



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

BARODA U. P. BANK
Regional Office- Varanasi

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- VARANASI**

FOR

PERIOD- 01.04.2024 TO 31.03.2025

क्षेत्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094
Regional Office, J-12/140-D-1, Gulab Badi, Chaukaghat, Varanasi-221001, Telephone: 0542-2201094
e-mail: ROVARA@barodauprb.co.in





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

Sealed bid are invited from the reputed manufactures/companies/firms for onsite maintenance of computer hardware and peripherals installed at Regional Office, J 12/140, D-1, Gulab Badi, Chauka Ghat, Varanasi- 221002 and its branches.

- Date of issue of bid- 14.02.2024
- Last Date and time for receipt of bid- 07.03.2024 12:00 Hours IST
- Date and time of opening of bid- 07.03.2024 16:00 Hours IST
- Address for Communication- Baroda U.P. Bank Regional Office, J 12/140, D-1, Gulab Badi, Chauka Ghat, Varanasi- 221002
- Contact Number- 7007927127

Eligibility Criteria-

1. The bidder should have minimum 25 lakh annual turnover/facilities for service/maintenance of computer hardware and peripherals.
2. The firm/company should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firm/company should have been registered with Goods & Service Tax Department for work contract and shall provide PAN/GSTIN no. with the bid.
4. Firm/company must have strong support of technical staff to resolve calls within 24hrs.
5. The Firm/Company should not have been blacklisted/ terminated 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.

Payment terms-

1. Comprehensive Annual Maintenance Charges shall be paid at the end of each quarter on pro-rata basis after submission of satisfactory service report from all branches.
2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service report from all branches.

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Other terms and conditions-

1. The contract will be effective for a period of 01.04.2024 to 31.03.2025
2. 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 RFP after expiry of contract period.
3. The contract will be for Comprehensive onsite maintenance.
4. The maintenance service includes preventive and corrective maintenance of the computer hardware and peripherals. Preventive maintenance should be carried out on quarterly basis and it includes cleaning of internal circuit board, HDD data defragmentation and 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, Monitor, RAM etc.
5. CMOS Battery, Adaptors, Carriage assembly, plastic/rubber items such as knobs, sockets, belts, pulley lever, spring, carriage rods, ribbon masks, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of Laser printer, mile strip, Printer heads etc are also covered under AMC.
6. 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 the best quality spares. AMC vendor should keep sufficient spares at the office and should provide the replacement parts including hard disk, RAM, floppy and CD Drives, power supplies, cards, memory, monitor etc. within a reasonable period and in no case more than 48hrs.
7. Supply of Consumables viz. CDs/DVDs/Printer paper/Ribbon/Printer cartridge shall not be part of comprehensive Maintenance of PC and Peripherals.
8. The firm/company vendor will be required to provide maintenance for operating system (Windows 10, Windows 11 or any latest version applicable in bank), installation or re-installation of operating system, Installation/ Updating of Antivirus software, Installation and configuration of peripherals as required by the bank from time to time after updating of software installed. The rate quoted should cover onsite maintenance of the operating system, software installation (banking tool kits), computer data backup, preventive actions against virus spread, detection/removal of virus.
9. The firm/company must provide four dedicated resident engineers; they should be available to branches for managing all the service requests logged by our branches on all working day of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided by the firm/company immediately.
10. It shall be responsibility of the firm/ company to make all computers and peripherals work satisfactorily throughout the contract period and to hand over the system in working condition to





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the bank after expiry of the contract. In case any damage is found, the firm/company will be liable to rectify it even after expiry of AMC contract.

11. The vendor will have to monitor the calls till its resolution. A single point of contact should be available to the IT Department and branches for regular contact on a single tracking point, from where all complaints will be managed. The vendor will be required to provide the bank Help Desk/Computer cell on weekly basis including new/pending complaints.

The details provided should include-

- Complaint no.
- Complaint date & time
- Nature of complaint
- Date and time of first visit with report verified by branch.
- Present status of complaint
- Date of resolution of complaint

12. The service engineer shall ensure that all material and information which may come into its possession or knowledge in context with this contract or during the tenure of CAMC should be kept confidential from the third parties as sharing of data and other information may be damaging or cause loss to the bank. Appropriate measures should be taken to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.

13. The bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final, and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier etc. within the stipulated time. Mere response to the tender will not entitle nor confer any right on the vendors for service to the bank.

14. Any dispute will be under Varanasi jurisdiction.

- Bids must be submitted either through registered post or by hand to hand at Baroda U.P. Bank Regional Office, J 12/140, D-1, Gulab Badi, Chauka Ghat, Varanasi- 221002

The bid must contain three envelopes as per procedure given below-

Submission Details-

Eligibility, Technical & Financial bids shall be submitted in separate sealed sub-envelope marked 1, 2 & 3.

1. "ELIGIBILITY BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD

केन्द्रीय कार्यालय, जे-12/140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

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FROM 01.04.2024 to 31.03.2025 SUBMITTED BY.....ON.....
.....AT..... DUE DATE.....on the top of the sub envelope containing
the Eligibility Bid.

2. TECHNICAL BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD FROM 01.04.2024 to 31.03.2025 SUBMITTED BY.....ON AT DUE DATE..... On the top of the sub-envelope containing the Technical Bid.
3. "Financial BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD FROM 01.04.2024 to 31.03.2025 SUBMITTED BY.....ON.....AT..... DUE DATE...." On the top of the sub envelope containing the Commercial Bid.

These three separate sealed sub-envelops should be put together in another sealed master envelope super scribing **"BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W AND PERIPHERALS FOR THE PERIOD FROM 01.04.2024 to 31.03.2025- REFERENCE NO**

BY.....ON.....AT.....DUE DATE....."

Eligibility Bid-

- Dully filled up Annexure-1 Eligibility Criteria Compliance Supporting credential Letters or copies of documentation from clients or purchase order copies certifying compliance.
- A self-declaration letter by the bidder stating that the company has not been blacklisted by any public sector/Bank/PSU/Government Department in the past.
- Details of infrastructure in order to provide proper services.
- Attested photocopy of document w.r.t. registration of firm along with GSTIN no.
- Photocopy of duly attested PAN.
- Photocopy of duly attested GSTIN.
- Income tax return for the last four years.
- Certificates/documents w.r.t. Experience.
- The entire tender document shall be dully signed by the vendor as a mark of acceptance of terms and condition of the tender document.
- All the documents should be self-attested with stamp of the firm





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Technical Bid-

- Proposal Form
- Annexure 2- Technical Bid Format
- One copy of Technical Bid with pages properly numbered, each page signed stamped. The technical bid should be signed in such a way that the section of the bid cannot be removed and separated easily.

Financial Bid-

- The commercial quote is required to be submitted at the time of tender submission by the bidder as per Annexure-3
- The e-mail address and Phone/fax number of the bidders shall also be indicated on sealed envelopes.
- Price bid will not be accepted in any other format or document. The above mentioned envelopes must be addressed to the following-

Regional Manager
Baroda U.P. Bank Regional Office,
J 12/140, D-1, Gulab Badi,
Chauka Ghat, Varanasi- 221002

Request for Information-

All queries relating to the tender must be either in writing or email only-
it.rovara@barodauprb.co.in

Disclaimer:

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Baroda UP Bank to select vendor through bidding open for all concerned for comprehensive annual maintenance contract of note counting/authentication machine at its Branches.

The RFP documents is not recommendation, offer or invitation to enter into a contract, is subject to observance of selection process and appropriated documentation being agreed between the Bank and any successful bidder as identified by the Bank, after completion of the selection process as detailed in this document.

Note:-

- L-1 bid will be derived on total cost of ownership for all items together.
- Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis.
- Hardware item which is under warranty at present may be given into comprehensive annual maintenance contract after expiry of warranty of such hardware. However comprehensive annual maintenance contract charges in such cases will be calculated on proportionate for the remaining period of comprehensive annual maintenance contract.

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- Comprehensive annual maintenance contract rate includes cost of services of resident engineers.
- Comprehensive annual maintenance contract rate includes travelling, lodging and boarding of employees of the vender.
- Comprehensive annual maintenance contract rate includes travelling, lodging and boarding of service engineer.
- Quantity of hardware may differ from the quantity mentioned above.
- Preventive measures to be carried out once in a quarter.
- Cost of comprehensive annual maintenance contract must include cost of Replacement of parts in all Note Counting/Authentication Machine provided under comprehensive annual maintenance contract.


(Manoj Kumar Jha)
Regional Manager



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Annexure-A

Pre-Qualification Profile

Name of the Firm/Company	
Address (Head Office)	
Phone No.	
Year of Establishment	
Name of Proprietor or Name of Partner/Director/Associates	
Details and Value of major work taken up during the last 3 yrs. with reputed financial organization /banks	
List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
PAN Number (for TDS)	
GSTIN No. (Certificate attached)	
Any other relevant information with documents	

DETAILS OF INFRASTRUCTURE AVAILABLE

Authorized Seller Dealership (Yes/NO)	
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Signature of Authorized Signatory





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Annexure II

Bid Support Criteria	Yes/No
Firm/Company is registered under Companies Act & certificate is attached. Furnish document/certificate towards GSTIN No./PAN No.	
Firm/Company must have its own office/Branch/Support setup within Mau district. In case the vendor does not have its own setup. At least a dedicated staff should be resident in the region for providing support, details of which should be mentioned clearly in a separate letter being provided in the bid.	
Strong support of technical staff to resolve call within 24 hours.	
Firm/Vender has been in CAMC business for at least 3 Years (Supporting Documents should be attached).	
Firm/Company has minimum 3 year experience in the maintenance of Computer and peripherals (Supporting Documents should be attached).	



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Annexure III-A

List of Major contracts undertaken during the Last 3 Years.

S.No.	Name and Address of Client	Contact No.	Period Of CAMC	District covered	Value Of CAMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

- PO/Satisfaction certificate issued by the client shall be enclosed
- The work should have been executed by the firm/company under execution.

Place-

Date-
Seal

Signature of Authorized Signatory &

Annexure III-B

List of Support Engineer/Service engineer available in Region-

Sr.No.	Name	Address and Contact Person.
1.		
2.		
3.		
4.		
5.		

Place-

Date-
Seal



Signature of Authorized Signatory &

क्षेत्रीय कार्यालय, जे-12 / 140-डी-1, गुलाब बाड़ी, चौकाघाट, वाराणसी-221001, दूरभाष: 0542-2201094

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Annexure IV

Escalation Matrix

For Delivery/Service related issue

Sr. No.	Name	Designation	Mobile No.	Email
		First Level		
		Second Level		
		Third Level		
		Regional Level		

Any change in designation will be informed by us immediately.

Place:

Date:



(Seal & Signature of Authorized Signatory)

Name:

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Annexure-V

Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

**The Regional Manager
Baroda UP Bank
Regional Office
Varanasi**

Dear Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of Computer Hardware & Peripherals.

Having examined the Proposal Document, the receipt of which is duly acknowledged 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.

We agree to abide by the proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal together with your written acceptance thereof and your notification afterwards, 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-

**Date-
Seal**

Signature of Authorized Signatory &



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ANNEXURE-VI

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED FOR CAMC AT VARIOUS BRANCHES/OFFICE.

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	Rate (incl. of all taxes)	Total Cost
1.	Computer Set	309		
2.	Laser Printer	85		
3.	Passbook printer	68		
4.	Scanner	67		
			TOTAL	

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Work Order. The CAMC charges will be paid on pro-rata basis.
- Quoted Rate will Include AMC services for period of 01 year.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 2.
- Work rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once. (Visit Certificate to be countersigned by Branch Heads is Compulsory).
- GST will be paid extra as per GOI Norms.



Signature of Authorized Signatory