

## **REQUEST FOR PROPOSAL (RFP)**

**For**

**Selection of Vendor for Maintenance of PCs & Peripherals**

**Through Comprehensive Annual Maintenance Contract for Branches/ Offices under**

**.....BASTI.....Region for Period of 01.04.2021 to 31.03.2022.**

**RFP REF No- 2020-21/R0439/Mis/1287 Date- 22.02.2021**

**Baroda U.P. Bank  
Regional Office .....BASTI.....**

## **TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AND PERIPHERAL.**

Sealed bid are invited from the reputed manufactures/companies/firms for onsite maintenance of computer hardware and peripherals installed at various branches/offices of our Bank located in BASTI Region of Baroda U.P Bank.

- Last Date and time for receipt of Bid - 10.03.2021 till 11:00 AM
- Date and time of opening of Bid - 10.03.2021 at 2:30 PM
- Address for Communication - Baroda U.P Bank  
Regional Office  
Malviya road  
Basti  
Pincode 272001
- Email Address [rmbst@purvanchalbank.co.in](mailto:rmbst@purvanchalbank.co.in)  
[robast@barodauprrb.co.in](mailto:robast@barodauprrb.co.in)
- Contact Person -MR RAVI PRATAP SINGH(GB)...  
MOB NO 945035461  
MR ASHISH PATHAK  
MOB NO 6388758400

### **Eligibility Criteria –**

1. The bidder should have adequate turnover /facilities for services/maintenance of computer hardware and peripherals.
2. The firms/companies should have minimum 4 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firms/companies should have been registered with Goods & Service Tax Department for work contract and shall provide PAN/GSTIN No. with the bid.
4. Firm/Company must have strong support of technical staff to resolve calls within 24 hours.
5. The Firm/Company 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 bid.

### **Payment Terms –**

2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches.

**Other Terms and Conditions –**

1. The contract will be effective for a period of one year i.e. from 01.04.2021 to 31.03.2022. The bank shall have the right at its sole and absolute discretion to continue the assignment/ contract of the selected bidder for future requirement for various items/activities as described in RPF after expiry of contract period.
2. The contract will be for Comprehensive on Site Maintenance.
3. The maintenance service includes preventive and corrective maintenance of the computer hardware and peripherals. Preventive maintenance should be carried out on quarterly basis and it includes cleaning of internal circuit board, HDD data defragmentation and 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, Monitor, RAM etc.
4. CMOS Battery, Adaptors, carriage assembly, plastic/rubber items such as knobs, sockets, belts, pulley lever, spring, carriage rods, ribbon masks, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of Laser Printer, miler strip, Printer heads etc are also covered under AMC.
5. 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 the office and should provide the replacement parts including hard disk, RAM, floppy and CD Drives, power supplies, cards, memory, monitor etc. within a reasonable period and in no case more than 48 hours.
6. Supply of Consumables viz. CDs/DVDs/Printer Paper/Ribbon/Printer Cartilage shall not be part of comprehensive Maintenance of PC and Peripherals.
7. The firm/company vendor will be required to provide maintenance for Operating Systems (Windows 10, Windows 7 and Windows XP), Installation or Re-Installation of Operating System, Installation / Updation of Antivirus software, Installation and configuration of peripherals as required by the Bank from time to time after updation of software installed. The rate 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.



8. The firm/company must provide three dedicated resident engineers, they should be available to branches for managing all the service requests logged by our branches on all working days of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided in his/her by the firm/company.
9. It shall be responsibility of the firm/company to make all computers and peripherals work satisfactorily throughout the contract period and to hand over the system in working condition to the bank after expiry of the contract. In case any damage is found, the firm/company will be liable to rectify it even after expiry of AMC contract.
10. The vendor will have to monitor the calls till its resolution. A single point of contact should be available to the I.T. Department and branches for regular contact on a single tracking point, from where all complaints will be managed. The vendor will be required to provide the bank Help desk/ call resolution statistics on weekly basis including new/pending complaints. The details provided should include-
  - a. Complaint No.
  - b. Complaint Date and Time
  - c. Nature of Complaint
  - d. Date and Time of First Visit with report verified by Branch.
  - e. Present Status of Complaint.
  - f. Date of Resolution of Complaint.
11. The service engineer shall ensure that all material and information which may come into its possession or knowledge in context with this contract or during the tenure of CAMC should be kept confidential from any third parties as sharing of data and other information may be damaging or cause loss to the bank. Appropriate measures should be taken to ensure that the obligations of non use and non disclosure of confidential information are fully satisfied.
12. The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final, and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier, etc. within the stipulated time. Mere response to the tender will not entitle nor confer any right on the vendors for service to the bank.

**Earnest Money Deposit-**

1. The bidder shall furnish Earnest money deposit of Rs.50000 /- (Rs. Fifty Thousand Only). The earnest money shall be in form of Demand Draft favoring Baroda U.P. Bank, Payable at.....BASTI.....

Under the Government guidelines "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018" interested MSEs firms may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

2. EMD will be refunded without interest to the unsuccessful bidder within a month from the date of issue of letter of intent to the successful bidder.
3. The EMD may be forfeited by the bank-
  - a. If the bidder withdraws their bid during the period of bid validity specified by the bidder on the bid form, or
  - b. In case of successful bidder, if the bidder fails to:
  - c. Sign the contract within 15 Days of issue of letter of intent/offer
  - d. Furnish performance security within 15 Days from the date of placing the order or signing of contract whichever is earlier for any reason what so ever.

#### **Security Money-**

1. Security Money Deposit of Rs. 50,000.00 (Rupees Fifty Thousand Only) in form of FDR in our bank or Bank Guarantee from any bank toward security for the entire period of assignment, within 15 days from the date of letter of appointment.
2. The Security Money Deposit of the firm/company shall be refunded after successful completion of CAMC tenure subject to renewal of CAMC if any.

#### **Security Money Deposit will be forfeited if-**

1. The successful firm/company withdraws from the CAMC without any notice to the bank before completion of CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
2. The firm/company violates any of the provisions of the terms and conditions of this TENDER specification.

- Bids must be submitted either through registered post or by hand to hand at Regional Office, ...BASTI.....
- The bid must contain three envelopes as per procedure given below.

#### **Submission Details-**

Eligibility, Technical & Financial bids shall be submitted in separate sealed sub-envelope marked 1, 2 & 3.

1) ELIGIBILITY BID FOR BARODA U.P BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD



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

**Financial Bid—**

- The commercial quote is required to be submitted at the time of tender submission by the bidder as per Annexure-3.
- The e-mail address and Phone/fax number of the bidders shall also be indicated on sealed envelopes.
- Price bid will not be accepted in any other format or document.

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

**The Regional Manager**

**Baroda U.P. Bank**

**Regional Office: .....**

**Malviya road,Basti.....**

**Pin code 272001.....**

**Request for Information-**

All queries relating to the tender must be either in writing or email only-  
[rmbst@purvanchalbank.co.in](mailto:rmbst@purvanchalbank.co.in)  
[robast@barodauprrb.co.in](mailto:robast@barodauprrb.co.in).....

**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 the bid is liable to be rejected.



(.....)

**Regional Manager**

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Place-

Date-

Signature of Authorized Signatory & Seal

Commercial Bid

Annexure 3

Sr.No	Name of the Item	Quantity	AMC Rate	Total Cost = Quantity x Rate
1	Desktop Computer	238		
2	Passbook Printer	91		
3	Scanner	62		
4	Laser Printer	71		
5	Report printer	61		
6	server	61		

\*out of 71 laser printer only 11 laser printer needs full period(01/04/2021-31/03/2022) AMC. Rest of 61 laser printer need only last 9 month (01/07/2021-31/03/2022) pro rata basis AMC.

TOTAL CAMC COST-

Place-

Date-

Signature of Authorized Signatory & Seal

1. L-1 bid will be derived on total cost of ownership for all items together.
2. Applicable taxes extra as per prevailing rates. 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 at present may be given into 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 and boarding of employees of the vendor.
7. AMC rate includes travelling, lodging and boarding of service engineer.
8. Preventive measures to be carried out once in a quarter.