



बड़ौदा उत्तर प्रदेश ग्रामीण बैंक Baroda Uttar Pradesh Gramin Bank

Regional Office: Kanpur Dehat

BUPGB/ROKAND/IT/2018-19/—

Date:19-07-2019

Request for Proposal

Comprehensive Onsite Maintenance Contract for Maintenance of Computer Hardware and peripherals. Sealed quotations are invited from the reputed manufactures/ companies /firms for Onsite Maintenance of computer hardware and peripherals installed at various branches/Offices of our Bank situated at Kanpur Dehat District.

- **Last Date and time for receipt of Bid:-** 01.08.2019 IST 1400 HRS (0200 PM)
- **Date and time of opening of Bid: -** 02-08-2019 IST 1500 HRS (0300 PM)
- **Address for communication:**

**Baroda Uttar Pradesh Gramin Bank
Regional Office: Kanpur Dehat
Nabipur, Post Jainpur
Kanpur Dehat : PIN 209311**

- **E-mail Address:** it.rokand@barodauprrb.co.in
- **Contact Person** Mr. Upendra Singh :7311149814
Mr. Vikas Pardesi : 7311138279

Eligibility Criteria:

1. The bidder should have adequate turnover from Services/Maintenance of computer hardware and peripherals(Attach documents in support).
2. The firm / company should have experience of undertaking Comprehensive Annual ' Maintenance Contract in PSU Banks/ Financial Institutions(Attach documents in support).
3. The firm should have been registered with Sales Tax Department for Work Contract Tax/VAT.(Copies of their PAN/ST No., service tax registration certificate should be submitted along with Bid.)

Payment Terms:-

1. Annual maintenance will be paid at the end of each quarter on prorata basis.
2. No advance payment in any case would be made. However, quarterly payment on pro-rata basis after submitting **Satisfactory Service Reports** from all Bbranch Heads.
3. The payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Reports' from all branches.

Other Terms and condition :-

1. The contract will be effective for a period of one year and may be renewed on expiry for further time period as required by Baroda UP Gramin Bank, Regional office Kanpur Dehat.
2. 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 except for service tax and cess on taxes.
3. The contract will be on comprehensive onsite maintenance.
4. 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 &



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- creating space, Lubricating printer shaft, scanner etc and all other measures necessary for proper functioning of the system/peripherals. Corrective maintenance includes repairing/replacement of the computer spares parts like mother board, SMPS, Hard disk, processors, monitors, RAM, CPU Fan, CMOS, usb ports, ltp ports etc.
5. 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 AMC.
 6. 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 and configuration of peripherals as required by the Bank from time to time or as required by bank. 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.
 7. The vendor should provide two dedicated resident engineer, out of which one will act as single point contact over phone at Regional Office for lodging complaints, providing desktop application support, software installation support. 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 IST 1000HRS (10 AM) to IST 1700HRS (05 PM).
 8. All the calls lodged before IST 1100HRS (11 AM) must be attended within same day and after IST 1100HRS (11 AM) must be attended on next working day. Every complaint should be provided a complaint number by vendor at regional office for further processing/tracing/resolution.
 9. The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
 10. 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.
 11. The Baroda UP Gramin Bank, Regional Office, Kanpur Dehat 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 heads.
 12. The list of computer and peripherals as given in Annexure-A is the tentative list The final list will be provided by the Bank/this office at the time of agreement.
 13. The Baroda UP Gramin Bank, Regional Office, Kanpur Dehat 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.
 14. The Baroda UP Gramin Bank, Regional Office, Kanpur Dehat 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.
 15. The Baroda UP Gramin Bank, Regional Office, Kanpur Dehat 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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16. The Baroda UP Gramin Bank, Regional Office, Kanpur Dehat is fully empowered to change any of these conditions, if wanted, at any point of time.

17. Baroda UP Gramin Bank, Regional Office, Kanpur Dehat reserves the right to accept or reject any quotation without assigning any reason whatsoever.

Yours Faithfully

(S.M.Alam)

REGIONAL MANAGER

FOR ANY CLARIFICATION CONTACT: - 7311149814, 7311138279



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Annexure-A

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

S. No	ITEM WITH BRIEF DETAILS OF Configuration/Make/Mode	Estimated Quantity*	CAMC rate Per Unit (Inclusive of all Taxes/VAT etc.)	Total Cost
1	HP/HCL/IBM	169		
2	Passbook Printer(Lipi-PB2)	90		
3	Laser Printer-HP	22		
4	DMP Printer-(Wipro, TVS, Lipi)	11		
5	Scanner	61		
	Total AMC Cost			

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Purchase Order (P O). The AMC charges of hardware will be paid on pro-rata basis as and when the hardware will be included in the AMC.
- The quantity is estimated and may vary.
- The lowest vendor will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 9.