



(HEAD OFFICE: BANGALORE)

**REF NO.: UPS-001/2018 DTD. 16.09.2018**

**EMPANELMENT OF VENDORS FOR SUPPLY,  
INSTALLATION, TESTING, COMMISSIONING AND  
MAINTENANCE OF UNINTERRUPTIBLE POWER SUPPLY  
(UPS) SYSTEMS AT BRANCHES & OFFICES UNDER  
CIRCLE OFFICE, LUCKNOW.**

**ISSUED BY** : DEPUTY GENERAL MANAGER,  
CANARA BANK,  
CIRCLE OFFICE, LUCKNOW.

**CONTACT NO.** : 0522-2307611

**E-MAIL ID** : [pecoluck@canarabank.com](mailto:pecoluck@canarabank.com)

**EXPRESSION OF INTEREST**

The Premises & Estate Section of Canara Bank Lucknow Circle Office is managing Bank's branches/offices/other business and non business units spanning across various locations in 66 districts in the state of Uttar Pradesh. The branches/offices are further controlled down the line by 8 Regional Offices located in Agra, Aligarh, Bareilly, Etah, Gorakhpur, Kanpur, Lucknow & Varanasi.

The intention behind this EOI is the formation of a closed pool of limited vendors dealing in manufacture, sale, commissioning and post sale service of online UPS systems (with Batteries) at various branches under the aegis of Canara Bank's Lucknow Circle Office.

Applications are invited from interested and eligible vendors for empanelment with the Bank for the supply, installation, testing, commissioning and maintenance of uninterruptible power supply (UPS) systems of various capacities at branches & offices under Circle Office, Lucknow. All vendors in the existing panel should also apply afresh for empanelment.

The duly completed document in the prescribed format with all supporting documents shall be sealed in a cover and super scribed as "**APPLICATION FOR EMPANELMENT OF SITC & MAINTENANCE OF UPS SYSTEMS - 2018**" and shall be submitted to the mentioned office of Canara Bank **on or before 15.10.2018 up to 05.00 pm**

The Bank reserves the right to accept or reject any or all the applications without assigning any reasons thereof and their decision of selection will be final.

Date: 16.09.2018

Sd/-  
DEPUTY GENERAL MANAGER

**GENERAL INSTRUCTIONS TO THE APPLICANTS**

- ◆ The response should be submitted in a structured format as per the checklist appended and it should be paginated. Each page of the application should be signed by person/s on behalf of the organization having necessary authorization / PA to do so, duly attesting with the company seal. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the Bid).
- ◆ Any alterations, omissions, overwriting, corrections or any other type of discrepancies in information provided may render the EOI submission invalid.
- ◆ The application should be filled properly and each schedule should be separated with a sheet separation. Special care must be taken by the applicant to ensure that all the relevant details required in the application are mentioned by the applicant in specific and concise manner & are penned down in a neat and comprehensible manner. Care should be taken to limit the information within the space provided for it. In case the space provided is inadequate, the applicant may attach additional sheets along with the application with providing proper reference to the annexed sheet.
- ◆ The necessary documents asked in the application format or any other piece of document which the applicant feels would further the applicant's cause, should be furnished as attachments in clear duplicate copies duly attested by the authorized signatory of the applicant, failing which the application may be liable for rejection.
- ◆ In case the applicant feels necessary to provide any detailed clarification with respect to any information asked in the application format, then the applicant may provide that in the form of an annexure with its reference in the application. But care should be taken to avoid sending non-relevant / unnecessary documents along with the application.
- ◆ Proposals in formats other than the "Application Format" prescribed will be summarily rejected. All pages are to be numbered and seal-signed by the authorized signatory of the applicant.
- ◆ A pre-bid meeting of the intending bidders will be held at **3:00 PM on 01.10.2018** at Premises & Estate Section, Ground Floor, Canara Bank Circle Office Building, Vipin Khand, Gomti Nagar, Lucknow - 226010. The purpose of the pre-bid meeting is to clarify any point/doubt raised by the

applicants in respect of this EOI. No separate communication will be sent for this meeting.

- ◆ All communications regarding points required to be discussed and clarified in the pre-bid meeting shall be given in writing to the **Assistant General Manager, Premises & Estate Section, Circle Office, Lucknow** by the **intending bidders before 12:00 PM hours IST on 29.09.2018**. No issues which were reported beforehand shall be discussed in the pre-bid meeting.
- ◆ Sealed applications should be deposited with **Senior Manager, Premises & Estate Section, Ground Floor, Canara Bank Circle Office Building, Vipin Khand, Gomti Nagar, Lucknow - 226010** on or before **15.10.2018 at 3:00 PM**.
- ◆ **Important Note: If any applicant resorts to dispatch the application (duly filled EOI document) through postal / courier services as opposed to by hand and the application is received at our end after the due date and time specified above, then that application will not be entertained.**
- ◆ The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tenders for supply, installation, commissioning & service of UPS systems in the Bank. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be done or entertained.
- ◆ The present empanelment is being undertaken by the Bank for the formation of a closed pool of limited vendors dealing in manufacture, sale, commissioning and service of online UPS systems (with Batteries) based on conventional technology. However, the vendors dealing in any other type of Technology involving renewable energy sources, like solar energy, can also apply for empanelment with the Bank. The Bank, however, reserves full right to accept or reject the applicant offering any such new, non-conventional technology. Vendors dealing in both types of technologies may opt to apply for empanelment with both technologies, but the right to accept or reject either the application of the vendor in toto or any of the technology based system(s) offered by the vendor rests entirely with the Bank.
- ◆ Canara Bank, Circle Office Lucknow reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.

## **EMPANELMENT PROCEDURE & SCOPE OF EMPANELMENT**

The vendor will be empanelled as per the following process:

- a. Vendors satisfying the eligibility criteria will be short listed and will be empanelled with the Bank after due scrutiny of documents submitted.
- b. Empanelment would be done for Bank's Lucknow Circle only.
- c. The empanelment will be valid for two year or till the completion of next empanelment process whichever is earlier.
- d. During empanelment period, Bank reserves the right to de-empanel any vendor based on the performance of products, quality of service or any other reason the Bank deems suitable enough to de-panel. Bank's decision will be final in this regard.
- e. Empanelment with the Bank is in no way whatsoever a guarantee that the empanelled vendor would be awarded all or any works desired to be executed by the Bank post empanelment. Nor does the empanelment with the Bank entail that the Bank, in any way whatsoever, is bound to involve the panel vendor in the process of tendering, calling for quotations or any other similar exercise undertaken before procurement of product or engagement for services.
- f. During the empanelment period, Bank will float limited tenders amongst the empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions and scope of work. However, In case of exigent works or works of small magnitude, the Bank may opt to award the work/ procure supply from any of the empanelled contractors or any other vendor outside the panel on nomination basis without calling for competitive quotations/tenders. Bank also has the right to resort to open tendering process for any particular work, depending on the nature & magnitude of the work.
- g. If at any time it is found that the information provided for empanelment or for any tender is false or if irregularities are shown by the vendor when applying for the tenders, the Bank reserves the right to remove such vendors from the empanelled list without giving any notice to the vendor in advance.

**ELIGIBILITY CRITERIA**

S.N	ELIGIBILITY CRITERIA	DOCUMENTS TO BE SUBMITTED WITH THE EOI
1	Applicant must be the principle company dealing in the Design, manufacture, production, installation and services of UPS System of various ratings. <b>Applications from Dealers will not be entertained.</b>	The applicant should have manufacturing and testing facilities conforming to the international standards. Applicant should enclose the details of locations where the manufacturing and testing facilities are available.
2	The Applicant should be a firm / company registered with the relevant authority.	The registration no. of the firm /company along with Certificate of Incorporation/PAN Details should be furnished.
3	Annual Turnover of the applicant in the business of manufacture, sale & service of UPS systems for the last three years should not be less than <b>Rs.5.00 Crore.</b> The company should be in profit during the last three years. i.e. 2015, 2016 and 2017.	Audited Balance Sheet and P & L Account for the last three years.  Certificate from Chartered Accountant certifying the turnover of last three years i.e. 2015, 2016 and 2017, and attesting that the turnover is from the business of manufacture, sale & services of UPS systems.
4	The applicant should be in the business of manufacture, sale and service of UPS systems for at least past <b>5 years i.e. from 01.12.2012 onwards.</b>	Proofs like order copy or installation certificate / satisfactory certificate etc. should be enclosed.
5	Should be registered with Tax Authorities.	The GST registration no. / Valid IT Certificate etc. should be furnished by the applicant.
6	In the past 24 months, the applicant must have satisfactorily installed at least 50 Nos. UPSs of 5 KVA capacity or above <b>in the state of Uttar Pradesh</b> at organizations like P&T / Telephones, Financial institutions like Bank, LIC, UTI, Defense Organization etc.	Proof like old order copies or installation certificates / satisfactory certificates etc. / appreciation letters etc. should be enclosed. Applications shall be supported by list of such installations centre wise with the address details of the clients and their phone numbers.
7	The vendor should have full-fledged service setup within the areas under our Circle's Jurisdiction.	Proof should be enclosed along with the address and phone numbers.

**The decision taken by the bank shall be final and no representation or correspondence shall be entertained in this regard thereafter.**

**CHECKLIST**

Interested applicant conforming to the above requirements may respond by furnishing the following:

1. Seal-signed copies of the EOI (Pg.1), General Instructions (Pg.2, 3 & 4), Empanelment Procedure & Scope of Empanelment (Pg.5) & Eligibility Criteria (Pg.6).
2. Covering Letter as Per Annexure A
3. Applicant's Profile - Annexure I.
4. Write up on the Company's experience / expertise in Supply, Installation, commissioning and maintenance of UPS.
5. List of major clients and the quantum of orders with approximate value executed to various organisations including Major PSU Banks and other financial institutions for the last 3 years. - Annexure II
6. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.
7. Duly filled details of the Service locations as per Annexure III and IV.
8. Duly filled technical requirement of the UPS as per Annexure - V.

**ASST GENERAL MANAGER**

**ANNEXURE - A**  
**COVERING LETTER FORMAT**

**Offer Reference No:**

**Date:**

To,

ASST GENERAL MANAGER,  
CANARA BANK,  
PREMISES & ESTATE SECTION,  
CIRCLE OFFICE, LUCKNOW.

Dear Sir,

EOI Ref: ----- DT: -----

Having examined the EOI document including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company to supply, commissioning & maintenance of UPS system in conformity with the said EOI.

If our offer is accepted, we undertake to supply, install, commission and Maintain UPS to the Bank for the given period.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of clients in India (giving their full addresses & contact details) where the model(s) quoted by us now have been supplied by us and the name and addresses of our Bankers.

We also confirm that we have not been disqualified by any Bank for supply of UPS systems.

Our PAN number for Income Tax is \_\_\_\_\_.

We are registered with the statutory Tax authorities and our registration numbers are as follows.

Goods and Service Tax Registration Number is \_\_\_\_\_.

We accept all the Instructions and Terms and Conditions of the subject EOI.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2017

**Signature of the Authorized Signatory with date & seal**



**Annexure I**  
**APPLICANT'S PROFILE**

Sl. No.	Particulars	Details (At Page no.)
A	Profile	
1	Name of the Applicant	
2	Status of Applicant (Company, Partnership, Prop., etc) with Registration No. & Date	
3	Whether in technical collaboration with foreign company? If so give details	
4	Year of Establishment & Details of Registration (attach Documentary Proof)	
5	Number of years of experience in UPS Business	
6	Address	
7	Telephone number	
8	Fax number	
9	Permanent Email Addresses (min. 2)	
10	Web address (url) of the Company	

11	<p>Details of units with contact details</p> <p>a) Head Office / registered Office</p> <p>b) Office in Lucknow (if any)</p> <p>c) Any other Admin. Office</p>			
12	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc. for the EOI			
13	PAN			
15	Goods and Service Tax (G.S.T.) Number			
16	Whether 3 Years Audited Balance sheet and Financial Statements submitted			
17	Annual turnover from UPS Business (Three years certificate from Auditor).			
18	Brief Financial Particulars for the last 3 financial years	2014-15	2015-16	2016-17
	Net Profit/Loss			
	Total Turnover (UPS Business separately)			

19	Enclose copies of Income Tax registration, GST registration and last Income Tax clearance certificate	
<b>B</b>	<b>Certifications</b>	
1	Copy of ISO 9001 and above. In respect of distributor / dealer ISO certificate of the OEM.	
2	Whether blacklisted by any Government or any Government agencies or Banks in India	
<b>C</b>	<b>Details of personnel</b>	
1	No. of Employees (Permanent / Under Contract) with Dept.-wise break-up [i.e. Production, Quality control, Marketing, Installation & Commissioning, Service, Spare parts, Administrative, etc]	
<b>D</b>	<b>At Service Centres of the applicant all over India</b>	
1	No. of skilled employees	
2	No. of unskilled employees	
3	Strength of engineering staff	
4	No. of administrative employees	

5	List of special repair/ workshop facility available	
6	Any other information	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Signature of the Authorized Signatory with date & seal

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES

Sl. No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description, Quantity of Goods ordered by the customer during last 3 years	Value of Goods ordered in last 3 years	Whether reference Letter Enclosed
1					
2					
3					

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal

**SERVICE SUPPORT DETAILS**

List of Bank's Regional Office Locations:

Sl. No.	RO Locations	Whether Direct Service Support available (Yes/No), If yes, please provide the address.	Whether Service Support through Franchisee available (Yes/No) If yes, please provide the address
1	AGRA		
2	ALIGARH		
3	BAREILLY		
4	ETAH		
5	GORAKHPUR		
6	KANPUR		
7	LUCKNOW		
8	VARANASI		

Annexure -IV  
DETAILS OF THE SERVICE LOCATIONS AT REGION WISE

S.N.	Regional Office	Districts Covered	Address of the Service locations for the regions
1	AGRA	Agra	
2	ALIGARH	Aligarh Hathras Mathura	
3	BAREILLY	Bareilly Bhim Nagar Bijnor Budaun Jyotiba Phule Nagar Moradabad Pilibhit Rampur Shahjahanpur	
4	ETAH	Etah Farrukhabad Firozabad Kanshiram Nagar Mainpuri	
5	GORAKHPUR	Ambedkar Nagar Azamgarh Ballia Balrampur Basti Deoria Gorakhpur Kushi Nagar Maharajganj Mau Sant Kabir Nagar Sidharthanagar	
6	KANPUR	Auraiya Banda	

		Chitrakoot	
		Etawah	
		Fatehpur	
		Hamirpur	
		Hardoi	
		Jalaun	
		Jhansi	
		Kanauj	
		Kanpur Dehat	
		Kanpur Nagar	
		Lalitpur	
		Mahoba	
		Unnao	
7	LUCKNOW	Bahraich	
		Bara Banki	
		Faizabad	
		Gonda	
		Kheri	
		Lucknow	
		Rai Bareli	
		Shravasti	
		Sitapur	
8	VARANASI	Allahabad	
		Amethi	
		Chandauli	
		Ghazipur	
		Jaunpur	
		Kaushambi	
		Mirzapur	
		Pratapgarh	
		Sant Ravidas Nagar	
		Sonbhadra	
		Sultanpur	
		Varanasi	

(Encbse necessary documentary proofs)

Signature of the Authorized Signatory with date & seal



Important Note:

- (i) Please specify whether the service support will be rendered by the Bidder/Dealer/Franchise.
- (ii) If the Service Support information is not furnished strictly as per the format above, the Bid submitted may be treated as non responsive.
- (iii) Please specify whether the Service support is available at all Regional Offices of the Bank as per list enclosed as per Annexure III.

**Annexure - V**  
**Minimum Technical Requirements**

Specifications	Bank's Requirement	Accepted / Not Accepted
Technology (Basic)	a) UPS systems with DSP controlled IGBT based rectifier technology in True on line configuration with double conversion using IGBTs in the inverter and converter. b) Provision for configuring 2 UPS systems in parallel load sharing mode. c) UPS should consist of converter/ Rectifier, Battery Charger, Static Inverter with static switches, Static bypass switch and isolation transformer. d) Input Active power factor correction. e) Technology shall conform to the latest available in the market.	
Rating (Output power max.)	3 KVA to 100 KVA Single or with Parallel Redundant Current Sharing UPS systems with individual battery bank	
<b><u>INPUT</u></b> a. Phase & Nominal Input Voltage Range  b. Frequency c. Nominal frequency Range d. Input Power Factor with auto input P.F correction system e. DG Compatibility f. Input over voltage protection g. Input under voltage protection h. Rectifier i. Input Current THD  <b><u>OUTPUT</u></b> a. Single phase system b. Frequency	Single Phase 2 wire systems with Voltage input of 230 V (+5% and -10%) OR 3 Phase 4 wire system P-P 400 Volts AC input, 300 - 480 V AC (on full load)  50 HZ 45 Hz to 65 Hz  Better than 0.96  Should be provided Should be provided  Should be provided  IGBT Less than or equal to 4%  Voltage 230 V (+/-1%) 50Hz +/- 1% variation	

Isolation Transformer	UPS output is isolated from mains input and battery (Galvanic Isolation Transformer)	
1. Battery Backup Backup Period	Each UPS will be configured with backup at 100% load	
2. Minimum Total VAH required per UPS.	Bank will specify during tender	
3. Battery Type	Sealed Maintenance Free (SMF) /Tubular <u>(Make &amp; type of batteries will be specified by the Bank during tender)</u>	
4. Battery Housing	Complete with self standing closed MS Cubicle or cabinet must be provided by the vendor	
5. Audible Alarm for a. Battery Low b. Mains Failure c. UPS Failures	Required Required Required	
6. Battery re-charge time from fully discharged to 100% charged condition	Should not exceed 12 hours	
7. Cold start	The facility to start the UPS even if main power is not there at the time of starting. The system should draw current from the batteries and start. This should be demonstrated at the time of installation.	
Charger Type	Constant Voltage, Constant Current (The charger should be designed for at least 15% of total battery current). <u>The charger should be preferably temperature compensated with automatic battery test.</u>	
Voltage Regulation	+/- 1%	
Ripple(Without Batteries )	< 1%	
Battery Recharge Time from fully discharged condition to 100% charged condition.	Should not exceed 12 hours.	
Transient Response	+/- 5% (100 % load step)	
Response Time	Less than 60 ms	

Automatic Static by-pass switch facility to mains in case of UPS failure	Should be provided & should be able to bypass 100% uninterrupted supply from UPS to load (synchronous bi-directional static switch with zero transfer time).	
Manual By-Pass Switch	Built-in Manual By-Pass should be provided	
Overall Efficiency ( AC to AC )	Greater than 92 % in online mode	
Display Panel	<ul style="list-style-type: none"> <li>• Built in LCD/LED Display</li> <li>• Input Voltage</li> <li>• Output Voltage</li> <li>• Heat Sink Temperature</li> <li>• Battery Voltage</li> <li>• Output Current (%)</li> <li>• Output Frequency etc</li> </ul>	
Indications	<ul style="list-style-type: none"> <li>• AC Mains line</li> <li>• Battery on</li> <li>• Mains abnormal/ out of range</li> <li>• Load on UPS</li> <li>• Load on battery</li> <li>• Inverter mode</li> <li>• Load on Auxiliary/ bypass</li> <li>• Inverter trip</li> </ul>	
Protection for UPS (Audible alarms should be provided for important protections)	<ul style="list-style-type: none"> <li>• Input MCB</li> <li>• Input single phasing/ reversing</li> <li>• Rectifier Over/ under Voltage Battery MCB</li> <li>• Battery Low</li> <li>• Battery Charging Current Limit Output under Voltage</li> <li>• Output Over voltage,</li> <li>• Inverter over Temperature</li> <li>• Output Overload</li> <li>• Output Short circuit etc, overheat</li> <li>• Surge Protection</li> </ul>	
Overload capacity	<p>Overload capacity:</p> <p>150% for 60 seconds.</p> <p>125% for 10 minutes. (600 Seconds)</p>	

Interface facility	<p>The UPS system should have necessary hardware and software a) RS 232 to work on existing operating systems b) Remote Management.</p> <p>There should be a facility to monitor and broadcast to all workstations, whenever necessary, conditions such as i) Power failure: UPS working on batteries preferably to indicate present load in percentage, time up to which batteries can support with present load &amp; warning well in advance of shutdown of the system. ii) The software should be capable of automatically closing the files so that the data on our computers are not lost/ corrupted.</p>	
Remote Indication Unit	In system Administrators room with indications like mains on, inverter on/off/faulty/trip/battery low and static bypass switch on 50 mtrs interconnecting cable to be included in the price bid.	
<b><u>ENVIRONMENTAL</u></b>		
a. Operating Temperature	0-45 Deg C (Continuous)	
b. Storage Temperature	0- 55 Deg C	
c. Humidity	10-90% (Non Condensing)	
d. Audible Noise level	< 52 dB at full load up to distance of 1 mtr	
e. Cooling	Forced air	
f. Enclosure Protection	IP 20	
Warranty	UPS should carry 1 year's warranty and batteries should carry minimum 2 years' warranty from the date of supply.	
External Testing Certificate	Must submit one certificate / Test report (not more than 3 months old from date of this EOI) from Government Test / bank approved Testing agencies for UPS capacity between 5 to 40 KVA to confirm compliance to the above technical requirements.	
Approved Make of the Batteries	Only reputed makes acceptable. Bank reserves the choice of batteries & make would be specified in the tender issued.	

**Signature of the Authorized Signatory with date & seal**