



Aryavart Bank

Head Office at: A-2/46, Vijay Khand,

Gomti Nagar

Lucknow-226010

Notice Inviting Online e-tender followed by e-
Reverse Auction

For

Comprehensive Annual Maintenance of 100 Solar
power packs of 3.6 Kwp, installed at various branches
of the bank in Lucknow, Barabanki, Hardoi, Unnao,
Kannauj and Farrukhabad districts.

Mode of Submission – Online only at
<https://www.mstcecommerce.com/eprochome/aryabank/buyerlogin.jsp>

Availability of Tender
From 01.09.2022

Last date of Submission of Tender-
21.09.2022



e-TENDER NOTICE FOR Comprehensive Annual Maintenance of 100 Solar power

Aryavart Bank intends to procure Comprehensive Annual Maintenance Contract (CAMC) of 100 Solar Power packs of 3.6 Kwp (including Batteries), installed at various branches of the Bank in Hardoi, Unnao, Lucknow, Barabanki, Farrukhabad and Kannauj district, for this purpose the Bank invites tender from reputed firms to do so.

The "Request for Proposal" (RFP) for the project is available on bank's website under tender section which will direct to:- https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp.

Vendors are required to register themselves online with www.mstcecommerce.com.

Bids made strictly as per provisions of the RFP document should be submitted online through e-tendering portal MSTC link: https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp

1. Disclaimer

- a) This Request for Proposal (RFP) is not an offer by the Aryavart Bank, but an invitation to receive response from eligible interested bidders for comprehensive annual maintenance contract. This document should be read in its entirety.
- b) Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
- c) ARYAVART BANK, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.
- d) ARYAVART BANK also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.
- e) ARYAVART BANK may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- f) Every effort is being made to keep Aryavart Bank's Website up to date and running smoothly 24X7, However Aryavart Bank takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event Aryavart Bank will not be liable or responsible for any damages or expenses arising for any difficulty, or error, imperfection or inaccuracy with this website, it includes all associated service, or due to such unavailability of the website or any part thereof of any contents or any associated services.
- g) Aryavart Bank is in contract with MSTC a Mini Ratna company, who also make every possible effort to update their portal and run their site 24 X 7, however Aryavart bank takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event Aryavart Bank will not be liable or responsible for any damages or expenses arising for any difficult, or error, imperfection or inaccuracy with this website, it includes all associated services, or due to such unavailability of the website or any part thereof any contents or any associates services.
- h) The issue of this RFP does not imply that Aryavart Bank is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the insurance policy and Aryavart Bank reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.
- i) The "Request for Proposal" (RFP) for the project is available on: bank's website which will direct to



https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp. Vendors are required to register themselves online with www.mstcecommerce.com (above link)

2. The proposed evaluation schedule is tabulated below. However, the bank, at its discretion can change the schedule without assigning any specific reason for the same.

Sr.	Event Description	Particulars
1	Category of Tender	Open
2	Mode of submission	Online/e-tender
2	Date of publishing of Tender Notice	01.09.2022, on Aryavart bank website. http://www.aryavart-rrb.com
4	Start Date of RFP document download from bank's website http://www.aryavart-rrb.com which will direct to https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp	01.09.2022
5	RFP related communication E-mails Ids	Ho.ans@aryavartbank-rrb.com
5	Last date for receiving queries	7 th -September- 2022 up to 05:00 PM
6	Pre-bid meeting at bank's Head Office at A-2/46, Vijay Khand, Gomti Nagar, Lucknow-226010	8 th -September- 2022 at 03:00 PM
7	Response to Pre-Bid queries	9 th -September- 2022
8	Issue of Addendum /Revised Tender document (If required)	9 th -September- 2022
11	Last date & Time for submission of Bid /Bid due date	21 st -September- 2022
12	Opening of Technical Bids	22 nd -September-2022 at 03.30 PM at Bank's Head Office (subject to availability of Tender Committee members)
13	Information regarding Financial Evaluation of Bids	E-Financial Bid of the technically responsive bidders shall be opened at a later date. The Financial bid opening time & date shall be intimated to the technically qualified bidders
14	Announcement of L1 bidder	Will be notified
15	Reverse Auction	Will be notified after opening of financial bids
16	Letter of Award to the selected L1 Bidder	Will be notified
17	Bank's Website	www.aryavart-rrb.com

- No Bid or part of Bid shall be submitted vide E-mail or in any other form.
- Bids received later than the prescribed date and time i.e. by 21.09.2022 will not be considered for evaluation.
- If the last day of submission of Bid is declared as a holiday by any circumstances beyond the control of Aryavart Bank, the next working day will be deemed to be the last day for submission of the Bid.
- Further, in case Aryavart Bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the Bid will be opened on the next working day subject to availability of all the Technical Committee members; unless otherwise such change may be notified to all bidders.

3. Important Instructions for e-procurement

Bidders are requested to read the terms and conditions of this tender before submitting their online tender.



1	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal Only after registration, the vendor can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE AT https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp</p> <ol style="list-style-type: none"> 1) Vendors are required to register themselves online with: - https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. <p>In case of any clarification, please contact Bank/MSTC (before the expiry of scheduled time of the e-tender).</p> <p>Contact person (Bank): Chief Manager, Administration & Services deptt :7388800788/600</p> <p>Contact details (MSTC Ltd): Mr. Vijayant, Manager, 0522-4304843/9909080178</p> <p>B) System Requirement:</p> <ol style="list-style-type: none"> i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system. <p>To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.</p> <p>Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode".</p> <p>Other Settings:</p> <p>Tools => Internet Options => General => Click on Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".</p> <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools ^Internet Options^ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	<p>The Techno-commercial Price Bid have to be submitted online at:- https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp .Tenders will be opened electronically on specified date and time as given in the Tender.</p> <p>NO TENDERS/ BIDS THROUGH ANY OTHER MEDIUM WILL BE ACCEPTED BY THE BANK</p>
3	<p>All entries in the tender should be entered in online Technical & Financial Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE:</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>



5	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6	E-tender cannot be accessed after the due date and time mentioned in NIT.
7	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary Transaction fees to be eligible to bid online in the e-tender. Applicable Transaction fees is non-refundable.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Financial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com ^ e-procurement ^PSU/Govt. depts.^ Login under Aryavart Bank ^My menu^ Auction Floor Manager^ live event ^Selection of the live event</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Financial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Then once both the Technical bid & Financial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.</p>
8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and Financial terms & conditions are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

4. IMPORTANT INSTRUCTIONS

1. The EMD of Rs 50,000 in the form of Demand Draft payable at Lucknow in favour of Aryavart Bank must be submitted in physical form at Bank's Head Office, A-2/46, Vijay Khand, Gomti Nagar, Lucknow -226010 before the last date of submission of technical bid. **(MSMEs are exempted for submission of EMDs. The firms are required to submit MSME certificate with Technical Bid in support of seeking exemptions.)**
2. The mode of submission of tender is online only, tender submitted in any mode other than specified will not be entertained by the Bank.
3. Annual Maintenance contract will be comprehensive for solar hybrid inverter including replacement of batteries where needed.



4. The bank may conduct reverse auction.
5. Rates quoted will be onsite comprehensive AMC for 5 years. Bank will renew the contract annually after satisfactory services for each year. Rates quoted should be exclusive of all taxes but the bill generated should be with GST.
6. The participating bidder must have valid GST Registration.
7. The bidder should have done design, supply installation & commissioning and maintenance of solar power pack. Enclose copy of work order(s) along with satisfactory completion certificate(s)/payment(s) received from client(s).
8. The bidder's average annual turnover must be at least Rs. 1 Crore (Rupees One Crore) during the last three financial years. The turnover refers to a company and not the composite turnover of its subsidiaries / sister concerns etc. Audited balance sheet for last three financial years (2018-19, 2019-20 and 2020-21) should be submitted.
9. The bidder must have a permanent office/service centre in Lucknow.
10. The bidder should have GST and income tax registration number (PAN). Bidder should submit valid documentary proof of details of GST and income tax registration number (PAN).
11. The successful bidder should provide fixed deposit receipt of 5 years equal to 20 % of CAMC cost of our bank ie Aryavart Bank.
12. The lowest bidder will be evaluated on the basis of **Lowest unit price quoted for CAMC of Solar power pack.**
13. The firm must not have been blacklisted by any bank, Financial Institution. (An affidavit is to be submitted by the participating firm to this effect.)
14. A copy of **terms and conditions of Contract (TCC)** is annexed as **Annexure-B** along with Technical specifications.
15. Prospective Bidders are requested to attend a meeting to be held at our office, on 08-09-2022 at 3:00 PM to seek clarification and/or to raise query, if any, in respect of Bid submission. No separate information in this regard will be given.
16. The firm should submit solvency certificate of Rs three crore only from their bankers.
17. The firm has to provide escalation matrix for registration of service complaint, their helpdesk's contact details (Telephone number and email id) for registering complaints. After registration of a complaint, complaint number must be provided by the vendor through SMS and/or email.
18. The complaint must be rectified within 48 hours from the date and time complaint logged. Vendor shall deploy an engineer to attend the call/complaint within 4 hours of logging the same for the local branches/offices located within the radius of 25 Km of district headquarters and within 24 hours for rest of the branches/offices. The complaints must be resolved within 24 hours for local branches and 48 hours for remote branches including any repairs or replacement including batteries, failing which penalty of Rs 500/ per solar per working day will be payable by the Vendor. The amount of penalty will be recovered from Bank guarantee or the deposit made by the supplier, during warranty and/or annual maintenance charges and/or by lodging a claim against the supplier, as the case may be. In the event of Deposit or Bank Guarantee amount not sufficient to set off the liability of the supplier under this head the bank shall be at liberty to proceed against the supplier for recovery of the balance as may be advised.
19. In case L1 is unable to or refuse to sign the contract L2/L3/L4 Bidders and so on will be invited in the order of priority on condition if anyone is willing to match the rates quoted by L1 in the financial bid.
20. The Bank reserves the right to accept or reject in part or full, any or all the offers without assigning any reasons thereof.
21. Bank reserves the right to accept or reject any or all tender/s without assigning any reasons whatsoever and the said decision shall be final and binding upon the bidders.
22. In case of any doubt, decision of the tender committee will be final and binding.
23. Number of branches may be increased or decreased as per requirement of the bank.
24. The payment of the bills will be made by Head Office, after satisfactory report by concerned branch /regional office).
25. The rates quoted are F.O.R. at various branches.
26. In case of any dispute, the matter will be referred to the General Manager, Aryavart Bank. For litigation, if any arising thereof, the competent court (local) alone shall have jurisdiction.
27. The payment will be made after satisfactory report by concern branches (subject to confirmation from Regional offices) and after receiving the fixed deposit of requisite amount.



28. No advance will be paid to any vendor.
29. Please check our website regularly for latest updates regarding this tender till the completion of tender process.
30. Documents to be uploaded in Technical Bid:
- General Profile of the company.
 - Contact Person with their contact numbers and email addresses.
 - Latest copy of requisite certificates.
 - GST certificate.
 - Last three years Audited Balance Sheet 2018-19, 2019-20 and 2020-21.
 - Copy of Registration
 - EMD of requisite amount in a sealed envelope super scribed as EMD.
 - Copy of work Order(s) along with satisfactory completion certificate(s)/payment(s) received from client(s).
 - Signed Annexure-A without any disclosure of commercial price of the product.
 - Certificate of Acceptance as per Annexure B

Please note that in case if any of the above listed documents are found not enclosed in the technical bid submitted by the bidders, their bid will be technical disqualified.

Non submission of EMD on or before the last date at Bank's Head Office will result in technical disqualification of the bidder.

31. The bid evaluation committee of Aryavart Bank shall conduct the evaluation on the basis of the submitted Technical Bid. However, Aryavart Bank may seek clarification on the information submitted by the bidder, if required.

The duly completed tender proposals bids (as per the format given below) must be uploaded on online portal mentioned above on or before the last date of submission of tenders.

32. The tenders will be opened at 03.30 P.M. on 22.09.2022 at Bank's Head office, when all concern may remain present.


(Randhir Kumar)
General Manager



Annexure – A

Technical Specification of Installed Solar

Inverter Type	Bi-directional	
Charger Type	MPPT based	
Battery voltage	48 V for 1 KW to 3 KW	
	96 V for 4 KW to 6 KW	
Battery type	Tubular Lead acid	
Input from PV array	40 -88 for 1 KW to 3 KW	
	80-176 for 4 KW to 6 KW	
Output voltage	240 V \pm 1 %	
Output frequency	50 Hz \pm 0.5Hz (stands alone mode)	
Efficiency	Peak efficiency > 90 %	
THD	Sine wave output with 4 % THD	
Regulation	Line 5 %	
	Load 5 %	
Overload features	150 % for 1 min & 125 % form 4 min	
	Capable of feeding full load	
Control	Microprocessor based controllers	
Operation	To work in stand alone & Grid Interactive mode	
Cooling	Forced air cooling	
Max. ambient temp.	40°C at rated load	
Relative humidity	95 % maximum	
Cable entry	From rear, 200 mm above ground level	
Finish	Epoxy powder coating	
Degree of Protection	IP 20	
Protections	Input surge voltage	Short circuit
	Over current	Over temperature
	Load surge current	Input under voltage
	Battery low trip	Input / output isolation
	Low / High frequency	
	Under / Over output voltage	
Indications	Inverter ON	Grid ON
	Array ON	Inverter UV/OV
	Inverter overload	Inverter over temp
	Battery Low	
Solar Charger controller type	MPPT	
Array Input Voltage(nominal)	96V DC	
Battery Voltage (nominal)	96V DC	
Inverter AC Output (nominal)	240V AC, Single phase, 50 Hz	
PCU Inverter rating	4KVA	
PCU charger controller rating	4 KW	
Mounting	Floor Mounting Type	



* **BATTERY BANK (Flooded Electrolyte Tubular type)**

High reliability lead acid flooded electrolyte tubular plate batteries are provided with the system. Which have been specifically designed for use with the solar power systems. The lead acid batteries are supplied in dry charged condition with electrolyte in separate containers.

Batteries are incorporated in solar PV systems to store electrical energy generated by the photovoltaic array during the day and provide power at night/low or zero sunlight. Battery capacity is calculated considering normal day-to-day operation at the worst time of the year plus a reserve capacity for periods of bad weather.

All persons working with battery, particularly those responsible for the installation and maintenance of the battery systems should read the Health and safety notes contained in this manual. Technical data of battery bank is given below.

Type	Lead Acid Flooded Electrolyte Tubular Plate Batteries
Country of Origin	India
Single battery voltage - nominal	2 V DC
Single battery capacity - nominal	2V-400 AH@C10 @ 27DEG C
No. of Batteries in Series	48 Nos.
No. of Batteries in Parallel	01 No.
Total no. of Batteries per Battery bank	48 Nos.
Total battery bank voltage – nominal	96 V DC
Total battery bank capacity - nominal	96V-400AH @ C10 @ 27 DEG C

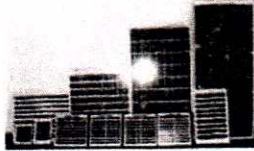


IEC61215 Edition2
Certified

180 Watt Photovoltaic Module TBP3180T / TBP4180T

Features:

- ✓ Designed to meet IEC61215 Edition2 standards.
- ✓ 72 Cells Crystalline module
- ✓ Torsion and corrosion resistant Anodized Aluminium frames having higher strength with proper mounting holes for quick & easy installation.
- ✓ High efficiency cells used in modules providing higher power where space is a limitation.
- ✓ High transitivity glass as Superstrate providing high impact resistance and protect against hail, snow, ice and storm.
- ✓ IntegraBus™ with 3 long-lasting diodes embedded in thick, durable back sheet
- ✓ Potted junction box with redundant electrical connection.
- ✓ IV curve for every solar module provided.
- ✓ Manufactured in ISO 9001 and ISO 14001 certified factory



Mechanical Data:

Cell Technology	Multi / Mono Crystalline, SIN
Series Cells	72
Parallel Cells	1
Module Weight	15.4 Kg
Superstrate	Glass, Tempered, 3.2mm
Encapsulant	EVA
Substrate	PET-White
Frame Type	Silver Anodized Aluminum
Cable and Termination	4 mm ² cable with weatherproof Multi-Contact connectors. Asymmetrical cable lengths.
Junction Box	Potted

Electrical Data*

Rated Power (W)	180
Power tolerance (%)	5
Open Circuit Voltage (V)	43.6
Current Short Circuit (Amp)	5.58
Voltage Max Power (V)	35.8
Current Max Power (Amp)	5.03
Series Fuse Recommended (A)	10
Bypass Diode	IntegraBus™ with 3 Schottky diodes
Max System Voltage (V)	1000
Hi Pot Test Voltage (V)	3000
Fill Factor	> 0.7
Cell Efficiency %	16
Module efficiency %	14.4

*STC: Standard test conditions - irradiance of 1000W/m² at an AM1.5G solar spectrum and a temperature of 25°C.

Environment and operating conditions:

Temperature cycling range	-40°C to +85°C for 200 cycles
Damp heat test	85°C and 85% relative humidity for 1000h
Snow load test	5400Pa* (equivalent to 550kg/m ² load distributed)
Hailstone impact test	25mm hail at 23m/s from 1m distance
Impulse voltage test	8000V waveform impulse according to high voltage test techniques IEC 60060-1 standard
Reverse current over load test	1.15% of the over current protection rating for two hours

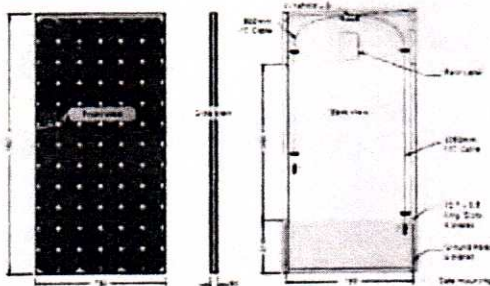
Note:

01. Due to continuous improvement, specifications and data sheet may change without notice
02. Family Products available: TBP3160 / TBP4160
TBP3170 / TBP4170
TBP3175 / TBP4175

Applications:

- ✓ Telecommunication / Power packs
- ✓ Defense application / Offshore platform
- ✓ Rooftop system for commercial & domestic purpose.
- ✓ Grid feed power plants / Pumping systems

Module Dimensions:



Dimensions (L x W x H) : 1587 mm x 790 mm x 50 mm

Installation Hole Dimension (A x B) : 949x756mm

Mounting Hole (Elliptical) : 12.7mmx8.5mm

Testing and Certification:

	Certification	Status
5.1	IEC 61215 Edition2	Yes

Legal Data:

3.1	Power Warranty	12 year 93% 25 year 85%
3.2	Workmanship Warranty	5 Years

Rev: 01



Annexure – B

Terms and Conditions of Contract (TCC)

1. REPAIR AND MAINTENANCE SERVICE TERMS & PENALTY CLAUSE:

The Vendor will accomplish preventive and breakdown maintenance activities to ensure that all Solar power pack execute without defect or interruption for at least 98% uptime for 24 hours a day, 7 days a week of operation of the Solar power pack, worked on a quarterly basis.

If any critical component of the entire configuration is out of service for more than a day, the Vendor shall either repair the defective unit including Batteries within 24 hours or immediately replace the defective unit or replace the same immediately at its own cost including the replacement of Batteries.

The complaint of breakdown in Solar power pack must be rectified within 48 hours from the date and time complaint logged. Vendor shall deploy an engineer to attend the call /complaint within 4 hours of logging the same for the local branches/offices located within the radius of 25 Km of district headquarters and within 24 hours for rest of the branches/offices. The complaints must be resolved within 24 hours for local branches and 48 hours for remote branches including any repairs or replacement including Batteries, failing which penalty of Rs. 500/- per Solar per working day will be payable by the Vendor. The amount of penalty will be recovered from Bank guarantee or the deposit made by the Supplier, during warranty and/or annual maintenance charges and/or by lodging a claim against the Supplier, as the case may be. In the event of Deposit or Bank Guarantee amount not sufficient to set off the liability of the Supplier under this head the Bank shall be at liberty to proceed against the Supplier for recovery of the balance as may be advised.

During the term of this Agreement Vendor agrees to maintain the Solar Power Pack in perfect working order and condition and for this purpose will provide the following repairs and maintenance service:

- (a.) The Vendor shall rectify any defects, faults and failures in the Solar Power Pack and shall repair and replace worn out of defective parts including all plastic parts of the Solar Power Pack during BANK's normal working hours i.e. from 10:00 A.M. to 6.00 P.M. Monday to Saturday (other than bank holidays). In cases where unserviceable parts of the Solar Power Pack need replacement the Vendor shall replace such parts, at no extra cost to BANK, with brand new parts or those equivalent to new parts in performance.
- (b.) The Vendor agrees to provide a helpdesk to act as a single point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branch/offices of the Bank on all bank working days during the office hours i.e. from 10:00 AM to 06:00 PM from Monday to Saturday. The Vendor must provide the user with a complaint number for new service request over Phone as well as over Email/SMS.
- (c.) The Vendor agrees to deploy an engineer and attend the call /complaint within 4 hours of logging the same for the local branches/offices of the bank located within the radius of 25 Km of district headquarters and within 24 hours for rest of the branches of the bank. If call /complaint are not attended within 4 hours of logging the same for the local branches/offices located within the radius of 25 Km of district headquarters and within 24



hours for rest of the branches, a penalty of Rs 100/- Per day per equipment will be imposed to vender.

- (d.) The Vendor also agrees to resolve the complaints within 48 hours or 2 subsequent working days of complaint lodgement. If calls/complaints are not resolved within 48 hours or 2 subsequent working days of complaint lodgement, a penalty of Rs 500/- Per day per equipment will be imposed to the Vendor. Such penalties (including the penalty imposed for not performing preventive maintenance referred in may be cumulated up to 40% of the total value of CAMC of that quarter and may be deducted from balance payment and/or fixed deposit (bank guarantee) submitted by the Vendor.
- (e.) The Vendor will have to monitor the call till its resolution. The Vendor will provide to the Bank Help desk / call resolution statistics on a weekly basis including new/ pending complaints. The details provided should include:
- I. Complaint Number
 - II. Complaint Date and Time
 - III. Date and Time of first visit of engineer after lodging the complaint.
 - IV. Present Status of complaint (e.g. Pending / Resolved)
 - V. Complaint Resolved on (if complaint is resolved or closed)
 - VI. Branch Name
 - VII. Branch Name Mobile/Telephone No
 - VIII. Branch Address in full
- (f.) The Vendor shall ensure that the full configuration of the Solar Power Pack is available to BANK in proper working condition for 98% of the time in every month.
- (g.) **Preventive Maintenance** : the Vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, and necessary repairing of the EQUIPMENT) once within the first 15 days of the commencement of the maintenance period and then once in a quarter for every subsequent quarter during the currency of this Agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing, the Vendor recognizes Bank's operational needs and agrees that Bank shall have the right to require the Vendor to adjourn preventive Maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
- (h.) The Vendor shall send helpers to clean-up the Solar power pack and Batteries. If quarterly preventive maintenance schedule of equipment is not adhered to, a Penalty of Rs. 200/- per solar may be imposed, at the discretion of the bank.
- (i.) All engineering changes generally adopted hereafter by the Vendor for equipment similar to that covered by this contract, shall be made to the Solar Power Pack at no cost to Bank.
- (j.) All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the Solar Power Pack.
- (k.) The Bank shall maintain a register at its site in which, the bank's operator/supervisor shall record each event of failure and/or malfunction of the Solar Power Pack. Vendor's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the Vendor's engineer shall make,



effect in duplicate, a Field Call Report which shall be signed by him and thereafter countersigned by the bank's official. The original of the Field Call Report shall be handed over to the Bank's official.

- (l.) Any worn or defective parts withdrawn from the Solar Power Pack and replaced by the vendor shall become the property of the Vendor; and the parts replacing the withdrawn parts shall become the property of Bank.
- (m.) Further provided that the Bank may, during the currency of the CAMC, shift the Solar power pack wholly or in part to other location(s) within the within Bank's area of operation and in such case the Supplier undertakes to continue to maintain the Solar power pack at their new location without any other additional cost to the Bank.
- (n.) If, in any month, the Vendor does not fulfil the provisions of clauses stated above, only the proportionate maintenance charges for that month will not be considered payable by Bank without prejudice to the right of the bank to terminate the contract.

2. Performance Security

- (a.) Within 7 days of the award of Purchase order, the Vendor shall furnish to the Bank, the Performance Security for an amount equivalent of 20% amount of total CAMC cost.
- (b.) The Bank shall be at liberty to set off/adjust the proceeds of the performance security towards the loss, if any, sustained due to the supplier's failure to complete its obligations under the contract. This is without prejudice to the Bank's right to proceed against the Supplier in the event of the security being not enough to fully cover the loss/damage.
- (c.) The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms:
 - I. Fixed deposit receipt of 5 years equal to 20 % of CAMC cost of our bank ie Aryavart Bank,
 - Or
 - II. A Banker's Cheque / Demand Draft favouring "Aryavart Bank" payable at Lucknow.
- (d.) The performance security will be discharged by the Bank and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any CAMC obligations under the contract.
- (e.) In the event of any contract amendment, the Supplier shall, within 7 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period of 60 days thereafter.

3. Payment for annual maintenance charges:

The CAMC cost shall be paid in equal quarterly instalments within twenty five (25) days from the date of completion of respective 3 month period, subject to satisfactory services rendered. **No advance payment shall be made by the bank for CAMC cost.**



4. Subcontracts

- (a.) The Vendor shall notify the Bank in writing of all subcontracts awarded under the Contract, if not already specified in the quotation. Such notification, in the original quotation or later, shall not relieve the Supplier from any liability or obligation under the Contract. Sub-contract shall be only for bought-out items and sub-assemblies.
- (b.) Subcontracts must comply with the provisions of TCC.

5. Notices

- (a.) The following shall be the address of the Bank and Supplier.

Bank's address for notice purposes:

Aryavart Bank,
Head office,
Administration and services department,
A-2/46, Vijay Khand,
Gomti Nagar,
LUCKNOW.

Supplier's address for notice and all other purposes:

.....
.....
.....
.....

- (b.) A notice shall be effective when delivered or on the notice's effective date whichever is later.

6. Award Criteria

The Bank will award the Contract to the successful Bidder, out of the Bidders who have responded to Bank's Invitation for Quotation, who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest evaluated Bid. The Bank will open the bids and decide the L1 vendor on the basis of branch wise lowest quoted amount. Bank will select the successful Bidder(s) (L1) on the basis of Branch wise lowest Bidder. No intimation would be sent to the unsuccessful Bidders

7. Bank's Right to Reject Any or All Bids

The Bank reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.



FORM - A

INFORMATION TO BE FURNISHED ALONGWITH THE PROPOSAL FOR

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

1. Name of the Organization / Firm:

2. Address:

3. Year of establishment:

4. Status of the Firm:

a. (Whether company/firm/proprietor)

5. Name of Director/Partner/Proprietor

1.

2.

3.

4.



6. Address & contact details of Office/service center in Lucknow: (Enclose certificates/proofs in support of your claim)
7. Address & contact details of permanent office in Lucknow and Aligarh or Agra: (Enclose certificates/proofs in support of your claim)
8. Contact Person Name:
9. Contact Person Phone number:
10. Contact Person Email ID:
11. Whether registered with Registrar of Companies/ Registrar of Firms. If so, mention number and date.
12. Solvency Details:
- a) Name and Address of Bankers:
- b) Enclose Solvency Certificate from the Bankers:



13. Whether registered for Sales Tax /GST purpose. If so, mention number and date

14. Mention permanent account Number.

15. If you are registered/empanelled/approved with any other organization/Dept. Banks etc. Furnish their names, category and date of registration/empanelled.

16. If you are registered/empanelled/approved with any other organization/Dept. Banks etc. Furnish their names, category and date of registration/empanelled.

17. Work experience in PSU Banks

a) Detailed description and value of CAMC works done for banks during the last 3 years only. Rs.(in Lacs)

Name of Institution	Period	Value of work done

(Enclose certificates/proofs in support of your claim)

18. Furnish the names of the organization & the responsible representatives who will be in position to certify about the quality as well as past performance of your organization



19. No. of Engineers, Technical Qualified Employee employed by the Firm in Banks are of operation:

Name	Designation	Qualification	Experience	Year with the Firm	Work area (district)	Phone no

20. Name of Branch/Representative offices in Barabanki, Faizabad , Farrukhabad, Hardoi, Lucknow, Unnao and Kannauj Districts.

SR. NO.	ADDRESS	NAME OF RESPONSIBLE PERSON	QUALIFICATION OF RESPONSIBLE PERSON

Place:

Signature and Seal of Proprietor

Date:



FORM - 1

PROPOSAL FORM (TECHNICAL BID)
(To be included in Technical Bid Envelope)

Date:

To:

The General Manager,
Aryavart Bank,
A&S Department, Head Office,
A-2/46 Vijay Khand, Gomti Nagar,
Lucknow-226010.
Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of Solar Power Pack

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to carry Comprehensive Annual Maintenance Contract, in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

If our Proposal is accepted, we will obtain the guarantee of a bank in a sum equivalent to 20 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Proposal and the rates quoted therein.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Dated this day of 2022

(signature)

(in the capacity of)

Duly authorized to sign Proposal for and on behalf of



Annexure – Z

Price Proposal (Financial Bid)

SN	Items	Unit Price of CAMC for 1 year (excluding taxes) in figures	Unit Price of CAMC for 1 year (excluding taxes) in words
1	Comprehensive Annual Maintenance Contract of 100 Solar Power Pack Systems		

Notes:

1. Unit Price quoted should be inclusive of all costs, duties, levies, all other applicable charges **excluding taxes**. The price so quoted, shall be valid for entire Contract Period. The L1 will be decided on the basis of **lowest unit price quoted for CAMC of Solar Power Pack**.
2. No increase in costs, duties, levies, charges, etc., irrespective of reasons (including exchange rate fluctuations and excluding taxes) whatsoever, shall be admissible during the Price validity period.
3. Cost of CAMC will be paid on quarterly basis after completion of three months' period (on rendering satisfactory services) on pro-rata basis but not in advance.
4. Taxes shall be paid extra as per Govt. rules and regulations.

Name and Signature of Bidder with Seal:

Business Address:

