



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

BUPB: ROGZPR: PE: RFP: CAMC-COMPUTER: 2024-25

Date: 08.05.2024

Tender Document for Comprehensive Annual Maintenance Contract (CAMC) of Computer Hardware and Peripherals

Baroda U.P. Bank

Regional Office: Ghazipur (U.P.) Pin 233001

1. Introduction:

Baroda U.P. Bank invites tenders from eligible vendors for a Comprehensive Annual Maintenance Contract (CAMC) for computer hardware and peripherals across its branches and offices.

2. Contract Period:

The contract will be effective for a period of one (1) year, commencing on June 1, 2024, and ending on May 30, 2025. The bank may, at its sole discretion, extend the contract for additional terms upon mutually agreeable terms.

3. Scope of maintenance:

This contract covers comprehensive onsite maintenance for all computer hardware and peripherals listed in the bank's inventory.

4. Maintenance Services:

The maintenance service includes both preventive and corrective maintenance.

4.1 Preventive Maintenance:

- On quarterly basis. Includes:
- Cleaning internal components.
- Hard disk defragmentation and optimization.
- System optimization for improved performance.
- Lubrication of printer and scanner components (if applicable).
- Updating firmware for all hardware components (with bank approval).

4.2 Corrective Maintenance:

- Repair or replacement of faulty computer hardware components, including:
- Motherboard
- Power Supply Unit (PSU) & SMPS
- Hard Disk Drive (HDD)
- Processor
- Monitor
- Random Access Memory (RAM)

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• **4.3 Covered Items under AMC/CAMC:**

S.NO.	TYPE OF HARDWARE	MAKE	QUANTITY	TYPE OF SERVICE
1	Desktop	LENEVO/ACER/HCL	209	CAMC
5	LASER PRINTER	CANON/HP/SAMSUNG	81	CAMC
6	PASSBOOK PRINTER	LIPI/EPSON	53	CAMC
7	SCANNER	CANON/HP/EPSON	30	CAMC

In addition to the hardware listed above, the following items are also covered under the Annual Maintenance Contract (AMC):

- CMOS Battery
- Adapters
- Plastic/rubber components (knobs, sockets, belts, etc.)
- Scanner components (lamp, glass, etc.)
- Laser printer consumables (Teflon sheet, fuser unit, etc.)
- Passbook Printer Heads and other parts.

4.4 Replacement Parts:

The vendor shall provide replacement parts at their own cost. Parts must be:

- Original equipment manufacturer (OEM) parts for the specific brand and model of the equipment.
- Alternatively, high-quality compatible parts from reputable brands, with prior bank approval.
- Stocked on-site or readily available for prompt replacement (within 48 hours for critical components, and within a reasonable timeframe for non-critical components).
- Replacement parts provided by the vendor will carry a warranty of 6 months against manufacturing defects.

4.5 Consumables:

The supply of consumables such as CDs/DVDs, printer paper, ribbons, and toner cartridges is not included in the AMC but would be add-on if good quality stocks are available at vendor.

4.6 Software Support:

- The vendor shall provide onsite maintenance for the following software-related tasks:
- Operating system support (Windows 10, 11, or latest applicable version).
- Installation or re-installation of operating systems.
- Installation and updating of antivirus software.
- Installation and configuration of new peripherals as required by the bank.
- Computer data backup and recovery assistance.
- Preventive measures against virus threats.

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- Detection and removal of viruses.
- Migration to new software or any other such service

5. Technical Staff:

- The vendor shall provide two (2) dedicated resident engineers for on-site support.
- Engineers should be available during all bank working/non-working days as per requirement to respond to service requests from branches/offices.
- In case of an engineer's unavailability, the vendor must provide a replacement engineer promptly.

6. Vendor Responsibilities:

- The vendor is responsible for ensuring the satisfactory operation of all covered computers and peripherals throughout the contract period.
- The vendor is also liable to rectify any damage identified after the contract expiry if proven to be caused by the vendor's negligence during the contract period.

7. Communication and Reporting:

- The vendor will establish a single point of contact for the bank's IT department and branches for efficient communication and complaint tracking.
- The vendor will provide weekly reports to IT Department Ghazipur containing details on:
 - New and pending service requests.
 - Complaint details (complaint number, date/time, nature of complaint, etc.).
 - Engineer visit details (date, time, and branch verification report).
 - Current status of each complaint.
 - Date of complaint resolution.
 - Call Tracker with Ageing, Status, Call logged/Disposed etc Details.

8. Response Times:

- Critical service requests (e.g., system outage affecting core banking operations) will be acknowledged immediately and resolved within 6 hours during business hours.
- Non-critical service requests will be acknowledged & resolved within 24 hours.
- Any parts that need to be changed/repair should be done within 3 days.
- Failing to comply with above TAT Rs. 100/- per day penalty will be levied (From registered time of complaint by branches/offices.)

9. Escalation Process:

- Unresolved service requests will be escalated to the vendor's designated escalation point for further action.
- The contract will define clear escalation timelines & matrix for various issue severities.

10. Additional Services:

- The bank may request additional services beyond the scope of the AMC (e.g., data migration, software installation for new applications).

11. Bank reserves the right to:

- Reject any and/or all responses received in response to the RFP

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- Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- Extend the time for submission of the tender.
- Withdraw, postpone or Cancel the tender at any stage, without assigning any reason whatsoever.
- If complain call will be delayed by more than one weeks from the date of complain, bank will have right to cancel the CAMC.

12. The competent Authority (Bank) does not bind themselves to accept the lowest or to give any reasons for its decision of acceptance or rejection of tenders.

13. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.

14. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.

15. Earnest Money Deposit:-

Earnest Money Deposit (EMD): Earnest Money Deposit of Rs. 25,000.00 {Rupees Twenty-Five Thousand Only} has to be submitted by the way of Demand Draft / Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at Regional Office, Ghazipur. Earnest Money Deposit will not carry any interest.

- The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
- The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of CAMC tenure subject to renewal of CAMC if any.
- 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.

The Earnest Money Deposit will be forfeited if:

- The successful bidder withdraws from the CAMC without any notice to the bank before completion of CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- 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.

16. Eligibility Criteria for Bid Submission

- Duly Filled Annexure-I: This includes supporting documents or certified copies that demonstrate your company's compliance with the eligibility criteria outlined in Annexure-I.
- Self-Declaration Letter: The bidder must submit a letter on company letterhead stating the company has not been blacklisted by any public sector Bank/PSU/ Government department in past.
- Details of infrastructure in order to provide proper service.
- Company Registration Documents:
- Photo copy of duly attested PAN Card:
- Photo copy of duly attested GSTIN:
- Income Tax Returns of last three years.
- Certificates/document wrt Experience.
- The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.

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Handwritten signature and initials in blue ink.



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All the documents should 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 & PRICE BID WILL NOT BE OPENED

17. Technical Bid Requirements

- Proposal Form (Original and One Copy):
- Annexure 2 - Technical Bid Format (Original and One Copy):
- Technical Specifications:
- Company Profile (Optional):
- Client References (Optional):
- Important Considerations:
- Presentation: Ensure the technical bid is well-organized, easy to navigate, and free from grammatical errors.
- Page Numbering and Signing: Number each page consecutively and have a designated official of your company sign and stamp each page.
- Binding: Securely bind the entire technical bid document to prevent tampering. You may use tamper-evident seals or numbering across pages for added security.
- Confidentiality: If your bid contains any confidential information, clearly mark those sections and adhere to any specific instructions from the bank regarding confidentiality.

18. Financial Bid:

- Submit a sealed envelope marked "Financial Bid" with your tender.
- Use Annexure-3 (provided by the bank) for pricing details.
- Include contact info (email & phone) on the envelope. .
- Submit to: Regional Manager, Baroda U.P. Bank Regional Office,

19. Request for Information (RFI):

- Email all tender inquiries to pe.rogzpr@barodauprrb.co.in. or it.rogzpr@barodauprrb.co.in

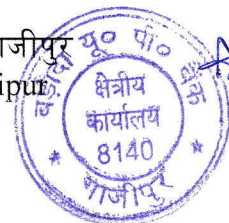
20. Disclaimer:

- This Request for Proposal (RFP) document is intended solely to assist Baroda UP Bank in selecting a vendor through a competitive bidding process for a comprehensive annual maintenance contract (CAMC) for computer hardware & peripherals across its branches/offices.
- This document does not constitute an offer, recommendation, or invitation to enter into a formal contract. Awarding the contract is subject to the selection process and final agreement on documentation between the Bank and the successful bidder identified after the process concludes (as detailed herein).

21. Notes:

- **L-1 Bid:** The lowest cost of ownership (TCO) across all items will determine the L-1 bid (lowest bidder).
- **Taxes:** Applicable taxes will be extra at prevailing rates; TDS will be deducted as per regulations.

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- **Payment Terms:** Quarterly payments will be released by Regional Office, subjected to vendor submitting satisfactory service report from all branches.
- **Hardware Warranty:** Hardware under existing warranty may be included in the CAMC upon warranty expiry. Pro-rated CAMC charges will apply for the remaining contract period in such cases.
- **CAMC Rates:** Include the cost of resident engineer services, travel, lodging, and boarding for vendor employees and service engineers.
- **Quantity Variation:** The actual quantity of hardware may differ from the provided estimate.
- **Preventive Maintenance:** To be performed quarterly.
- **Letter of Contract:** Letter of contract will be signed with the vendor after selection.

(Pravakar JhapatSingh)
Regional Manager



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Annexure-I

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 Ghazipur 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).	
Balance Sheet of 3 latest FY	
DD No. Of Rs..... Datetowards Earnest Money Deposit.	

Place: -

Signature of Authorized Signatory & Seal

Date:-

Annexure- II

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

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

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-

Signature of Authorized Signatory & Seal

Annexure-II A

	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)(Value More than Rs. 10.00 Lakh)	
	PAN (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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Place: -

Signature of Authorized Signatory & Seal

Date:-

Annexure II-B

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-

Signature of Authorized Signatory & Seal

Annexure II-C

List of Support Engineer/Service engineer available in Region or Nearby-

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

Place-

Date-

Signature of Authorized Signatory & Seal

Annexure II D
Escalation Matrix

For Delivery/Service related issue

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

Any change in designation will be informed by us immediately.

Place:

Date:

(Seal & Signature of Authorized Signatory)

ANNEXURE-3

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

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	Type Of Service	Rate (Excluding Taxes)	Total Cost(Excluding Taxes/GST)
1.	Desktop (ACER/Lenovo/HCL)	209	CAMC		
2.	Laser Printer(Epson/HP/canon/Samsung)	81	CAMC		
3.	Passbook Printer(Epson/Lipi)	53	CAMC		
4.	Scanner(Canon/HP/Samsung)	30	CAMC		
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 4.
- 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.**

Place-

Date-

Signature of Authorized Signatory & Seal



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Invitation for Bids

Baroda UP Bank, Regional Office, Ghazipur, invites sealed bids from reputed manufacturers/companies/firms for the on-site maintenance of Computer HW/SW and Peripherals Sytems installed at 68 branches and 1 Regional office under administrative control of Regional Office, Ghazipur.

Address for Bid Submission

Regional Office: Baroda UP Bank Regional Office: RK Marble Building, Ist floor, Muglani Chak Shehri, Ghazipur (U.P.), PIN 233001

Tender Schedule

Date of Issue of Bid - 08.05.2024

Last Date & Time for Receipt of Bids - 22.05.2024, 12:00 Noon

Date & Time of Opening of Bids - 22.05.2024, 4:00 PM

Place of opening of bids - Baroda UP Bank Regional Office: RK Marble Building, Ist floor, Muglani Chak Shehri, Ghazipur (U.P.), PIN 233001

The bank reserves the right to accept or reject the tender in whole or in parts without tassing 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. Any dispute will be under Ghazipur jurisdiction.

Bids must be submitted either through registered post or by hand to hand at Baroda U.P. Bank Regional Office: RK Marble Building, Ist floor, Muglani Chak Shehri, Ghazipur (U.P.), PIN 233001

- The bid must contain three envelops 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 FROM 01.06.2024 to 30.05.2025 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 01.06.2024 to 30.05.2025 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 01.06.2024 to 30.05.2025 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 01.06.2024 to 30.05.2025 - REFERENCE NO SUBMITTED BY.....ON.....AT.....DUE DATE.....".

(Pravarakar Jhapat Singh)
Regional Manager



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