

BUPB: RORAEB: IT: RFP: ITEQUIP: 2024-25/190

Date: 19-03-2025

**RE-TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER  
HARDWARE AND PERIPHERAL FOR FY 2025-26**

**Request for proposal: CAMC contract for maintenance and service of Computer Hardware and Peripherals.**

BARODA UP BANK, REGIONAL OFFICE, Raebareli invites sealed tender for **Comprehensive AMC** on-site maintenance of computer hardware and peripherals installed at various branches/offices of our Bank located in Raebareli District under control of Regional Office, Raebareli.

**Last Date and time for receipt of Bid: - 28.03.2025 till 11:00 AM**

**Date and time of opening of Bid Address for communication: -**

**Date and Time: 28.03.2025 at 03:30 PM**  
**Baroda U.P. Bank, Regional Office**  
**Plot No. 2400, Near Bargad Chauraha, Civil Lines, Raebareli-229001**  
**E-mail Address: ;**

**Eligibility Criteria:**

- The bidder must have **turnover greater than 40 LAKH** /facilities for services/maintenance of computer hardware and peripherals.
- The firms/companies **should have minimum 3 years of experience** in field of Annual Maintenance Contract in PSBs and Financial Institutions.
- The firm must have been registered with Sales Tax Department for Work contract and shall provide **PAN/GSTIN** Number with the bid.
- **The firm must have its support office at Raebareli.**
- 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.
- Firms managed in past /managing AMC/CAMC of Computer hardware and Peripherals in BUPB need to provide satisfaction letter from concerned region.

**Payment Terms:-**

- Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report from all the branches.
- No advance payment shall be made in any case.

*(Handwritten signature and initials)*

**Other Terms and Conditions:-**

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 Raebareli. 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 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 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.

**>> Bids must be submitted either through registered post or by hand to hand at IT/PE department, Regional Office, Raebareli.**

**>> The bid must contain two Envelopes as per procedure given below.**

**FIRST ENVELOPE SHALL 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 along with GSTIN No.
- Photo copy of duly attested PAN.
- Photo copy of duly attested GSTIN.
- Income tax Return for the last three years.
- Certificate/document w.r.t. Experience of 3 years.
- The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
- 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.**

**>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR TECHNICAL BID".**

**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 document.
- Demand Draft/Banker's Cheque / Pay Order drawn in favour of "Baroda U.P. Bank" payable at Raebareli.
- Price bid will not be accepted on any other format or document.

**IT MUST BE MENTIONED ON ENVELOPE "PRICE BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERAL".**

*(Handwritten signatures and initials)*



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

- The contract will be effective for a period of one year and may be renewed on expiry for further period of one next year if service feedback from branches found satisfactory.
- Maintenance charges include 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.
- **The contract will be on comprehensive onsite maintenance.**
- The maintenance service includes preventive and corrective maintenance of the computer hardware & peripherals. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance Include 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 spares parts like mother board, SMPS, Hard disk, processors, monitors, RAM etc.
- CMOS Battery, adapters, carriage assembly, plastic/ rubber items such as printer 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 to be covered in CAMC.
- The vendor will be required to provide maintenance for Operating Systems, Installation or Re-Installation of Operating Systems, Installation/ Updating of Anti-Virus Software's, Installation, configuration of peripherals and cleaning of system as required by the Bank from time to time. The Bank will provide all the required software. The rates quoted should cover 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 must provide 4 (Four) dedicated resident engineer**, out of which one will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 05:30 PM and will attend calls when other three engineers get equipped with other complaints in our region..
- **All the calls lodged must be attended/resolved within 24 hours.**
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- 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.
- Bank may decide to add or remove certain computers 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 the CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charges will be made in any case. **The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.**
- The list of computer and peripherals as given in Annexure-A is the tentative list the final list will be provided by the Bank at the time of agreement.
- 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 to any property of the Bank even if it is not covered by the CAMC.
- 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.
- The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.

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- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.
- Bank is not bound to accept under-quoted bids.
- Final decision will be taken after analysing cost.
- Any dispute will be under Raebareli jurisdiction.

**Note# Security deposit of Rs 1,00,000/- which needs to be submitted in form of DD in favour of "Baroda U.P. Bank after allotment of work.**

Yours Faithfully,



**(Praveen Kumar)**  
**Regional Manager**

NR

KQ 

Annexure-A

**Pre-Qualification Profile**

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/Director/Associates	1. 2. 3. 4.
6	Details and Value of major AMC taken up during the last 3 yrs with reputed financial organisations/banks	
7	List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
8	PAN Number (for TDS)	
9	GSTIN No. (Certificate attached)	
10	Annual Turnover/Net Profit/Loss per year	
11	DD no. ....of Rs..... Date.....towards Earnest Money Deposit.	
12	Any other relevant information with documents	

**ESCALATION MATRIX**

Delivery/ Service related Issue:

First Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
2.				
Second Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
Third Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				



**बड़ौदा यू.पी.बैंक**  
**Baroda U.P. Bank**

**List of Support Engineer/Service engineer available in Region-**

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

Any change in designation will be informed by us immediately

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

**ANNEXURE-B**

**TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.**

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	CAMC Rate/Quantity (Incl. of all taxes)	Total Cost
1	PC (HP/ACER/IIICL/Wipro)	260		
2	Passbook Printer (Lipi/TVS/Epson PLQ-20)	65		
3	Scanner	100		
4	Laser Printer (Samsung/IIP/Canon)	90		
5	PC (ACER- Warranty) Software Support	160		
6	Passbook Printer (Warranty)-Software Support	50		
7	Laser Printer (Warranty)-Software Support	40		
8	Scanner (Warranty)-Software Support	20		
<b>TOTAL</b>				

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Purchase Order (P O). The CAMC charges of hardware will be paid on pro-rata basis as and when the hardware will be included in the CAMC.
- **The quantity is estimated and may vary.**
- The lowest vender will be awarded as per total cost of CAMC
- L1 will be decided as per CAMC rate/quantity.
- Hardware which is under warranty at present may be given into AMC after expiry of warranty of such hardware. CAMC Charge will be calculated on pro-rata basis for remaining CAMC Period.
- CAMC 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 in a quarter. (Visit Certificate to be countersigned by Branch Heads is Compulsory).

Place-

Date-

Signature of Authorized Signatory & Seal