

## **Request for Proposal (RFP)**

**For**

**Selection of Vendor for Maintenance of PCs & Peripherals  
through Annual Maintenance Contract for Branches/ Offices under  
Allahabad Region for period from 01.07.2020 to 30.06.2021**

**RFP REF No.-RO/ALLAHABAD/IT/AMC/002 Dt.05-06-2020**

**Baroda U.P.Bank  
Regional Office: ALLAHABAD**

## TENDER FOR AMC OF COMPUTER HARDWARE ITEMS

We invite sealed tenders on item rate basis from interested vendors for Annual Maintenance Contract of Computer Hardware Items installed at various branches/offices of **BARODA U.P. BANK, Regional Office Allahabad.**

List of branches and Hardware items are mentioned in "**HARDWARE LIST**". The number of hardware items is tentative and may be increased or decreased at the time of contract or even during the period of AMC which may be included or excluded from the list and the location of the equipments may also be changed. The AMC vendor shall include these items under the AMC on being informed by the Bank.

### **1. Eligibility:**

- The Firm/Vendor must be registered under companies Act & Certificate. Firm/Vendor must furnish Documents / Certificate towards TIN No/PAN No/ S.T. Registration Number.
- Firm /Vendor must be having their own office/Branch/ Support setup within Allahabad district. In case the vendor does not have its own office / Branch/ Support set up, a letter of undertaking must be given that in case AMC allotted to Firm/ Vendor, a office/ Branch/Support Setup will be established or a franchise will be appointed. In Case Franchise is appointed he shall abide unconditionally with all the terms and conditions of the contract stipulated to the Vendor. The responsibility for ensuring the same will vest within the vendor.
- Firm/Vendor must have at least one order of AMC of Rs5.00 Lakh in the last three years.
- Firm/ Vendor must have strong support of technical staff to resolve calls within 24 hours.
- Firm/ Vendor has AMC business for at least 3 Years with any bank.
- Vendor/Firm must have minimum turnover of Rs5.00 Crore for the last Four years (As per Audited Annual Financial statement/Income Tax returns).

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- The Vendor 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 the bid.

## **2. Payment Terms:-**

- Annual Maintenance charges will be paid at the end of each quarter on prorata basis. No Advance Payment in any case would be made.
- Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches.

## **3. Other Terms and Conditions**

- The contract will be effective for a period of one year i.e. from 01/07/2020 to 30/06/2021. The contract may extend for six months on same term & condition if product/service found satisfactory. The bank shall have the right at it's sole and absolute discretion to continue the assignment / contract of the selected bidder for future requirement for various items/ activities as described in the RPF after expiry of contract period.
- 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 & government levies whatsoever be borne by the vendor except for service tax and cess on taxes.
- The contract will be Comprehensive on Site Maintenance.
- The maintenance services include preventive and corrective maintenance of the computer hardware & peripherals. Preventive maintenance should be carried out on Quarterly basis and it includes cleaning of internal circuit board, HDD data defragmentation & 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, Monitors, RAMetc.
- CMOS Battery, Adaptors, carriage assembly, plastic/rubber items such as Knobs, sprockets, belts, pulley, lever, spring, carriage rods, ribbon masks, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of Laser Printer, printer heads etc are also covered under AMC.

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- 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 their office and should provide the replacement parts including hard disks, RAM, floppy & CD-Drives, power supplies, cards, memory, monitors etc. within a reasonable period and in no case more than 48hours.
- Supply of Consumables viz. CDs/DVDs/Printer paper/ Printer Ribbon shall not be part of comprehensive maintenance of PCs &Peripherals.
- The vendor will be required to provide maintenance for Operating Systems (Windows 10, Windows 7 and Windows XP), Installation or Re-Installation of Operating Systems, Installation / Updating of Anti-Virus Softwares, Installation and configuration of peripherals as required by the Bank from time to time. The Bank will provide all the required software. The rates quoted should cover onsite maintenanceof the operating system, software installation (banking tool kits), computer data backup, pre-emptive actions against virus spread, detection/removal ofvirus.
- The vendor should provide three dedicated resident engineers, out of which one will act as single point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branch/offices on **all bank working days** during the office hours i.e. from 10:00 AM to 05:00 PM. The call should be attended within a reasonable time but not later than 24 hours upon receipt.
- 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. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.
- The vendor will have to monitor the call till its resolution. The vendor will be required to provide the Bank Help desk / call resolution statistics on a weekly basis including new/ pending complaints. The details provided shouldinclude:
  - a) Complaint Number
  - b) Complaint Date and Time
  - c)Nature of Complaint

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d) Date and Time of first visit of engineer after lodging complaint.

e) Present Status of complaint (e.g. Pending /Resolved)

f) Complaint resolved on (if complaint is resolved or closed)

- The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or causes loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.

#### **4. Application Money:**

Application Money of Rs 1,000/- (Rupees One thousand Only) by way of banker's cheque/ Demand Draft/ Pay order favoring Baroda U.P. Bank, Regional Office Allahabad payable at Allahabad, which is not refundable must be submitted along with RFP response. The bank may, at its discretion, reject any bidder where application money is not furnished with RFP response.

#### **5. Earnest Money:**

- The bidders shall furnish, Earnest money deposit of Rs 50000/- (Rs. Fifty thousand only). The earnest money shall be in the form of Demand Draft favoring Baroda U.P. Bank, Payable at Allahabad.
- The Earnest Money Deposit will be refunded without interest to the unsuccessful bidders within two weeks from the date of issue of letter of intent to the successful bidder.
- The Earnest Money deposit may be forfeited by the bank:-
  - (i) If the bidder withdraws their bid during the period of bid validity specified by the bidder on the bid form, or
  - (ii) In case of successful bidder, if the bidder fails to:

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- (iii) Sign the contract within 15 Days of issue of letter of intent/ Offer.
- (iv) Furnish performance security within 15 Days from the date of placing the order or signing of contract whichever is earlier for any reason whatsoever.

**6. Security Money:**

The successful bidder will have to deposit Rs.50,000/-(fifty thousand Rupees) in form of FDR in any bank with lien of our bank or Bank Guarantee towards security for the entire period of assignment, within 15 days from the date of letter of appointment.

**7. Time Frame:**

The following is the time frame for the overall selection process. The bank reserves the right to vary this time frame at its absolute and sole discretion and without providing any notice/ intimations or reasons thereof. Changes to the time frame if any will be relayed to the affected respondents during the process.

S.No	Particulars	Time Line
1.	RFP Issuance Date	05 <sup>th</sup> June 2020
2.	Last Date of Submission of RFP Response (Closing date)	3:00PM on 19 <sup>th</sup> June 2020.
3.	Last Date of Receiving queries for clarification (Contact number:-7311121755,7311121763)	5.00 PM on 15 <sup>th</sup> June 2020
3.	Opening of Eligibility Bid, Technical Bid and Financial Bid	3:00 PM on 23 <sup>rd</sup> June 2020

The time schedule will be strictly followed. Interested parties are expected adhere to the time schedule. However, the Bank reserves the right to change the aforementioned time lines.



## 8. **Submission Details:**

Eligibility, Technical & Financial bids shall be submitted in separate sealed sub- envelope marked 1, 2, and 3 respectively super scribed as under :-

1)“ELIGIBILITY BID FOR BARODA U. P. BANK - SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD FROM 01.07.2020 TO 30.06.2021 SUBMITTED BY ... ON ..... AT ALLAHABAD, DUE DATE.....” on the top of the sub-envelope containing the Eligibility Bid. First sub envelope should also have the Application Money Demand Draft / Banker’s Cheque and the Earnest Money Deposit (EMD).

2)“TECHNICAL BID FOR BARODA U.P.BANK – SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD FROM 01.07.2020 TO 30.06.2021 SUBMITTED BY ..... ON ..... AT ALLAHABAD, DUE DATE.....” on the top of the sub-envelope containing the Technical Bid.

3)“COMMERCIAL BID FOR BARODA U.P.BANK - SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W AND PERIPHERALS FOR THE PERIOD FROM 01.07.2020 TO 30.06.2021 SUBMITTED BY ..... ON ..... AT ALLAHABAD, DUE DATE.....” on the top of the envelope containing the Commercial Bid.

**These three separate sealed sub-envelopes should be put together in another sealed master envelope super scribing “BID FOR BARODA U.P. BANK – SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W AND PERIPHERALS FOR THE PERIOD FROM 01.07.2020 TO 30.06.2021 RFP REFERENCE NO..... SUBMITTED BY ..... ON..... AT ALLAHABAD, DUE DATE..... ”**

**The response should be organized and submitted in the following manner.**

### **Eligibility Bid**

- Dully filled up Annexure -1- Eligibility Criteria Compliance Supporting credential letters or copies of documentation from clients or purchase order copies certifying compliance.
- Application Money: The RFP response without accompanying the Demand Draft towards Application Money is liable to be rejected.
- Earnest Money: The RFP response without accompanying the demand Draft towards Earnest money is liable to be rejected.
- A self-declaration letter by the bidder stating that the company have not been blacklisted by any public sector/Bank/PSU/ Government Department in the past.



### **Technical Bid**

- Proposal Form
- Annexure 2- Technical Bid format
- **One copy of Technical Bid with pages properly numbered, each page signed and stamped. The technical Bid should be signed in such a way that the sections of the Bid cannot be removed and separated easily.**

### **Commercial Bid**

- The commercial quote is required to be submitted at the time of tender submission by the bidders as per Annexure-3.
- The e-mail address and Phone/fax number of the bidders shall also be indicated on sealed envelopes.

**The above mentioned envelopes must be addressed to the following:**

**The Regional Manager  
Baroda U. P. Bank  
Regional Office: Allahabad  
3D Taskand Marg  
Civil Lines Allahabad  
211001.**

### **REQUEST FOR INFORMATION**

All queries relating to the RFP, technical or otherwise, must be either in writing or by email only – [roalla@barodauprrb.co.in](mailto:roalla@barodauprrb.co.in) or [it.roalla@barodauprrb.co.in](mailto:it.roalla@barodauprrb.co.in)

FOR ANY CLARIFICATION CONTACT-Regional office: 3D ,Taskand Marg, Civil Lines Allahabad -IT-Deptt- 7311121763 and P&E Deptt- 7311121755.

**Note: All papers included in the Eligibility bid, technical bid, and Financial Bid must be stamped and signed by Authorized signatory under company seal. If any of the paper remains unsigned then bid is liable to be rejected.**



(Soran Singh)  
Regional Manager  
Allahabad





**Eligibility Bid format****Annexure1**

<b>Bid support Criteria</b>	<b>Yes/No</b>
Firm / Vendor is registered under companies Act & certificate is attached. Furnish document / certificate towards TIN No./ PAN No/ S.T. Reg. No	
Firm /Vendor must has its own office/Branch/ Support setup within Allahabad district. In case the vendor does not has its own office / Branch/ Support set up, a letter of undertaking must be given that in case AMC is allotted to Firm/ Vendor a office/ Branch/Support Setup will be established or a franchisee will be appointed	
Firm/ Vendor has at least one order of AMC of Rs 5 Lakh in the last three years.	
Strong support of technical staff to resolve call within 24 hours.	
Firm /Vendor has been in AMC business for least 4 Yrs.	
Minimum turnover of last 4 years is Rs5.00 Crore or above.	
Firm/ Vendor has minimum 4years' experience in the maintenance of PC's and peripherals.	
DD no ..... of Rs ..... Date ..... towards application money.	
DD no .....ofRs ..... Date ..... towards Earnest Depositmoney.	

Place:-  
Date:-

Signature of the Authorized Signatory  
Seal

**PROPOSAL FORM (TECHNICAL BID)**  
**(To be included in Technical Bid Envelope)**

Date: .....

To,  
The Regional Manager,  
Baroda U. P. Bank,  
Regional Office,  
Allahabad-212601

Sir,

**Re: Request for proposal for Comprehensive Annual Maintenance Contract of the Computer hardwares and peripherals.**

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to carry Comprehensive Annual Maintenance Contract, in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

If our Proposal is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank. We agree to abide by the Proposal and the rates quoted therein.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Place:-  
Date:-

Signature of the Authorized Signatory  
Seal

**Technical Bid****Annexure2****Pre Qualification: Vendors Profile**

1.	Name of the Firm/ Company		
2.	Address (Head Office)		
3.	Address for which the AMC contract refers		
4.	Phone Number(s)		
5.	Fax Number(s)		
6.	Mobile Phone(s)		
7.	Constitution of the firm		
8.	Year of establishment		
9.	Name of the Proprietor or Name of Partners/ Directors/ Associates	(a) (b) (c) (d)	
10.	Annual Turnover/ Net Profit/ Loss per year	Please attach Audited balance sheet/ it return for the last 3 years.	
	Financial Year	Annual turn over	Net Profit/ Loss (Rs. In Lakhs)
	1. 2017-18		Rs
	2. 2018-19		Rs
	3. 2019-20		Rs
11.	Details and Value of major AMC taken up during the last 3 yrs with reputed financial organization/banks. Details are to be given in Annexure 2A along with order copy.		
12.	List of other major customers (Experience / Service certificates to the effect from the customers are to be enclosed).	a) b) c) d)	
13.	PAN Number( for TDS)		
14.	CST/TIN/SERVICE TAX Numbers		
15.	Any other information with relevant documents	a) b) c) d)	

Place:-  
Date:-Signature of the Authorized Signatory  
Seal

**Technical Bid**

**(Annexure2-A)**

**BUPB, IT Department, Allahabad RFP for Maintenance of computer System Under Annual Maintenance Contracts.**

**List of major contracts undertaken during the Last 3 Yrs.**

S.No	Name and Address of the client	Contancy No	Period Of AMC		District covered	Value of AMC(in Rs)
			From	To		
1.						
2.						
3.						
4.						
5.						
6.						

Notes:-

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

Place:-  
Date:-

Signature of the applicant  
Seal

**Technical Bid**

**(Annexure2-B)**

**List of Support/ service centers.**

S.No	Name of the support/ Servicecentre	Address	Support person Name with contact No

Place:-  
Date:-

Signature of the applicant  
Seal

**Commercial Bid****Annexure3**

A	B	C	D	E=C*D
S.No	Name Of the Item	HARDWARE LIST	AMC Rate per Unit Per Year	Total Cost=Hardware list * AMC rate per unit per Year
1	Personal Computer	240		
2	Passbook Printer	127		
3	Dot matrix Printer	45		
4	High Speed DMP 2250	08		
5	Scanner G3110/G4010	28		
6	Scanner HP 200/Lide 120/110/HP 2410	61		
7	Laser Printer	106		
8	Line Printer 6306	2		
			<b>Total</b>	

Place:-  
Date:-

Signature of the applicant  
Seal

1. L-1 bid will be derived on total cost of Ownership for all items together.
2. Applicable taxes extra as per prevailing rate. 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 from any vendor bank at its discretions may give AMC after expiry of warranty of such hardware. However AMC charges in such cases will be calculated on proportionate for the remaining period of AMC.
5. AMC rate includes cost of services of Resident Engineers.
6. AMC rate includes travelling, lodging & boarding of employees of the vendor. Preventive measures to be carried out once in a quarter.