



**BARODA UTTAR PRADESH GRAMIN BANK**  
**REGIONAL OFFICE**  
**3-D Taskant Marg Civil Lines, Allahabad-211001**

BUPGB: Roalla: IT: RFP: AMC-UPS: 2018-19

Date: 02-01-2019

**TENDER NOTICE**

BARODA UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE, ALLAHABAD INVITES SEALED QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR U.P.S OF NPS & Consule BRAND FOR 49 BRANCHES & Regional Office Allahabad from 01/02/2019 to 31/01/2020.

SEALED QUOTATIONS SHOULD BE ADDRESSED TO REGIONAL MANAGER, BARODA UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE-ALLAHABAD,3-D Taskant Marg Civil Lines, Allahabad-211001 AND SUPERSCRIBED "QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR UPS" AND MUST REACH US LATEST BY 16.01.2019 BY 01.00 P.M.THE TENDER WILL BE OPENED ON 17.01.2019 AT 03.00 P.M.

**TERMS & CONDITIONS**

1. All Defective components will be replaced free of cost during the period of AMC.(Both labour and components are covered)
2. Preventive maintenance shall be done on quarterly basis, which will cover all the jobs of preventive maintenance and will submit certificate countersigned by Branch Heads on quarterly basis.
3. If quarterly preventive maintenance schedule of equipment is not adhered to, penalty of Rs.50.00 per day.
4. If the system is taken for repairs, standby system must be provided so that branch working and customer service is not affected and business continuity.
5. Some Spares & standby system must be kept at R.O. level for emergency requirement.
6. The vendor will ensure that the complaint lodged before 11.00 a.m. must be attended same day and after 11.00 a.m. on next day before 11.00 amid the complaint is not attended and the system is not put in working order within 24 hours a penalty of Rs.100.00 per day will be

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- levied. This penalty will exclude any time taken by the department or vendor to procure any parts if required, but in any case it must not exceed 48 hrs.
7. Vendor must provide single point of contract for all equipment. No franchise model support is accepted to the bank. The vendor shall not sub contract the AMC to any organization, persons, firm or its franchise.
  8. Annual maintenance will be paid at the end of each quarter on prorated basis.
  9. No advance payment in any case would be made. However, quarterly payment on pro-rata basis after submitting **Satisfactory Service Reports** from all branches.
  10. The payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Reports' from all branches.
  11. The AMC will be for one year and may be renewed at terms and conditions mutually agreed upon before the expiry of AMC period in advance.
  12. The vendor shall provide comprehensive maintenance services which shall cover both preventive as well corrective maintenance for all assets covered under AMC.
  13. Under corrective maintenance the vendor shall rectify all the defects, failures and faults in the equipment and shall repair, replace any worn-out, defective parts of the equipment, free of cost to the bank.
  14. In case of default outside the scope of AMC the same shall be informed to B.M. and shall be repaired/replaced at genuine rates.
  15. Any item found faulty, during first inspection shall be replaced/repared as per mutual agreement.
  16. After finalization of the terms and conditions the vendor will have to execute an agreement with bank.
  17. The bid must be made on the prescribed format. Bid not submitted on prescribed format are liable to be rejected.
  18. The prices shall be inclusive of all expenses except service tax/sales tax, if any will be paid extra.
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19. This office will evaluate and compare the quotations determined to be substantially responsive i.e. properly signed and confirm to the terms and conditions and specifications.
20. The quotations shall be in conformity with the conditions and requirements. Deviations, if any, shall be clearly mentioned by the vendor. Non mention of deviations shall imply compliance with our conditions and requirements. The bank reserves the right to reject an offer for any of the deviations.
21. Evaluation of quotation will be done after comprehensive assessment i.e. rates, support service , capacity to provide services in remote rural areas, and the details provided as per point no.21 and 22.
23. The vendor will provide us the telephone nos. and E-Mail on which the complaints will be lodged.
24. Complaint no. will be issued when complaint is lodged for future reference.
25. The vendor will maintain and update the call history record and the same will be provided to us every 15 days.
26. Final decision will be taken after analyzing cost.

**Other Terms and condition :-**

➤ **Earnest Money Deposit (EMD):**

Earnest Money Deposit of Rs. **20,000.00** (Rupees **Twenty thousand only**) has to be submitted by way of Demand Draft / Banker's Cheque / Pay Order drawn in favour of "Baroda UP Gramin Bank " payable at Allahabad. Earnest Money Deposit will not carry any interest and the earnest money of successful bidder will be kept with bank during the AMC period. The Earnest Money Deposit of unsuccessful bidders will be refunded while intimating the rejection of the bid. The Earnest Money Deposit of the successful bidder will be refunded one month after successful installation and commissioning of last such purchase order.

➤ **The Earnest Money Deposit will be forfeited if:**

1. The bidder withdraws his tender before processing of the same.
2. The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank

*Handwritten initials in blue ink.*

3. The selected bidder withdraws his tender before furnishing Bank Guarantee/Security Deposit as required under this TENDER.
4. 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 through hand to hand or through registered Post.**
- **The bid must contain two Envelopes as per procedure given below.**

**FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:**

1. Details of infrastructure for providing proper services.
  2. Attested photocopy of document of registration of firm along with GSTIN No.
  3. Photo copy of PAN Number duly attested.
  4. Photo copy of GSTIN number duly attested.
  5. Photo copy of income tax Return for the last three years.
  6. Certificate/document of Experience.
  7. The entire tender document duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
  8. All the documents should be self attested along with stamp of the Firm.
- IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.
  - IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF AMC OF UPS SYSTEM".

**SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:**

SECOND ENVELOPE MUST CONTAIN only bid and nothing else.

- The price must be submitted on the prescribed format (annexure-I) along with document.

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

IT MUST BE MENTIONED ON "PRICE BID OF AMC OF UPS SYSTEM".

**BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR AMC OF UPS SYSTEM".**

Bank reserves right to accept or reject any quotation or cancel the entire process without assigning any reason whatsoever. The bank does not bind itself to accept the lowest or any quotation and reserves to itself the right to accept or reject any or all quotations, either in whole or part, without assigning any reason for doing so.

Yours Faithfully



(N.C. Agarwal)  
REGIONAL MANAGER



**FOR ANY CLARIFICATION CONTACT: - 7311121763,7311121755**

**PRICE QUOTATION**

Annexure-I

NAME OF THE BIDDER \_\_\_\_\_

ADDRESS FOR CORESSPONDENCE: \_\_\_\_\_

PERMANENT ADDRESS : \_\_\_\_\_

TELEPHONE NO. /MOB : \_\_\_\_\_

TAN/PIN/PAN NO : \_\_\_\_\_

FAX NO: \_\_\_\_\_ E MAIL : \_\_\_\_\_

S.NO.	DESCRIPTION	QUANTITY	AMC cost in unit of item irrespective of purchase cost (in Rs.)
	2	3	4
1.	NPS ONLINE UPS(3KVA)	1	
2.	CONSOUL(3KVA)	1	
3.	CONSULE(5KVA)	1	

**SIGNATURE OF AUTHORISED PERSON** (The person must be responsible person holding senior position in the company and shall be authorized to enter into contract on behalf of the company)

**NAME & ADDRESS OF AUTHORISED PERSON** \_\_\_\_\_

**PHONE NO.** \_\_\_\_\_ **MOB-** \_\_\_\_\_

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