

Ref.No : 2021-22/RMG-II/GEN./

Dated : 17.05.2021

Tender Notice

Sub : Comprehensive Onsite maintenance contract for maintenance of online UPS 2.0 KVA installed in the branches/Offices of the Bank in Gorakhpur/Deoria/Kushinagar District

Calling for Quotation/Sealed Tenders

1. Sealed tenders are invited from the reputed manufactures/companies/ firms for comprehensive Onsite maintenance of Online UPS of 2 KVA installed in the Branches/offices in Gorakhpur/Deoria/Kushinagar District, detailed as below:
2 KVA UPS - 70
 - a. The bidding document may be downloaded from our Bank website <https://www.barodagraminbank.com/tender.php> and the bid should be submitted either through Resgistered Post or by hand to the Regional office of Baroda U.P. Bank, Mohaddipur, Gorakhpur 273008.
 - i. Last date & time for receipt of Bids —31.05.2021 11.00 AM
 - ii. Date & Time of opening of technical Bids/Financial Bids —31.05.2021 12.00 NOON
 - iii. Earnest Money Deposit — Rs. 10,000/-
 - iv. Address for the communication —
Baroda U.P. Bank,
Regional Office, Gorakhpur-II
Mohaddipur, Gorakhpur
U.P. 273008
 - v. Email address: rogkpt@barodauprrb.co.in & rmgkp2@purvanchalbank.co.in
 - b. Baroda U.P. Bank Reserves the right to accept or reject in part of full any or all the offer without assigning any reasons thereof.
 - c. The Bank reserves the right to change the date & time of receipt of Bids as well as opening of Bids, which will be notified on our website: www.barodagraminbank.com

2. Eligibility Criteria :

The firm/Companies fulfilling the following terms and conditions may submit their bids in a sealed envelope super-scribed as "Tender for Comprehensive AMC of

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online UPS of 2.0 KVA addressed to the Regional Manager, Baroda U.P. Bank, Regional office, Gorakhpur-II, District Gorakhpur-273008

- i. The eligible bidder must have service centers in Gorakhpur district
- ii. The firms/Companies should have at least last 02 years experience of undertaking comprehensive Annual Maintenance Contract of Online UPS in PSU Banks/Financial Institutions.
 - a. It should have been registered for GST.
 - b. Copies of their PAN/GST registration certificate should be submitted with Technical Bid.
- iii. The bidder must have a permanent office in the State of UP.
- iv. Not fulfilling any criteria listed in Eligibility criteria shall lead to direct disqualification and no further correspondence shall be entertained.
- v. The firms/Company will have to provide a list of qualified engineers who will perform job along with their resume and copy of technical qualification certificates to once they are selected.

vi. Guidelines for Submission of Bids :

The tenders are to be submitted under 02 bid system i.e. **Technical Bid and Financial Bid**. The technical/Financial bids should be in two separate sealed covers clearly marked as '**Technical Bid**' and '**Financial Bid**'.


The bid has to be accompanied by an **Earnest Money Deposit (EMD)** of **Rs. 10,000/- (Rupees ten Thousand only)** in the form of Demand Draft in favour of Baroda U.P. Bank, payable at Gorakhpur. Such Draft should be in **separate third cover** marked as 'Earnest Money Deposit'. Please note importantly Demand Draft of 'Earnest money Deposit' must **not** be kept inside "Technical BID or Financial BID" cover/envelop.

Under the Government guidelines "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018" interested MSEs firms may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

- a. The envelop of Technical BID should Contain Annexure-I & II duly signed & Stamped, Mentioning all details including the name & address of the firms/Company, details of past experience & offices where they have been performing such duties along with the supporting documents/certificate/ Balance sheet. Technical bids should not contain any commercial quotes. Checklist of Technical Bids is as below:

- i) Details of infrastructure for providing proper services.

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- ii) Attested photocopy of document of registration of firm along with GSTIN No.
 - iii) Photocopy of PAN Number duly attested.
 - iv) Photocopy of GSTIN Number duly attested.
 - v) Photocopy of income tax Return for last two years duly attested.
 - vi) The entire tender document duly signed & stamped by the vendor as mark of acceptance of term and conditions of the tender document.
 - vii) The enclosures should be self-attested along with stamp of the Firm.
 - viii) The Firm/Company should not have been blacklisted by any public sector/ Bank /PSU/Government Department in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with bid.
- b. The envelope of FINANCIAL BID should contain Annexure III & IV duly filled in, signed & stamped quoting the rates for onsite Comprehensive AMC of UPS.
- c. Technical and financial bids should be in clear words, categorically mentioning each and every terms specifying rates etc. Any kind of ambiguous/obscure/ unclear terms would lead the firm's bid being disqualified. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
- d. Thus, tenders submitted in a "set of 3 envelopes" will be considered for opening in the following order:
- i. First of all, the envelope containing demand draft for earnest money will be opened. The tenders in respect of whom either the appropriate Demand draft of Rs. 10000/- in favour of Baroda U.P. Bank payable at Gorakhpur in acceptable condition or valid certificate for relaxation of EMD will not be available, that bidder shall disqualify for further opening of Technical and/or Financial Bids.
 - ii. At second stage, the Technical Bids will be opened only of those bidders, whose Earnest Money demand draft or valid certificate for relaxation of EMD has been found acceptable. Technical bids will then be checked and those not found eligible, shall be rejected.
 - iii. At third place, the Financial Bids will be opened in respect of only those bidders whose EMD & Technical bids have been found to be correct and acceptable to the Bank.
 - iv. the L-1 bidder in the financial Bid, will qualify for the AMC.
- e. Bidders can depute their representative (only one) to be present at the time of opening of bids.
- f. The Bank reserves the right to reject any or all the tenders without assigning any reasons.
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- g. The sealed tenders must be submitted by 31.05.2021 till 11.00 AM. The technical & Financial bids will be opened on 31.05.2021 at 12.00 NOON by the Purchase Committee of the Regional Office at RO Gorakhpur-II, Mohaddipur, Gorakhpur-273008
- h. EMD will be refunded without interest to the unsuccessful bidder within a month from the date of issue of letter of intent to the successful bidder.
- i. EMD will be refunded without interest to the successful bidder within a month from the date of signing the contract.
- j. The EMD may be forfeited by the bank-
 - i) If the bidders withdraw their bid during the period of bid validity specified by the bidder on the bid form, or
 - ii) In case of successful bidder, if the bidder fails to:
 - a. Sign the contract within 15 Days of issue of letter of intent/offer
 - b. Furnish performance security within 15 Days from the date of placing the order or signing of contract whichever is earlier for any reason what so ever.

vi. Other terms and condition :

- i. The contract will be on comprehensive onsite maintenance basis inclusive of repairs and replacement of spare without any extra payment.
- ii. the contract will be effective for a period of one year from 01.06.2021 to 31.05.2022
- iii. The vendor will have to enter into necessary contract with the Bank.
- iv. The vendor shall be responsible for any loss or damage caused to any of the machines/UPS owing to negligence on his part.
- v. The vendor should be an authorized service provider for reputed manufactures and expert in providing maintenance of UPS.
- vi. The vendor should provide a helpdesk to act as a single point contact over phone, and email for managing all requests for services, logged by our Branches/offices on all Bank working days during the office hours ie. From 10.00 AM to 6.00 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 E-mail/SMS.
- vii. It shall be the responsibility of the vendor to make all online UPS work satisfactorily throughout the contract period and to hand over the system in working condition to the Bank after expiry of the comprehensive Annual Maintenance.
- viii. The Bank shall release quarterly payments towards the maintenance charges after the expiry of each quarter, subject to the vendor submitting to our office, ' **Satisfactory Service Report**' from all concerned offices & Branches.
- ix. Bank may decide to add or remove certain UPS from the CAMC at any point of time during the contract. Payment for any inclusion/deletion of UPS during the

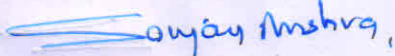
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CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charges will be made in any case.

- x.** In case the vendor is not able to accept the contract after it is awarded to him or if not able to do the work after accepting the contract, he will be liable to pay the damage to the Bank including the extra rate, which the Bank will have to pay to any other vendor for getting such work done.
- xi.** The above act of Banking out would automatically debar the vendor from any further dealing with the Bank and the EMD amount would also be forfeited.
- xii.** Fixed Deposit pledged in favour of the Bank for Rs. 25000/- shall be submitted to the Bank as performance guarantee.
- xiii.** The Vendor is required to deploy an engineer and attend the call/complaint within 04 hours of logging the same for the Branches/offices located within the radius of 25 Km of district headquarter and resolve the same within 24 hours of logging in any case i.e. either repair or replacement of faulty parts. Till final resolution, a standby UPS will have to be provided by the vendor, so that work does not suffer at all. If calls/complaints are not resolved within the mentioned time frame, a penalty of Rs. 1500/- per day per UPS will be imposed on vendor. Such penalties may be cumulated up to 15% of the total value of CAMC of that quarter.
- xiv.** In case the call/Complaint is not resolved, the vendor will have to monitor the call till its resolution. The vendor will be required to provide the Bank Help Desk/Call resolution statistics on a fortnightly basis including new/pending complaints. The details provided should include :
 - a.** Complaint Number.
 - b.** Complaint Date and Time.
 - c.** Date & Time of first visit of engineer after lodging complaint.
 - d.** Present status of complaint (e.g. Pending/Resolved)
 - e.** Complaint resolved on (if complaint is resolved or closed)
 - f.** Component/Name with make & model.
 - g.** Component/UPS serial Number
 - h.** User/Service recipient Mobile/Telephone No.
 - i.** User/Service recipient address in full.
- xv.** The vendor would be required to carry out periodic preventive maintenance activities on all the equipment under CAMC half yearly basis. This includes periodic cleaning and replacements of parts which are subject to wear and tear, without any cost to the Bank.
- xvi.** If half yearly preventive maintenance schedule of equipment is not adhered to, a Penalty of Rs. 200/- for each UPS may be imposed, at the discretion of the Bank.

- xvii.**As security for due fulfillment of the terms and conditions and obligation of the Service Contract, the vendor shall furnish a performance Bank guarantee in form of Fixed Deposit of Rs. 25,000/-.
- xviii.**The Vendor shall ensure compliance to all obligations arising under the labour laws prevailing in the country.
- xix.**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 any property of the Bank even if it is not covered by the CAMC.
- xx.**The Bank reserves the right to terminate the agreement, if the vendor fails to carry out any its obligations/duties in terms of the agreement.
- xxi.**The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.
- xxii.**The final list of each UPS with their location will be provided by the Bank at time of agreement. Final quantity of UPS may increase or decrease for which the payment will increase or decrease as the case may be, on pro-rata basis.
- xxiii.**The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- xxiv.**Kindly check our website www.barodagraminbank.com regularly to get the latest updates regarding this tender notice till the completion of tender process.

Yours Faithfully,



Regional Manager