



BARODA UTTAR PRADESH GRAMIN BANK
REGIONAL OFFICE
2-A Gutam Nagar, Fatehpur-212601

BUPGB: ROFATE: IT: RFP: AMC-COMPUTER: 2018-19

Date: 06-11-2018

TENDER FOR AMC OF COMPUTER HARDWARE AND PERIPHERAL

Request for proposal : Comprehensive Onsite Maintenance Contract for Maintenance of Computer Hardware and peripherals.

Sealed quotations are invited from the reputed manufactures/ companies /firms for Onsite Maintenance of computer hardware and peripherals installed at various branches/Offices of our Bank situated at fatehpur District.

- Last Date and time for receipt of Bid:- 27.11.2018 till 1:00 PM
- Date and time of opening of Bid : - 27.11.2016 at 3:00 PM
- Address for communication:

Baroda Uttar Pradesh Gramin Bank
Regional Office: Fatehpur
2-A, Gautam Nagar
Fatehpur

- E-mail Address: it.rofate@barodauprrb.co.in
- Contact Person: Mr. Pankaj Panwar : 7706901609

Eligibility Criteria:

1. The bidder should have adequate turnover from Services/Maintenance of computer hardware and peripherals(Attach documents in support).
2. The firms / companies should have experience of min 3 year undertaking Comprehensive Annual Maintenance Contract in PSU Banks/ Financial Institutions(Attach documents in support).
3. The firm should have been registered with Sales Tax Department for Work Contract
Tax/VAT.(Copies of their PAN/ST No., service tax registration certificate should be submitted along with Bid.)

Q Q



BUPGB-Fatehpur

Page 1 of 7

Payment Terms:-

- Annual maintenance will be paid at the end of each quarter on pro-rata basis.
- No advance payment in any case would be made. However, quarterly payment on pro-rata basis after submitting **Satisfactory Service Reports** from all branches.
- The payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Reports' from all branches.

Other Terms and condition :-

➤ **Earnest Money Deposit (EMD):**

Earnest Money Deposit of Rs. **50,000.00 (Rupees Fitty thousand only)** has to be submitted by way of Demand Draft / Banker's Cheque / Pay Order drawn in favour of "Baroda UP Gramin Bank " payable at Fatehpur. Earnest Money Deposit will not carry any interest. The Earnest Money Deposit of unsuccessful bidders will be refunded while intimating the rejection of the bid. The Earnest Money Deposit of the successful bidder will be refunded one month after successful installation and commissioning of last such purchase order or one month after the 31.08.2019, whichever is later.

➤ **The Earnest Money Deposit will be forfeited if:**

1. The bidder withdraws his tender before processing of the same.
2. The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank
3. The selected bidder withdraws his tender before furnishing Bank Guarantee/Security Deposit as required under this TENDER.
4. The bidder violates any of the provisions of the terms and conditions of this TENDER specification

Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening of bids.





- Bids must be submitted through hand to hand or through registered Post.
- The bid must contain two Envelopes as per procedure given below.

FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. Details of infrastructure for providing proper services.
 2. Attested photocopy of document of registration of firm along with GSTIN No.
 3. Photo copy of PAN Number duly attested.
 4. Photo copy of GSTIN number duly attested.
 5. Photo copy of income tax Return for the last three years.
 6. Certificate/document of Experience.
 7. The entire tender document duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
 8. All the documents should be self attested along with stamp of the Firm.
- IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.
 - IT MUST BE MENTIONED ON ENVELOPE"DOCUMENT SUBMITTED FOR BID OF CAMC OF COMPUTER HARDWARE AND PHERIPHERAL ".

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

SECOND ENVELOPE MUST CONTAIN only bid and nothing else.

- The price must be submitted on the prescribed format (annexure-I) along with document.
- Demand Draft / Banker's Cheque / Pay Order drawn in favour of "Baroda UP Gramin Bank " payable at Fatehpur.
- Price bid will not be accepted on any other format or document.

IT MUST BE MENTIONED ON "PRICE BID OF CAMC OF COMPUTER HARDWARE AND PHERIPHERAL".



BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR CAMC OF COMPUTER HARDWARE AND POERIPHERAL ".

- The contract will be effective for a period of one year and may be renewed on expiry for further period of one next year.
- Maintenance charges include all taxes and government levies as applicable or becoming applicable later due to operation of or under any existing or new laws. The taxes & govt levies whatsoever be borne by the vendor except for service tax and cess on taxes.
- The contract will be on comprehensive onsite maintenance.
- The maintenance service include preventive and corrective maintenance of the computer hardware & peripherals. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance include cleaning of internal circuit board, HDD data defragging & creating space, Lubricating printer shaft, scanner etc and all other measures necessary for proper functioning of the system. Corrective maintenance include repairing/replacement of the computer spares parts like mother board, SMPS, Hard disk, processors, monitors, RAM etc.
- CMOS Battery, adapters, carriage assembly, plastic/ rubber items such as printer Knobs, sprockets, belts, pulley, lever, spring, carriage rods, ribbon masks, tractors, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of laser printer, printer heads etc are also to be covered in AMC.
- The vendor will be required to provide maintenance for Operating Systems, Installation or Re-Installation of Operating Systems, Installation / Updating of Anti Virus Software's, Installation, configuration of peripherals and cleaning of system as required by the Bank from time to time. The Bank will provide all the required software. The rates quoted should cover onsite maintenance of the operating system, software installation (banking tool kits), computer data backup, pre-emptive actions against virus spread, detection/removal of virus.

[Handwritten signature]




- The vendor should provide two dedicated resident engineer, out of which one will act as single point contact over phone. He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 05:00 PM.
- All the calls lodged should be attended within 48 hours..
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
- Bank may decide to add or remove certain computers or peripherals from the CAMC at any point of time during the contract. Payment for any inclusion/deletion of computer, printer, scanner, and other peripherals during the CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charges will be made in any case. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
- The list of computer and peripherals as given in Annexure-A is the tentative list The final list will be provided by the Bank at the time of agreement.
- The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the CAMC or to any property of the Bank even if it is not covered by the CAMC.
- The Bank reserves the right to terminate the agreement of CAMC, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.




- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.
- Final decision will be taken after analyzing cost.

Yours Faithfully


A handwritten signature in blue ink, appearing to be 'B.K. Singh', is written over a horizontal line.

(B.K. Singh)

REGIONAL MANAGER


Two small handwritten marks or initials in blue ink, one resembling a 'Q' and the other a stylized 'R'.

FOR ANY CLARIFICATION CONTACT: - 7706901609



Annexure-A

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.

S. No	ITEM WITH BRIEF DETAILS OF Configuration/Make/Mode	Estimated Quantity*	NON-CAMC rate Per Unit (Inclusive of all Taxes/VAT etc.)	CAMC rate Per Unit (Inclusive of all Taxes/VAT etc.)	Total Cost
1	HP/HCL/IBM	187			
2	Passbook Printer(Lipi-PB2)	123			
3	Laser Printer-HP	Nil			
4	DMP Printer-(Wipro, TVS, Lipi)	47			
5	Scanner	94			
	Total AMC Cost				

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Purchase Order (P O). The AMC charges of hardware will be paid on pro-rata basis as and when the hardware will be included in the AMC.

- The quantity is estimated and may vary.

- The lowest vender will be awarded as per total cost of CAMC/AMC of all items from Sr. No. 1 to 5.

