



# BARODA U.P. BANK

REGIONAL OFFICE

1<sup>st</sup> Floor, Samarth Complex, Munshi Nagar.  
Bareilly - 243122

BUPGB: ROBRLY: IT: RFP: 2 : AMC-UPS: 2019-20

Date: 17-06-2020

## TENDER NOTICE

Baroda U.P. Bank, Regional Office Bareilly invites sealed quotation for annual maintenance contract for online UPS of Regional Office Bareilly and branches situated in Bareilly district.

- **Last Date and Time for receipt of Bid :** 29:06:2020 05:00 PM
- **Date and Time of opening Bid :** 30:06:2020 11:00 AM
- **Address for Communication :**

Baroda U. P. Bank  
Regional Office: Bareilly  
1<sup>st</sup> Floor, Samarth Complex,  
Opposite CARI Gate  
Munshi Nagar - 243122

- **Email Address :** [it.brlo@barodauprrb.co.in](mailto:it.brlo@barodauprrb.co.in)
- **Contact Person :** Mrs. Jyoti (7310108112)

## TERMS & CONDITIONS

1. All Defective components will be replaced free of cost during the concurrency of AMC .(Both labor and components are covered. Components may be like logic card, main card, charging card, display, driver card, transistors, transformers).
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. 100.00 per day.
4. If the UPS 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 levied. This penalty will exclude any

Page 1 of 4

- 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. 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 prorata 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 Regional Office and shall be repaired/ replaced on genuine rates.
  15. Any item found faulty, during first inspection shall be replaced/ repaired 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.
  19. Baroda U.P. Bank, Regional Office Bareilly 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. No 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. 22.
  22. The Bid must accompany :
    - a) The Company / firm 's profile
    - b) Details of support network and banking experience
    - c) Details 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 and assessment certificate of last two years.
  - h) Photocopy of PAN No.
23. The bid may be rejected if any of the documents is not submitted mentioned in point no. 22.
  24. The vendor will provide us the Telephone Nos. and E-Mail on which the complaints will be lodged.
  25. Complaint no. will be issued when complaint is lodged for future reference.
  26. The vendor will maintain and update the call history record and the same will be provided to us every 15 days.
  27. This Office / Bank is fully empowered to change any of above mentioned conditions, if desired at any point of time.
  28. This Office reserves the rights to terminate the agreement of AMC, if Vendor fails to carry out any of its obligations / 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 at the time of agreement.
  30. Final decision will be taken after analyzing cost.

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

  
(Asha Kiran Sharma)  
REGIONAL MANAGER

**PRICE QUOTATION**

Annexure-A

**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.)	Total Cost
1.	Numeric Online UPS 3 KVA	3		
2	BPE Online UPS 3 KVA	5		
3	APC Online UPS 3 KVA	22		

**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-** \_\_\_\_\_

