



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

Baroda U P Bank
Regional Office – Manjhanpur, Kaushambi

Request for Proposal (RFP)

for

Selection of Vendor for Maintenance of

Computer Hardware & Peripherals

through

Comprehensive Annual Maintenance Contracts

for

Branches/ Offices under

Regional Office: Kaushambi

for

Period: 12.10.2021 to 11.10.2022



RFP Ref No. - BUPB: ROKAUS/IT/AMC/Sep-21/001



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Baroda U.P. Bank

17th September 2021

RFP REF No.-BUPB/ROKAUS/IT/AMC/Sep-21/001

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE AND PERIPHERALS**

Sealed quotations are invited from the reputed firms/vendors for onsite maintenance of computer Hardware and Peripherals installed at various Branches/ Offices of our Bank located in Kaushambi/ Prayagraj district under control of administrative office of Regional Office – Kaushambi.

Last Date/ Time for receipt of Bid: 07.10.2021/ 02:00 PM

Date/ Time of Opening of Bid: 07.10.2021/ 04:00 PM

Address for Communication:

The Regional Manager
Baroda U. P. Bank
Regional Office – Kaushambi
Collectorate Compound, Manjhanpur
District – Kaushambi, Uttar Pradesh – 212207
E-mail: rokaus@barodauprrb.co.in

1. Eligibility:

- The Firm/Vendor must be registered under companies Act & Certificate . Firm / Vendor must furnish Documents / Certificate towards TIN No/PAN No/ S.T. Reg No.
- Firm /Vendor must be having its own office/Branch/ Support setup within Kaushambi/ Kaushambi district. In case the vendor does not have its own office / Branch/ Support set up, a letter of undertaking must be given that in case AMC is allotted to Firm/ Vendor a office/ Branch/Support Setup will be established or a franchisee will be appointed. In Case Franchisee is appointed he shall abide unconditionally with all the terms and conditions of the contract stipulated to the Vendor. The responsibility for ensuring the same will vest within the vendor.
- Firm/ Vendor must have strong support of technical staff to resolve calls with 24 hours.
- Firm/ Vendor should have AMC business for at least 3 Years.
- The Vendor 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 the bid.



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Regional Office, Collectorate Compound, Manjhanpur, Kaushambi-212207, Telephone: 05331-232990

e-mail: rokaus@barodauprrb.co.in



2. Payment Terms:-

- Comprehensive Annual Maintenance Charges will be paid at the end of each quarter on pro-rata basis.
- No Advance Payment in any case would be made.
- Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches.

3. Other Terms and Conditions

- The contract will be effective for a period of one year. The bank shall have the right at its sole and absolute discretion to continue the assignment / contract of the selected bidder for future requirement for various items/ activities as described in the RPF after expiry of contract period.
- Maintenance charge includes 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 Comprehensive On Site Maintenance.
- The maintenance services include preventive and corrective maintenance of the computer hardware & peripherals. Preventive maintenance should be carried out on Quarterly basis and it includes 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 spare parts like motherboard, SMPS, Hard disk, Processor, Monitors, RAM etc.
- CMOS Battery, Adaptors, carriage assembly, plastic/rubber items such as 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 covered in AMC.
- Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. CAMC vendor should keep sufficient spares at their office and should provide the replacement parts including hard disks, RAM, floppy & CD-Drives, power supplies, cards, memory, monitors etc. within a reasonable period and in no case more than 48 hours.
- Supply of Consumables viz. CDs/DVDs/Printer paper/ Printer Ribbon shall not be part of comprehensive maintenance of PCs & Peripherals.
- The vendor will be required to provide maintenance for Operating Systems (Window XP or XP-3/7, Windows 10), Installation or Re-Installation of Operating Systems, Installation / Updating of Anti Virus Softwares, Installation and configuration of peripherals as required by the Bank from time to time. The Bank will provide all the required software. The rates quoted should cover





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onsite maintenance of the operating system, software installation (banking tool kits), computer data backup, pre-emptive actions against virus spread, detection/removal of virus.

- The vendor should provide two dedicated resident engineer, out of which one will act as single point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branch/offices on **all bank working days** during the office hours i.e. **from 10:00 AM to 05:30 PM.**
- 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. In case any damage is found, the firm is liable to rectify it even after the expiry of the CAMC contract.
- 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) Nature of Complaint
 - d) Date and Time of first visit of engineer after lodging complaint.
 - e) Present Status of complaint (e.g. Pending / Resolved)
 - f) Complaint resolved on (if complaint is resolved or closed)
- The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
- Bank may decide to add or remove certain Computer 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 this CAMC period will be calculate on pro-rata basis.
- 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.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.



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- Bank is not bound to accept lowest or any proposal received.
- Any dispute will be under Kaushambi jurisdiction.

4. Application Money:

Application Money of Rs 1,000/- (Rupees One thousand Only) by way of bankers cheque/ Demand Draft/ Pay order favoring Baroda U P Bank, Regional Office Kaushambi payable at Kaushambi, which is not refundable must be submitted along with RFP response. The bank may, at its discretion, reject any bidder where application money is not furnished with RFP response.

5. Earnest Money:

- The bidders shall furnish Earnest money deposit of Rs 50000 /- (Rs fifty thousand only). The earnest money shall be in the form of Demand Draft favouring 'Baroda U P Bank' payable at Kaushambi.
- The Earnest Money Deposit will be refunded without interest to the unsuccessful bidders within two weeks from the date of issue of letter of intent to the successful bidder.
- The Earnest Money deposit may be forfeited by the bank:-
 - If the bidder withdraws his bid during the period of bid validity specified by the bidder on the bid form, or
 - In case of successful bidder, if the bidder fails to Sign the contract within 15 Days of issue of letter of intent/Offer.
 - Sign the contract within 15 Days of issue of letter of intent/ Offer.
 - Furnish performance security within 15 Days from the date of placing the order or signing of contract whichever is earlier for any reason whatsoever.

6. Security Money:

The successful bidder will have to deposit Rs.50,000/-(fifty thousand Rupees) in form of FDR in any bank with lien of our bank or Bank Guarantee towards security for the entire period of assignment, within 15 days from the date of letter of appointment.

7. Time Frame :

The following is the timeframe for the overall selection process. The bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/ intimations or reasons hereof. Changes to the time frame if any will be relayed to the affected respondents during the process.

S.No	Particulars	Time Line
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1.	RFP Issuance Date	17 th Sep 2021
2.	Last Date of Submission of RFP Response (Closing date)	2.00 PM on 07 th October 2021.
3.	Last Date of Receiving queries for clarification	2.00 PM on 07 th October 2021
4.	Opening of Eligibility and Technical Bid	4.00 PM on 07 th October 2021
5.	Opening of Financial Bid	4.00 PM on 08 th October 2021

The time schedule will be strictly followed. Interested parties are expected to adhere to the time schedule. However, the Bank reserves the right to change the aforementioned timelines.

>> Bids must be submitted either through registered post or by hand at Regional Office, Kaushambi.

>> The bid must contain two Envelopes as per procedure given below:-

FIRST ENVELOPE MUST CONTAIN THE DOCUMENTS GIVEN BELOW:-

- Annexure-A duly filled with all details.
- Details of infrastructure in order to provide proper services.
- Attested photocopy of document w.r.t. Registration of firm alongwith GSTIN No.
- Photocopy of Duly attested PAN.
- Income tax returns of the last 3 years.
- Certificate/ Documents w.r.t. Experience.
- The entire tender document shall be duly signed by the Vendor as a mark of acceptance of terms and conditions of the tender document.
- All the document shall be self attested along with stamp of the firm.

>> IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR SUBMITTED BUT NOT DULY ATTESTED, THE BID WILL BE REJECTED AND PRICE WILL NOT BE OPENED.

>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENTS SUBMITTED FOR BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERALS".





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SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:-

Second envelope must contain only bid with below mentioned documents.

- The price must be submitted on the prescribed format (Annexure-B) along with documents.
- Demand draft/ Banker's cheque/ Pay order drawn in favour of "Baroda U P Bank" payable at "Kaushambi"
- Price bid will not be accepted on any other format or documents.

>>IT MUST BE MENTIONED ON ENVELOPE "PRICE BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERALS"

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

The e-mail address and Phone/fax number of the bidders shall also be indicated on sealed envelopes.

The above mentioned envelopes must be addressed to the following:

**The Regional Manager
Baroda U P Bank
Regional Office: Kaushambi
Collectorate compound,
Manjhanpur
Kaushambi -212207.**

REQUEST FOR INFORMATION

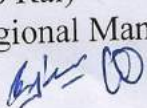
All queries relating to the RFP, technical or otherwise, must be either in writing or by email only – it.kaus@barodauprrb.co.in

FOR ANY CLARIFICATION CONTACT-Regional office: Collectorate compound, Manjhanpur, Kaushambi -IT-Deptt- 7311149808 .

Note: All papers included in the Eligibility bid, technical bid, and Financial Bid must be stamped and signed by Authorised signatory under company seal. If any of the paper remains unsigned then bid is liable to be rejected.



(J S Rai)
Regional Manager









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

Date:

To,
The Regional Manager,
Baroda U P Bank,
Regional Office,
Kaushambi-212207

Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of the computer hardware and peripherals.

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 10 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.

Place:- Signature of the Authorised Signatory

Date:-

Seal

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Technical Bid

Annexure -A

Pre Qualification : Vendors Profile

1.	Name of the Firm/ Company		
2.	Address (Head Office)		
3.	Address for which the AMC contract refers		
4.	Phone Number(s)		
5.	Fax Number(s)		
6.	Mobile Phone(s)		
7.	Constitution of the firm		
8.	Year of establishment		
9.	Name of the Proprietor or Name of Partners/ Directors/ Associates	a) b) c) d)	
10	Annual Turnover/ Net Profit/ Loss per year	Please attach Audited balance sheet/ it return for the last 3 years.	
	Financial Year	Annual turn over	Net Profit/ Loss(Rs in Lakhs)
	I. 2017-18		Rs
	II. 2018-19		Rs
	III. 2019-20		Rs
11	Details and Value of major AMC taken up during the last 3 yrs with reputed financial organization /banks. Details are to be given in Annexure 2A along with order copy.		
12	List of other major customers (Experience / Service certificates to the effect from the customers are to be enclosed).	a) b) c) d)	
13	PAN Number(for TDS)		
14	CST/TIN/SERVICE TAX Numbers		
15	Any other information with relevant documents	1. 2. 3. 4.	

Place:- Signature of the Authorised Signatory

Date:- Seal



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Technical Bid (Annexure 2-A)

BUPB, IT Department, Kaushambi RFP for Maintenance of computer System Under Annual Maintenance Contracts.

List of major contracts undertaken during the Last 3 Yrs.

S.No	Name and Address of the client	Contancy No	Period Of AMC		District covered	Value of AMC(in Rs)
			From	To		
1.						
2.						
3.						
4.						
5.						
6.						

Notes:

(i) PO/ Satisfaction certificate issued by the client shall be enclosed.

(ii) The work should have been executed by the firm/ company/ Vender under execution.

Place:- Signature of the applicant

Date:- Seal

Technical Bid (Annexure 2-B)

List of Support/ service centers.

S.No	Name of the support/ Service centre	Address	Support person Name with contact No

Place:- Signature of the applicant

Date:- Seal

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Commercial Bid

Annexure -B

A	B	C	D	E=C*D
S.No	Name Of the Item	Quantity	AMC Rate per Unit Per Year	Total Cost= Quantity x AMC rate per unit per Year
1.	Personal Computer (HP, HCL, ACER)	213		
2.	Passbook Printer (LIPI, EPSON)	65		
3.	Dot matrix Printer	10		
4.	Scanner	61		
5.	Laser Printer (HP, EPSON)	76		
		Total		

Place:- Signature of the applicant

Date:- Seal

- L-1 bid will be derived on total cost of Ownership for all items together.
- The quantity mentioned above is tentative and may vary.
- Applicable taxes extra as per prevailing rate.
- TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis.
- Hardware item which is under warranty from any vendor bank at its discretions may give AMC after expiry of warranty of such hardware. However AMC charges in such cases will be calculated on proportionate for the remaining period of AMC.
- AMC rate includes cost of services of Resident Engineers.
- AMC rate includes travelling, lodging & boarding of employees of the vendor.
- Preventive measures to be carried out once in a quarter.