



**DEPARTMENT OF INFORMATION TECHNOLOGY
CORPORATE OFFICE**

2nd Floor, Commercial Complex, National Games Village
Koramangala, BANGALORE – 560 047
Tel: 080-25705785, EPABX: 25705825-27
Fax: 25705800, 25705790

Ref No: 505/ RFP 46-UPS/CO:DIT/FY 2011-12/kvr

Date: 03/02/2012

Sub: Issuing amendments/clarifications in respect of RFP No. 46 dated 19/01/2012 for Procurement of 370 No's - 3 KVA, 100 No's - 5 KVA and 25 No's - 10 KVA UPS Systems with 4 hours backup for our Bank branches/ Administrative Offices across India .

Ref : Our RFP No. 46/CO:DIT/FY 2011-12/UPS/kvr dated 19/01/2012.

SI No	Page No	RFP CLAUSE	Clarifications/ amendments of the vendors	Our Recommendations
1	Page No.4 of 45 – point No.2)	A) The Bidder shall furnish, as part of its Bid, a Bid security for an amount of Rs 25.00 Lakhs (Rupees Twenty five Lakh only) in the form of a Bank Guarantee issued by	<u>Bid Security and Cost of RFP:</u> We request you to please reduce the bid security from Rs.25 lakhs to Rs.10 lakhs since the bid security amount mentioned in the tender document is on the higher side	RFP Clause Stands
2	Page No.5 of 45	A non-refundable Demand Draft/Banker's Cheque for Rs. 25,000/- (Twenty five thousand Only) in favour of Syndicate Bank payable at Bangalore, towards RFP cost	<u>Cost of RFP:</u> We request you to please reduce the cost of RFP from Rs.25,000/- to Rs.10,000/-.	RFP Clause Stands
3	Page No.8 of 45- Point No.14	The vendor to confirm that batteries are being supplied from the latest batches of not less than 3 months from the date of manufacturing	We request you to provide us approval for supply of batteries not more than 4 months old at the time of supply, as manufacturing time required for ordering batteries is minimum 3 months either imported or manufactured in India and another 15 days to 20 days is required for getting the batteries to our manufacturing	The vendor to confirm that batteries are being supplied from the latest batches of not more than 3 months from the date of manufacturing

e. Supplying of latest batteries

	Page No.6, Point 7, e	e. Supplying of latest batteries (not more than 3 months old at the time of supply) as per clause no.15 of RFP	plant. However we will try our utmost to order them in advance, we request you that the batteries of not more than 4 months old will be supplied against your order. We request you to kindly consider the same considering the practicable difficulties as these are manufacturing items	(not more than 3 months old at the time of supply) as per clause no.14 of RFP
4	Page No.6 of 45 – point No.8)	As there is an urgent requirement of UPS Systems, the bidder shall deliver UPS Systems within 3 weeks from the date of issuing of delivery instructions for the same including the pre-shipment testing. Wherever Road permits are required one additional week will be provided.	We request you to please consider the delivery period as 6 weeks instead of 3 weeks from the date of issuing of delivery instructions for the same including the pre-shipment testing. For Road Permit areas, one additional week will be required. Please also note that for island branches and North Eastern States, kindly consider the delivery period as 8 weeks from the date of issuing of delivery instructions including the pre-shipment testing	As there is an urgent requirement of UPS Systems, the bidder shall deliver UPS Systems within 4 weeks from the date of issuing of delivery instructions for the same including the pre-shipment testing. Wherever Road permits are required one additional week will be provided.
5	Page No.6 of 45 – point No.9)	In case the Bank wants the equipment to be shifted to a location other than the originally indicated location, the vendor should do the necessary configuration changes in the equipment suitable to the new location and install the same at the new location without any cost to the bank	We request that the shifting of UPS Systems to a location other than the originally allocated location will be carried out before dispatch by us as after delivery the UPS Systems and batteries is Bank equipment	RFP Clause Stands. Actual shifting charges will be paid, if UPS is shifted after delivery,

6	Page No.7 of 45 - Point No.10	<p>Payment terms: On Final Acceptance: Thirty (30) % on Installation and Acceptance Certificate issued by the Purchaser's representative.</p> <p>However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations.....</p>	<p>We request you to please consider the following change in the payment terms on final acceptance:</p> <p>“If site is not ready, 30% of payment shall be released within 30 days of the delivery of UPS Systems and batteries at the respective location. 25% payment is to be paid on delivery and balance 5% is to be released after installation”</p>	RFP Clause Stands.
7	Page No.7 of 45, Point No.11	<p>UPS Systems including Batteries shall carry a free comprehensive, onsite warranty for a minimum period of Three (3) Years and AMC of UPS Systems excluding Batteries for next Three (3) Years from 4th year to 6th Year.During warranty and AMC period all parts of UPS including transformer, DC/ AC filtering capacitors are to be covered.</p>	<p>Please note that for DC capacitors, lifetime is 5 years (as specified by the manufacturer). We request that DC / AC capacitor are not covered under AMC. As beyond 5 years, all AC / DC capacitor life is over.</p>	RFP Clause Stands.
8	Page No.7 of 45	<p>AMC Charges: The Annual Maintenance Cost</p>	<p>You have indicated that AMC charges shall be paid in advance on submission</p>	<p>AMC Charges: The Annual Maintenance Cost</p>

		<p>on UPS Systems (Excluding Batteries) shall be paid in advance in equal yearly instalments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee as per annexure–P for 10% of the cost of the equipment (excluding Annual Maintenance Cost) or the AMC rates whichever is higher, valid for a period of 3 years from the date of completion of free warranty period - with 3 months grace period.....</p>	<p>of the 10% of the cost of the equipment (excluding Annual Maintenance Cost), or the AMC rates whichever is higher, valid for the period of 3 years from the date of completion of free warranty period – with 3 months grace period. Please note that as the UPS and the batteries cost is higher and the AMC cost is lesser, we request that the bank accept 10% Bank Guarantee for the value of AMC itself and not to consider equipment cost (UPS + Batteries) for arriving at Bank Guarantee for AMC. Also please note that AMC is applicable only for the UPS System and not for the SMF batteries. Hence we request you to consider our request for submission of Bank Guarantee for 10% of the AMC on quoted value alone.</p>	<p>on UPS Systems (Excluding Batteries) shall be paid in advance in equal yearly installments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee as per annexure –P for 10% of the cost of the UPS other than Battery Bank (excluding Annual Maintenance Cost) or the AMC rates whichever is higher, valid for a period of 3 years from the date of completion of free warranty period - with 3 months grace period.....</p>
9	Page No.8 of 45 – point No.12)	<p>Hardware Maintenance : The Bidder will assume total responsibility for the fault free operation of hardware and maintenance during the warranty and post warranty (AMC) for a total duration of six years. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all</p>	<p>Kindly please note that the penalty to be changed as Rs.100/- per day in Metro / Urban areas and Rs.50/- in Semi-Urban / Rural Urban areas. Please note that rectification of UPS Systems will be carried out during business hours during 9.00AM to 5.30 PM on working days excluding weekly holiday, national holidays and other local holidays. Please note that calls received within 3.00 PM on the metro</p>	RFP Clause Stands.

		<p>hardware function without defect or interruption.</p> <p>On lodgment of complaint, service should be provided and rectification of reported problem within eight (8) hours in Semi-Urban/ Rural centre & within four (4) hours in Urban/Metropolitan centres..</p> <p>.....</p>	<p>areas will be attended on the same day. However calls received after 3.00 PM in Metro areas will be attended only on the next working day. In case, in Rural areas, where transportation is not available, we request that travel time required for travelling from our service centre to the Rural branch is not considered as downtime</p>	
10		<p>New clause</p>	<p>The following defects arising due to site related problems cannot be considered as downtime.</p> <p>i. Mains failure - more than the backup hours</p> <p>Input low - As per specification</p> <p>Input high - As per specification</p> <p>ii. Phase Sequences / reversal / phase failures</p> <p>iii. Phase & Neutral reversal / Neutral & Earth reversal</p> <p>iv. Short circuit between Phase & Neutral – Phase & Earth, Neutral open</p> <p>v. Voltage between Neutral & Earth more than 5v</p>	<p>No penalty is levied, if cause is clearly attributable to the site related issues.</p>
11	Page No.3 of 45, point 3	<p>The Bidder should have certification of ISO9001:2008/ ISO 14001:2004/ BS OSHAS 18001:2007</p>	<p>With reference to your RFP for procurement of 370 Nos. 3 KVA, 100 Nos. 5 KVA & 25 Nos. 10 KVA UPS, we request you to kindly relax the clause of BS OSHAS 18001:2007 certification and safety certificates from NABL approved lab.</p>	<p>RFP Clause Stands.</p>

12	Page No.3 of 45, point 4	Safety certificates for the product from the NABL approved labs	In pre –qualification criteria point no.4 NABL is it mandatory or we provide UL safety certificates for all our EATON range products We can provide NABL for SMF batteries clarify	RFP Clause Stands.
13	Annexure IA,IB and IC S.No. 3	Active input PF correction: > 0.94 (equal to 0.94)	In annexure-IA technical specifications point no.3.active input power correction it should be >0.99(equal to 0.99)	RFP Clause Stands.
14	Annexure IA, IB and IC S.No. 8	LOAD POWER FACTOR: Should not be less than 0.7 lagging	In annexure-IA technical specifications point no.8 load power factor should be 0.8 lagging or more	LOAD POWER FACTOR: Should not be less than 0.8 lagging
15	Annexure IA, IB and IC S.No. 11	Isolation of power Both input & output should have MCB's. Also Battery connection to have MCB/MCCB/ switch.	IN ANNEXURE-IA technical specifications point no.11 isolation of power both input & output should have MCB's. also have battery connection to have MCB/MCCB/switch it is not require for 3,5 KVA MCB/MCCB for input and output or for battery clarify	RFP Clause Stands.
16	Annexure IA, IB and IC S.No. 11	Isolation Transformer: Should be provided between input and output as built in	Isolation transformer: should be provided between input and output as built in it should be outside of the UPS and output side of the UPS	RFP Clause Stands.
17	Page No.3, Pre qualification criteria	1000 Nos' of 3KVA/5KVA/10KVA UPS in together for last two years i.e., 2010 & 2011 with performance certificate from Bank/ Financial Sector should be submitted	Delta may be allowed to submit 1000 Nos. PO from National Insurance Company which is under execution stage. Also, we have executed few nos. of UPS Systems in Bank of Baroda, Canara Bank also	RFP Clause Stands.

18	Page No.3, Pre qualification criteria	The bidder should be a profit making company/firm during the last 3 financial consecutive years with a minimum turnover of Rs. 50.00 crores in each year in online UPS dealing business alone from the parent company only	We do not have the audited balance sheet for the UPS, but 3 years audited balance sheet of our Group may be allowed to submit	RFP Clause Stands.
19	Annexure IA, Point 11.ISOLATION in technical Specs	Inbuilt isolation transformer	We can provide the model only for 3 KVA UPS / 5 KVA UPS and for 10 KVA UPS will offer external isolation transformer	RFP Clause Stands.
20	Annexure IA, IB and IC S.No. 8	LOAD POWER FACTOR: Should not be less than 0.7 lagging	UPS load P.F is 0.7, whereas battery calculations says Ups PF of 0.8	LOAD POWER FACTOR: Should not be less than <u>0.8</u> <u>lagging</u>
21		Safety certificates for the product from the NABL approved labs	Sample of Test certificate from Govt. Labs confirming the Tender specification (Delta can provide tests certificate at the time of PDI)	RFP Clause Stands.
22	Page No.5, S. No.6	The last date for submitting the proposals, along with Bid security, is 09.02.2012 by 16.00 hours at this office		The Last date for submitting the proposals , along with Bid security, is 13.02.2012 by 16.00 hours at this office

All the vendors are requested to make note of the above amendments/clarifications and the last date for submission of bids upto 13/02/2012. All other terms and conditions of RFP remains the same.

(S K DHINGRA)
General Manager