



2024-25/ROBASTI/IT/9A

Date: 10.02.2025

TENDER DOCUMENT

Notice for inviting tender for Comprehensive Annual Maintenance Contract For Branch/Office under Basti Region

Request for Proposal: Comprehensive AMC Contract for Maintenance and Service of computer hardware and peripherals.

Sealed bid are invited from the reputed manufactures/companies/firms for onsite maintenance of computer hardware and peripherals installed at various branches/offices of our Bank located in Basti Region of Baroda U.P Bank.

Important Information

- Tender issuing Date:10.02.2025
- Last Date for submission of Tender:03.03.2025 11:00 AM
- Date of opening of Tender: 03.03.2025 04:00 PM
- Address for Communication:
Baroda U.P. Bank
Regional Office Basti
Malviya Marg, Basti, PIN-272001
- Email address: it.robsti@barodauprrb.co.in
- Contact Person: Archit-8587838205

Eligibility Criteria -

1. The bidder should have adequate turnover, i.e. above Rs.30.00 lakh in each year during the last 3 financial year's i.e 2021-22,2022-23,2023-24 for services/maintenance of computer hardware and peripherals. Balance sheet and ITR of FY-2021-22,2022-23,2023-24 Certified by Chartered Accountant must be attached (Balance Sheet Certified by CA must have UDIN number).
2. The firms/companies should have minimum 5 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions and atleast 2 years AMC for a region in Baroda U.P Bank
3. The firms/companies should have been registered with GST Department for work contract and shall provide PAN and GSTIN No. with the bid.
4. The firm should have its support office/Service Centre at Basti/Gorakhpur/Lucknow/Ayodhya. In case the vendor does not have its own setup,two dedicated/technical staff should be resident in the region for providing supportFirm/Company to resolve calls within 24 hours.



5. 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.
6. Negative track records and bad reputation of any Bidder reported by any other region of Baroda UP Bank is liable to reject any or all offers.

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 the branches.
2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis in the current account mention in the bidding process, subject to the vendor submitting to our office, Satisfactory Service Report from all branches.

Other Terms and Conditions -

1. The contract will be effective for a period of one-year i.e. from 01.04.2025 to 31.03.2026. 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 RPF after expiry of contract period.
2. The contract will be for Comprehensive on Site Maintenance.
3. 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, IDE cables, CPU fan, RAM etc.
4. CMOS Battery, Adaptors, carriage assembly, power supply of printer, sensor plate, 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, miler strip, Logic card, Printer heads etc are also covered under AMC.
5. 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 48 hours. If they are not rectified within 48 hours, the firm/vendor shall provide a suitable replacement for the defective items (CPU, Passbook Printer) as and when required.
6. Supply of Consumables viz. CDs/DVDs/Printer Paper/Ribbon/Printer Cartridge/Printer cable/Power cord shall not be part of comprehensive Maintenance of PC and Peripherals.



7. The firm/company vendor will be required to provide maintenance for Operating Systems (Windows 11, Windows 10 and Windows 7), Installation or Re-Installation of Operating System, Installation / Updation of Antivirus software, Installation and configuration of peripherals as required by the Bank from time to time after updation of software installed. The rate quoted should cover onsite maintenance of the operating system, software installation (banking tool kits), computer data backup, preemptive actions against virus spread, detection/removal of virus.
8. The firm/company must provide atleast two dedicated resident engineers; they should be available to branches for managing all the service requests logged by our branches on all working days of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided in bis/her absence by the firm/company no excuse will be allowed.
9. 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 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.
10. The vendor will have to monitor the calls till its resolution. A single point of contact should be available to the I.T. 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/ call resolution statistics on weekly basis including new/pending complaints. The details provided should include-
 - a) Complaint No.
 - b) Complaint Date and Time
 - c) Nature of Complaint
 - d) Date and Time of First Visit with report verified by Branch.
 - e) Present Status of Complaint.
 - f) Date of Resolution of Complaint.
11. 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 any 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 nonuse and non-disclosure of confidential information are fully satisfied.
12. 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.
13. Abnormal variations in Bid amount vis-à-vis Industry practices/other Bids received may be a reason for rejection. In that case decision of tender committee will be final.
14. Final decision will be taken after analyzing cost.



15. Any dispute will be under Basti jurisdiction.
16. The Bank reserves the right to cancel the tender at any time without assigning any reason.
17. The bidder shall have current account as same as applied in bidding process and provide account number, account name, bank name, branch name & IFS code along with certified copy mentioning the details.
18. After acceptance of Letter of intent/offer the Authorised Signatory of the successful Bidding Firm shall sign the contract as per Bank's Format.
19. The Successful Bidder shall be issued Letter of intent/offer which must be accepted by the bidder within three days of issuance of Letter of intent/offer.
20. The Successful Bidder shall sign the contract within 10 Days of issuance of Letter of intent/offer.
21. Hardware item, which is under warranty at present, may be given into AMC after expiry of warranty of such hardware. However AMC charges in such cases will be calculated on proportionate basis for the remaining period of AMC only.

Earnest Money Deposit-

1. The bidder shall furnish Earnest money deposit of Rs.50000 /- (Rs. Fifty Thousand Only). The earnest money shall be in form of Demand Draft favouring Baroda U.P. Bank, Payable at RO Basti.

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 EMO.

2. 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 in the current account mention in the bidding process.
3. The EMD may be forfeited by the bank-
 - a) If the bidder withdraws their bid during the period of bid validity specified by the bidder on the bid form, or
 - b) In case of successful bidder, if the bidder fails to:
 - I. Sign the contract within 10 Days of issue of letter of intent/offer.
 - II. Furnish performance security within 7 Days from the date of issuance of Letter of intent/offer.

Security Money-

1. Security Money Deposit of Rs. 50,000.00 (Rupees Fifty Thousand Only) in form of Bank Guarantee from any scheduled commercial bank toward security for the entire period of assignment, within 7 days from the date of issuance letter of intent/offer.
2. The Security Money Deposit of the firm/company refunded after successful completion of CAMC tenure subject to renewal of CAMC if any.
3. Claim period of Bank Guarantee shall be upto 31.03.2027.

Security Money Deposit will be forfeited if-



1. The successful firm/company 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 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
2. The firm/company violates any of the provisions of the terms and conditions of this TENDER specification.

Exit Clause- The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

1. Failure of the Bidder to accept the contract.
2. Delay in delivery of parts.
3. Delay in attending/rectifying complaints.
4. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functionality of branch/office.
5. In addition to the contract bank reserves the right to exit at any time after giving notice period of two months during the contract period.
6. Bidder can exit from the CAMC after giving two months notice period or expiry of contract which ever is earlier.

Bidding Documentation & Process

1. Bids must be submitted either through registered post or by Hand at Regional Office Basti
2. The bid must contain two Envelopes as per procedure given below.
➤ **First envelope shall contain "Technical Bid" as per Annexure – 1, 2 and 3 duly filled with all details.**
 - A. Details of infrastructure in order to provide proper services.
 - B. Attested photocopy of document w.r.t. registration of firm along with GSTNo.
 - C. Photo copy of duly attested PAN.
 - D. Photo copy of duly attested GSTIN.
 - E. Income tax Return And Audited Balance Sheet along with UDIN for the last three financial years(FY-2021-22,2022-23,2023-24).
 - F. Certificate/document with respect to Experience.
 - G. The entire tender document shall be duly signed by the vendor as a mark of acceptance of terms and condition of the tender document.
 - H. All the documents should be self-attested along with stamp of the Firm.
 - I. A self-declaration letter by the bidder, on the company's letter head stating that the Firm/Company has not been blacklisted by any public sector/Bank/PSU/Government Department in the past.
3. **IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR PARTIALLY SUBMITTED THE BID WILL BE REJECTED & FINANCIAL BID WILL NOT BE OPENED.**
4. **IT MUST BE MENTIONED ON COVER OF ENVELOPE "DOCUMENT SUBMITTED FOR BID OF COMPREHENSIVE AMC FOR MAINTENANCE AND SERVICE OF COMPUTER HARDWARE AND PERIPHERALS".**

- **Second envelope shall contain “Financial Bid” on the prescribed format.**

“The price must be submitted on the prescribed format. Price bid will not be accepted on any other format or document.”

5. **BOTH ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED “DOCUMENT SUBMITTED FOR BID OF COMPREHENSIVE AMC FOR MAINTENANCE AND SERVICE OF COMPUTER HARDWARE AND PERIPHERALS”.**
6. **ALL ENVELOPES SHALL BE SEALED AND SUPERSCRIBED” DOCUMENT SUBMITTED FOR BID OF COMPREHENSIVE AMC FOR MAINTENANCE AND SERVICE OF COMPUTER HARDWARE AND PERIPHERALS”.**
7. **THE TECHNICAL AND FINANCIAL BID MUST BE AS PER FORMAT ATTACHED IN THE TENDER DOCUMENT WITH PAGES PROPERLY NUMBERED, EACH PAGE SIGNED STAMPED. THE TECHNICAL BID AND FINANCIAL BID SHOULD BE SIGNED IN SUCH A WAY THAT THE SECTION OF THE BID CANNOT BE REMOVED AND SEPARATED EASILY. ALTERCATION IN FORMATS SHALL BE LIABLE FOR REJECTION OF BID.**

NOTE- ALL PAPERS INCLUDED IN THE TECHNICAL BID AND FINANCIAL BID MUST BE STAMPED AND SIGNED BY AUTHORIZED SIGNATORY UNDER COMPANY SEAL. IF ANY OF THE PAPER REMAINS UNSIGNED THE BID IS LIABLE TO BE REJECTED.

Arun Kumar Mishra
10.02.2025
(Arun Kumar Mishra)
Regional Manager
Regional Office- Basti

[Handwritten initials and marks]



Technical Bid

Annexure 1

1.	Name Of the Firm/Company	
2.	Address(Head Office)	
3.	Phone No.	
4.	Year of Establishment	
5.	Name Of Proprietor or Name of Partner/Directors/Associates	
6.	Details and Value of major AMC taken up during the last 5 years with reputed financial organization/banks.	1. 2. 3. 4. 5.
7.	List of other major customers (Experience/ Service certificates to the effect from the customers are to be enclosed).	
8.	PAN Number(for TDS)	
9.	GSTINNo(Attach Certificate)	
10.	Annual Turnover – Last Three Financial Years Balance Sheet of FY-2021-22,2022-23,2023-24 Certified by Chartered Accountant must be attached (Balance Sheet Certified by CA must have UDIN number)	1.2021-22 2.2022-23 3.2023-24
11.	Net Profit/Loss – Last Three Financial Years(ITR of FY-2021-22,2022-23,2023-24 must be attached)	1.2021-22 2.2022-23 3.2023-24
12.	Current Account Details: Stating Name,Branch Name,Bank Name,Account No & IFS code along with certified copy mentioning the details.	
13.	Any other relevant information with document	

Place-

Date-

Signature of the Authorized Signatory & Seal

Annexure 2

Bid Support Criteria	Yes/No
Firm/Company registered under Companies Act & certificate attached. Furnish document/certificate towards GSTIN No./ PAN No.	
Firm/Company must have its own office/ Branch/ Support setup within Basti district. In case the vendor does not have its own setup, atleast two dedicated staff should be resident in the region for providing support, details of which should mentioned clearly in a separate letter being provided in the bid.	
Strong support of technical staff to resolve call within 24 hours.	
Firm/ Vendor has been in AMC business for at least 5 Yrs.	
Firm/Company has minimum 5 years' experience in the maintenance of PC's and peripherals and atleast 2-year experience in Baroda U.P Bank.	
Minimum turnover of each year in last 5 year is above 30 lakhs.	
DD no.....of Rs. 50000/- only Date..... towards Earnest Money Deposit.	

Place-

Date-

Signature of the Authorized Signatory & Seal



Annexure 3

BUPB, IT Department, Region Basti RFP for Maintenance of Computer System and its peripherals. under Comprehensive Annual Maintenance Contracts.

List of Major contracts undertaken during the Last 3 yrs.

S.No	Name and Address of Client	Contact No.	Period Of AMC	Value Of AMC (In Rs.)
1.				
2.				
3.				
4.				
5.				
6.				

Notes:-

1. PO/Satisfaction certificate issued by the client shall enclose.
2. The firm/ company under execution should have executed the work.

Place-

Date-

Signature of the Authorized Signatory & Seal

ESCALATION MATRIX

Delivery/Service related Issue:

First Level				
SN.	Name	Designation	Mobile No.	Email- Address
2.				
Second Level				
SN.	Name	Designation	Mobile No.	Email- Address
Third Level				
SN.	Name	Designation	Mobile No. /	Email- Address

Any change in designation will be informed by us immediately

Place-

Date-

Signature of the Authorized Signatory & Seal



Financial Bid

Sr.No	Name of the Item	Quantity	AMC Rate (Excluding GST)	TotalCost= Quantity x Rate Excluding taxes
1	Desktop Computer	136		
2	Passbook Printer	54		
3	Scanner	48		
4	Laser Printer	53		
5	Report Printer	61		
6	CTS SCANNER	1		

TOTAL CAMC COST-

Place-

Date-

Signature of the Authorized Signatory & Seal

1. L-1 bid will be derived on total cost of ownership for all items together.
2. Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
3. Payment will be released by the regional office on quarterly basis.
4. Hardware item, which is under warranty at present, may be given into AMC after expiry of warranty of such hardware. However AMC charges in such cases will be calculated on proportionate basis for the remaining period of AMC only.
5. AMC rate includes cost of services of resident engineers.
6. AMC rate includes travelling, lodging and boarding of employees of the vendor/ service engineer.
7. Preventive measures to be carried out once in a quarter.