached.	Yes/No
II)	Have you attached the copies of three AMC in the last three financial years of Rs.5 lakh or more?	Yes/No
III)	Whether PAN number / GST Certificate copy is attached? AND have you attached copies of Business registration certificate.	Yes/No
IV)	Have you attached the complete details of the company address and contact person's details?	Yes/No
V)	Have you attached all the documents as required in the tender document?	Yes/No

SIGNATURE OF THE BIDDER:

NAME:

SEAL OF THE COMPANY / FIRM:

PLACE:

DATE:

ANNEXURE 6

FINANCIAL BID

Table – A: List of Items for AMC

<u>Sl No</u>	<u>Category of the Item</u>	<u>Approx. Quantity</u>	<u>Unit Amount</u>	<u>Total (in ₹)</u>	<u>GST (@18%)</u>	<u>Grand Total (in ₹)</u>
1	3 KVA UPS	114				
2	5 / 6 KVA UPS	35				
3	12 KVA	1				
Total Cost of Ownership						

Please read following points carefully before filing in details

Important Points

- I. Bank may hold Reverse Auction in the event of two or more bidders are technically eligible for deciding L-1 bidder.
- II. Calculation of commercial score of the bidders and determining of the L-1 bidder will be decided on the basis of least amount quoted under Sl. No. 1 of Table A of Annexure 5.
- III. The offered price will be valid for a period of 24 months from the date of entering into the contract which may be extended further depending upon the performance review of the service provider.
- IV. Bank reserves the right to negotiate with the successful bidder.
- V. The number of UPS may vary depending upon the replacement of old UPS with new one and completion of warranty period of newly installed UPS.

SIGNATURE OF THE BIDDER:

NAME:

SEAL OF THE COMPANY / FIRM:

PLACE:

DATE:

ANNEXURE 7

CERTIFICATE OF ACCEPTANCE OF TERMS AND CONDITIONS

I/We hereby certify that the firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I/We have read and fully understood the terms & conditions as laid down above in respect of tender for UPS.

I/We agree to abide by the same.

I/We have signed all the pages of the Tender Document Booklet as laid down.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, any contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and Institute may imposed any action as per TENDER rules.

SIGNATURE OF THE BIDDER:

NAME:

SEAL OF THE COMPANY / FIRM:

PLACE:

DATE:

CHECKLIST OF DOCUMENTS TO BE SUBMITTED:**• Technical Bid**

Sl. No	Documents	Attached with the Bid (Y/N)
1	Company / Firm Profile	
2	Company Registration / MOA	
3	Minimum 3 Years' Experience Certificate of Similar Work along with relevant work order, completion of work certificate etc.	
4	Proof of Service Centre (rent agreement, electricity bill etc. of the premises) within the service area	
5	Tender offer forwarding letter – Annexure - 1	
6	Eligibility criteria & SLA	
7	Supporting documents in respect of qualification criteria as per Annexure 2 & 3	
8	General details of the bidder Annexure - 4	
9	Technical Bid as per Annexure - 5 and all the attachment mentioned thereon	
10	CA Certified Balance Sheet & PL of last 3 years	
11	ITR of last 3 Years	
12	Cost Of the Bid Document	
13	Earnest money deposit – DD/BG/FD	
14	Board Resolution of the company	
15	Certificate of acceptance of terms and conditions - Annexure 7	
16	Entire Bid document signed and stamped on each page	
17	Declaration from company's/firm authorized person regarding services will be provided by company only not from any dealer / subcontractor	
18	Copy of GST Registration Certificate	
19	Copy of PAN Card	
20	Copy of Trade License	
21	MSME Registration Certificate (if applicable)	

Note:

- a. Signed copy of RFP,
- b. All pages of bid documents signed and stamped.
- c. All pages of bid documents must be numbered.

• Financial Bid

Sl. No.	Documents
1	Financial Bid as per Annexure 6

SIGNATURE OF THE BIDDER:

NAME:

SEAL OF THE COMPANY / FIRM:

PLACE:

DATE:

ANNEXURE – 8**Branch Wise List of UPS Installed**

SL NO	SOL ID	BRANCH	REGION	UPS MANUFACTURED BY	UPS CAPACITY
1	400091	A K Paradubi	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
2	400040	Adabarighat	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
3	400058	Alipurduar	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	5KVA
4	400023	AMBARI FALAKATA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
5	400068	Amguri	JALPAIGURI	Prostarm	3KVA
6	400082	Angrabhasa	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
7	400123	ASHIGHAR	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
8	400019	Atharokhai	SILIGURI	Prostarm	3KVA
9	400061	BABURHAT (JAL)	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
10	400069	Baburhat Nil	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
11	400127	BADALNAGAR	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
12	400120	BAGDOGRA	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
13	400101	Bairagirhat	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
14	400085	Balabhut	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
15	400119	BANARHAT	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
16	400015	Baneswar	COOCHBEHAR	Prostarm	3KVA
17	400092	Barasoulmari	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
18	400092	Barasoulmari	COOCHBEHAR	Prostarm	5KVA

19	400128	BAROBHISA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
20	400071	Baromaricha	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
21	400121	BASANTIRHAT	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
22	400005	Baxirhat	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
23	400001	Berubari	JALPAIGURI	Prostarm	3KVA
24	400107	Bhajenpur	SILIGURI	Prostarm	3KVA
25	400020	Bhetaguri	COOCHBEHAR	Prostarm	5KVA
26	400075	Bhotepatti	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
27	400099	BHUTNIRGHAT	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
28	400057	BIRPARA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
29	400059	CHANGMARI	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
30	400059	CHANGRABANDHA	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
31	400047	CHATERHAT	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
32	400033	CHILAKHANA	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
33	400073	Chilkirhat	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	5KVA
34	400045	CHURABHANDAR	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
35	400012	COOCHBEHAR	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
36	400012	COOCHBEHAR	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	5 KVA
37	400115	COOCHBEHARBAZA R	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
38	400134	DAKSHIN BHARATNAGAR	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA

39	400067	DALSINGPARA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
40	400055	Darjeeling	SILIGURI	Prostarm	3KVA
41	400027	Dawkimarihat	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
42	400138	DEBIDANGA	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
43	400006	Dewanganj	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
44	400017	Dhalpal	COOCHBEHAR	Prostarm	5KVA
45	400131	Dhangdhingguri	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
46	400060	DHANIRAMPUR	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
47	400060	Dhanirampur	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	5KVA
48	400028	Dhupguri	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
49	400056	DILARAM	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
50	400109	Dinhata	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	6KVA
51	400122	DINHATA BOWBAZAR	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
52	400110	DODEARHAT	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
53	400037	FALAKATA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	5 KVA
54	400086	GARALBARI BAHADUR	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	5 KVA
55	400063	Ghoshpukur	SILIGURI	Prostarm	3KVA
56	400130	GHUGHUMARI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
57	400022	Ghugudanga	JALPAIGURI	Prostarm	3KVA
58	400113	Gitdabling	SILIGURI	Prostarm	5KVA

59	400132	GOSANIMARI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
60	400053	Gossairhat	COOCHBEHAR	Prostarm	3KVA
61	400088	HALDIBARI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
62	400038	HASIMARA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
63	400003	Head Office	-	NUMERIC	5 KVA
64	400003	Head Office	-	NUMERIC	5 KVA
65	400142	HELAPAKRI	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
66	400031	Jaigaon	JALPAIGURI	Prostarm	3KVA
67	400065	JALDHAKA H P	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	5 KVA
68	400021	JALPAIGURI	JALPAIGURI	NUMERIC	5 KVA
69	400004	Jamaldaha	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
70	400141	JASHODANGA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
71	400096	Jirenpur	COOCHBEHAR	Prostarm	3KVA
72	400018	JORAI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
73	400104	Kalabari	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
74	400035	KALCHINI	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
75	400079	Kalimpong	SILIGURI	Prostarm	3KVA
76	400090	Kashiyabari (T)	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
77	400133	KAWAKHALI	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
78	400048	KHAPRAIL	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	6 KVA
79	400011	Kharibari	SILIGURI	Prostarm	5KVA
80	400077	Kholta	COOCHBEHAR	Prostarm	3KVA

81	400008	Kranti	JALPAIGURI	Prostarm	3KVA
82	400039	KUCHLIBARI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
83	400044	KUKURJAN	JALPAIGURI	SUMIT IMPEX	6 KVA
84	400095	Laketown	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	6KVA
85	400093	LEBONG	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
86	400046	MALBAZAR	JALPAIGURI	NUMERIC	5 KVA
87	400029	MALLAGURI	SILIGURI	NUMERIC	5 KVA
88	400050	MARUGANJ	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
89	400013	Matelli	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	6KVA
90	400098	MATHABHANGA	COOCHBEHAR	LIEBERT CXT MT	5 KVA
91	400052	Mayanaguri	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	5KVA
92	400117	MEKHLIGANJ	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
93	400025	MOHITNAGAR	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
94	400054	Moulani	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
95	400009	Mungpoo	SILIGURI	Prostarm	3KVA
96	400016	NATABARI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	5 KVA
97	400114	NAXALBARI	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
98	400089	Nayarhat (M)	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
99	400080	NAYARHAT(KARAL A)	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
100	400070	Nazirhat	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
101	400034	NIGAMNAGAR	COOCHBEHAR	STAR SERIES/ARISTA	3 KVA

102	400002	Nishiganj	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
103	400087	Paharpur	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
104	400135	PANCHKOLGURI S C	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
105	400124	PANDAPARA KALIBARI	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
106	400042	PANIGHATA	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
107	400083	Pedong	SILIGURI	Prostarm	3KVA
108	400066	POKRIABONG	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	5 KVA
109	400074	PRADHANNAGAR	SILIGURI	NUMERIC	6 KVA
110	400026	Premerdanga	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
111	410021	RAIKOTPARA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
112	400041	Rajadanga	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	6KVA
113	400102	RAJARHAT	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
114	400036	RAMBIBAZAR	SILIGURI	TRITRONICS I. PVT. LTD.	3 KVA
115	400108	RAMPURBAZAR	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
116	400062	RANIRHAT	COOCHBEHAR	TRITRONICS I. PVT. LTD.	3 KVA
117	400051	Rathkhola	SILIGURI	Prostarm	5KVA
118	400991	RO COOCHBEHAR	COOCHBEHAR	TRITRONICS I. PVT. LTD.	3 KVA
119	400992	RO JALPAIGURI	JALPAIGURI	TRITRONICS I. PVT. LTD.	3 KVA
120	400993	RO SILIGURI	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
121	400993	RO SILIGURI	SILIGURI	Prostarm	5 KVA
122	400993	RO SILIGURI	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	12 KVA
123	400103	Rungbull	SILIGURI	Prostarm	3KVA

124	400032	SAHEBERHAT	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
125	400007	Salbarihat	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
126	400084	SALDANGA	COOCHBEHAR	SSD TRITRONIC INDIA	3 KVA
127	400064	SALSALABARI	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	5 KVA
128	400030	Salugara	JALPAIGURI	Prostarm	5KVA
129	400112	SAMSING	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
130	400097	SATMILE	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
131	400111	Satpukuriahat	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA
132	400116	Shantinagar	JALPAIGURI	Prostarm	3KVA
133	400081	Shikarpur	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
134	400024	SILIGURI	SILIGURI	NUMERIC	5 KVA
135	400143	Sitai-II	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3KVA
136	400094	Sixth Mile	SILIGURI	Prostarm	3KVA
137	400010	Soureni	SILIGURI	Prostarm	3KVA
138	400129	SOVAGANJ	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
139	400043	SUKNA	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	6 KVA
140	400136	SUSTIRHAT	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
141	400072	SUTKABARI	COOCHBEHAR	TRITRONICS I. PVT. LTD.	3 KVA
142	400139	TALLIGURI	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	3 KVA
143	400125	TEKATULI	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
144	400140	Telipara	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3KVA

145	400105	Thaneswarhat	COOCHBEHAR	Prostarm	3KVA
146	400100	TINBATTIMORE	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
147	400014	TINDHARIA	SILIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
148	400137	TOPSHIKHATA	JALPAIGURI	SWITCHING AVO ELECTRO POWER LTD	3 KVA
149	400078	TOTOPARA	JALPAIGURI	TRITRONICS I. PVT. LTD.	3 KVA
150	400076	TUFANGANJ	COOCHBEHAR	SWITCHING AVO ELECTRO POWER LTD	6 KVA

N.B : Branch list may vary in future if UPS is replaced and/or after completion of warranty period of newly installed UPS at several location(s).