



BARODA UTTAR PRADESH GRAMIN BANK

REGIONAL OFFICE – KANPUR DEHAT

NABIPUR, JAINPUR, KANPUR DEHAT - 209311

Date- 19-07-2019

Request for proposal

Baroda Uttar Pradesh Gramin Bank, Regional office Kanpur dehat invites sealed quotation for annual maintenance contract for online U.P.S of Regional Office Kanpur Dehat and branches situated in Kanpur Dehat district.

- Last Date and time for receipt of Bid:- 01.08.2019 2:00 PM
- Date and time of opening of Bid: - 02-08-2019 3:00 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

TERMS & CONDITIONS

1. All Defective components will be replaced free of cost during the concurrency of AMC.(Both labour charges and component charges are covered, Components may be like logic card, main card, charger card, display, driver card, transistor, transformer)
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 with satisfactory report on quarterly basis.
3. If quarterly preventive maintenance schedule of equipment is not adhered, penalty of Rs.50.00 per day will be levied.
4. If the UPS is taken for repair, standby UPS must be provided for uninterrupted branch working and customer service.
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 on same day and after 11.00 a.m. on next day before 11.00 am, the complaint is not attended and the UPS not put in working order within 24 hours a penalty of Rs.100.00 per day will be levied. This penalty will exclude any time taken by the department or vendor to procure any parts if required, but 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/this office. The vendor shall not make sub contract the AMC to any organization, persons, firm or its franchise.

8. The AMC charges will be payable in advance at the beginning of AMC contract but The vendor must agree to give performance guarantee equal to amount of AMC and in case vendor does not agree to give performance guarantee the payment towards the maintenance charges shall be made at the end of the quarter after ensuring good performance.
9. 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.
10. The vendor shall provide comprehensive maintenance services which shall cover both preventive as well corrective maintenance for all assets covered under AMC.
11. 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/this office.
12. In case of default outside the scope of AMC the same shall be informed to Branch Manager and shall be repaired/replaced on genuine rates.
13. Any item found faulty, during first inspection shall be replaced/repared as per mutual agreement.
14. After finalization of the terms and conditions the vendor will have to execute an agreement with bank/this office.
15. The bid must be made on the prescribed format if not submitted on prescribed format same shall be liable to be rejected.
16. The prices shall be inclusive of all expenses except service tax/sales tax, if any will be paid extra.
17. Baroda Uttar Pradesh Gramin Bank, Regional Office Kanpur Dehat/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.
18. 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/this office reserves the right to reject an offer for any of the deviations.
19. Evaluation of quotation will be done after comprehensive assessment i.e. rates, support services, capacity to provide services in remote rural areas, and the details provided as per point no.21.
20. The bid must accompany
 - a. The company/firm etc. profile
 - b. Detail of support network & Banking experience.
 - c. Detail of UPS maintenance experience.
 - d. Support services along with names and addresses of persons responsible for providing services.
 - e. Turnover for last three years.
 - f. Income tax return for last three years.



- g. GST registration & assessment certificate of last two years.
- h. Photocopy of PAN NO.

21. The bid may be rejected if any of the documents mentioned in Non submission of any of the documents mentioned in point no.20 will make the bid liable to be rejected.

22. The maintenance service shall not include:-

- a. Electrical work external to the machine or maintenance of accessories, batteries.
- b. Any equipment burnt due to electrical surge, thundering, bad earthing etc.
- c. Any equipment broken due to negligence of customer/bank.
- d. Any equipment lost due to theft from the place of the customer/bank.

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 fortnightly.

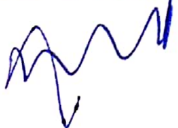
27. This office/bank is fully empowered to change any of above mentioned conditions, If desired at any point of time.

28. This office/bank reserves the right to terminate the agreement of AMC, if vendor fails to carry out any of it's obligation/duties in terms of the agreement.

29. the list of UPS as given in annexure-A is tentative list, the final list will be provided by this office at the time of agreement.

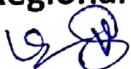
This office reserves right to accept or reject any quotation or cancel the entire process without assigning any reason whatsoever. This office does not bind itself to accept the lowest or any quotation and reserves to itself the right to accept or reject any or all quotations, either in whole or part,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

Your's Faithfully



(S.M ALAM)

Regional Manager



Annexure-A

PRICE BID

NAME OF THE BIDDER: - _____

ADDRESS FOR CORRESPONDENCE: - _____

Telephone/MOB NO. :- _____

FAX NO.:- _____

E-MAIL ID: - _____

S.NO.	DESCRIPTION	QUANTITY	AMC cost in unit of item irrespective of purchase cost (in Rs.)	Total Cost
1.	APC ONLINE UPS 3 KVA	5		
2.	APC ONLINE UPS 6 KVA	1		
3.	CONSUL ONLINE UPS 3KVA	13		
4.	NUMERIC ONLINE UPS 3KVA	3		
5.	NPS ONLINE UPS 3KVA	7		
		Total		

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- _____