



BARODA UTTAR PRADESH GRAMIN BANK
REGIONAL OFFICE
3-D Taskand Marg Civil Lines, Allahabad-211001

BUPGB: ROALLA: IT: AMC-UPS: 2020-21

Date: 26-02-2020

TENDER NOTICE

BARODA UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE, ALLAHABAD INVITES SEALED QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR 49 U.P.S OF NPS & CONSUL BRAND FOR BRANCHES & Regional Office Allahabad from 01/04/2020 to 31/03/2021.

- **Sealed quotation of AMC should be addressed to :**
Regional Manager
Baroda Uttar Pradesh Gramin Bank
Regional Office : Allahabad
3-D Taskand Marg, Civil Lines
Prayagraj – 211001
- **Last date and time for receipt of Bid :-**
11-03-2020 2:00 PM
- **Date and time of opening of Bid :-**
16-03-2020 3:00 PM

SEALED QUOTATION ENVELOPE SHOULD BE SUPERSCRIBED AS “QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR UPS SYSTEM”.

TERMS & CONDITIONS

1. All Defective components will be replaced free of cost during the period of AMC.(Both labour and components are covered)
2. Preventive maintenance shall be done on quarterly basis, which will cover all the jobs of preventive maintenance and will submit certificate countersigned by Branch Heads on quarterly basis.
3. If quarterly preventive maintenance schedule of equipment is not adhered to, penalty of Rs.50.00 per day.
4. If the system is taken for repairs, standby system must be provided so that branch working and customer service is not affected and business continuity.



5. Some Spares & standby system must be kept at R.O. level for emergency requirement.
6. The vendor will ensure that the complaint lodged before 11.00 a.m. must be attended same day and the one which lodged after 11.00 a.m. must be attended before 11.00 am of next day. If the complaint is not attended and the system is not put in working order within 24 hours a penalty of Rs.100.00 per day will be levied. This penalty will exclude any time taken by the department or vendor to procure any parts if required, but any case it must not exceed 48 hrs.
7. Vendor must provide single point of contract for all equipment. No franchise model support is accepted to the bank. The vendor shall not sub contract the AMC to any organization, persons, firm or its franchise.
8. Annual maintenance will be paid at the end of each quarter on pro rata basis.
9. No advance payment in any case would be made. However, quarterly payment on pro-rata basis after submitting **Satisfactory Service Reports** from all branches.
10. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
11. The AMC will be for one year and may be renewed at terms and conditions mutually agreed upon before the expiry of AMC period in advance.
12. The vendor shall provide comprehensive maintenance services which shall cover both preventive as well corrective maintenance for all assets covered under AMC.
13. Under corrective maintenance the vendor shall rectify all the defects, failures and faults in the equipment and shall repair, replace any worn-out, defective parts of the equipment, free of cost to the bank.
14. In case of default outside the scope of AMC the same shall be informed to B.M. and shall be repaired/replaced at genuine rates.
15. Any item found faulty, during first inspection shall be replaced/repared as per mutual agreement.
16. After finalization of the terms and conditions the vendor will have to execute an agreement with bank.
17. The bid must be made on the prescribed format. Bid not submitted on prescribed format are liable to be rejected.



18. The prices shall be inclusive of all expenses except service tax/sales tax, if any will be paid extra.
19. This office will evaluate and compare the quotations determined to be substantially responsive i.e. properly signed and confirm to the terms and conditions and specifications.
20. The quotations shall be in conformity with the conditions and requirements. Deviations, if any, shall be clearly mentioned by the vendor. Non mention of deviations shall imply compliance with our conditions and requirements. The bank reserves the right to reject an offer for any of the deviations.
21. Evaluation of quotation will be done after comprehensive assessment i.e. rates, support service , capacity to provide services in remote rural areas.
22. The vendor will provide us the telephone nos. and E-Mail on which the complaints will be lodged.
23. Complaint no. will be issued when complaint is lodged for future reference.
24. The vendor will maintain and update the call history record and the same will be provided to us every 15 days.
25. Final decision will be taken after analyzing cost.
26. Bank reserves the right to terminate the agreement of AMC, if vendor fails to carry out any of its obligation/duties in terms of the agreement.
27. The list of UPS as given in annexure-I is tentative and the final list will be provided by the office at the time of agreement.

Other Terms and condition :-

➤ **Earnest Money Deposit (EMD):**

Earnest Money Deposit of Rs. **20,000.00** (Rupees **Twenty 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 Allahabad. Earnest Money Deposit will not carry any interest and the earnest money of successful bidder will be kept with bank during the AMC period. The Earnest Money Deposit of unsuccessful bidders will be refunded while intimating the rejection of the bid.



[Handwritten signature]

➤ **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 be in an sealed envelope as per procedure given below.**

ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. Profile of Company/firm
 2. Details of support network and experience certificate.
 3. Attested photocopy of document of registration of firm along with GSTIN No.
 4. Photo copy of PAN Number duly attested.
 5. Photo copy of GSTIN number duly attested.
 6. The entire tender document duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
 7. All the documents should be self attested along with stamp of the Firm.
- All the above listed documents must be sealed in one envelope and mention "DOCUMENT SUBMITTED FOR BID OF AMC UPS SYSTEM". Price quotation of UPS AMC must be sealed in a separate envelope and mention "PRICE BID FOR AMC OF UPS SYSTEM".
- BOTH OF THESE TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED AS "QUOTATION FOR ANNUAL MAINTENANCE CONTRACT OF UPS SYSTEM".



- 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.
- The price must be submitted on the prescribed format (annexure-I) along with document.
- Price bid will not be accepted on any other format or document.
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Bank reserves right to accept or reject any quotation or cancel the entire process without assigning any reason whatsoever. The bank does not bind itself to accept the lowest or any quotation and reserves to itself the right to accept or reject any or all quotations, either in whole or part, without assigning any reason for doing so.

Yours Faithfully



(Soran Singh)
REGIONAL MANAGER
ALLAHABAD



FOR ANY CLARIFICATION CONTACT: - 7311121763, 7311121755



PRICE QUOTATION

Annexure-I

NAME OF THE BIDDER _____

ADDRESS FOR CORESSPONDENCE: _____

PERMANENT ADDRESS : _____

TELEPHONE NO. /MOB : _____

TAN/PIN/PAN NO : _____

FAX NO: _____ E MAIL : _____

FAX NO: _____ E MAIL : _____

S.NO.	DESCRIPTION	QUANTITY	AMC cost in unit of item irrespective of purchase cost (in Rs.)
1.	NPS ONLINE UPS(3KVA)	1	
2.	CONSUL(3KVA)	1	
3.	CONSUL(5KVA)	1	

SIGNATURE OF AUTHORISED PERSON (The person must be responsible person holding senior position in the company and shall be authorized to enter into contract on behalf of the company)

NAME & ADDRESS OF AUTHORISED PERSON _____

PHONE NO. _____ **MOB-** _____

