

# REQUEST FOR PROPOSAL (RFP)

For

Selection of Vendor for Maintenance of PCs  
& Peripherals

Through Comprehensive Annual Maintenance Contract  
for RO SULTANPUR & Its Branches

**Amhat Gorabarik Sultanpur (U.P)**

**Pin 228001**

RFP REF No- RO/02/SULTAN/IT/2021-22/14

DATE:-21.06.2021

क्षेत्रीय कार्यालय : अमहट, गोरबारिक सुलतानपुर (उ.प्र.), पिन 228001  
Regional Office : Amhat Gorabarik Sultanpur (U.P), Pin 228001



**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 RO SULTANPUR located in Amhat, Gorabarik Sultanpur (U.P), Pin 228001 of Baroda U.P. Bank and its branches.

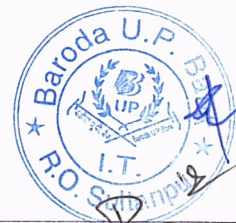
- |   |   |  |
|---|---|--|
| • Last Date and time for receipt of bid | - | 15.07.2021                                   |
| • Date and time of opening of bid       | - | 21.06.2021                                   |
| • Address for Communication             | - | Amhat, Gorabarik Sultanpur (U.P), Pin 228001 |
| • Email Address                         | - | it.result@barodauprb.co.in                   |
| • Contact Person                        | - | 7705908012                                   |

**Eligibility Criteria-**

1. The bidder should have minimum 25 lakh annual turnover/facilities for service/maintenance of computer hardware and peripherals.
2. The firm/company should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firm/company 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 24hrs.
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-**

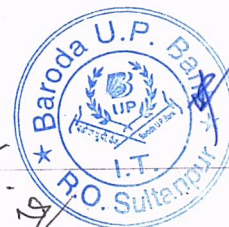
1. Comprehensive Annual Maintenance Charges shall be paid at the end of each quarter on pro-rata basis after submission of satisfactory service report from all branches.
2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to 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 01.08.2021 to 31.07.2022. 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 RFP after expiry of contract period.
2. The contract will be for Comprehensive onsite 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, mile 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 hrs.
6. Supply of Consumables viz. CDs/DVDs/Printer paper/Ribbon/Printer cartridge shall not be part of comprehensive Maintenance of PC and Peripherals.
7. The firm/company vendor will be required to provide maintenance for operating system (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 day 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 IT 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-

- Complaint no.
  - Complaint date & time
  - Nature of complaint
  - Date and time of first visit with report verified by branch.
  - Present status of complaint
  - 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 the 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.

- **Bids must be submitted either through registered post or by hand to hand at RO SULTAPUR, amhat, gorabarik.**
- **The bid must contain three envelops 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 FROM 01.08.2021 TO 31.07.2022 SUBMITTED BY .....ON.....AT.....,DUEDATE....." on the top of the sub envelope containing the Eligibility Bid.
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 01.08.2021 TO 31.07.2022 SUBMITTED BY .....ON.....AT....., DUE DATE....." On the top of the sub-envelope containing the Technical Bid.





3. "COMERCIAL BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS FOR THE PERIOD FROM 01.08.2021 TO 31.07.2022 SUBMITTED BY .....ON.....AT....., DUE DATE....."
- On the top of the sub envelope containing the Commercial Bid.

These three separate sealed sub-envelops 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 01.08.2021 TO 31.07.2021- REFERENCE NO .....SUBMITTED BY.....ON.....AT.....,DUE DATE.....".

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.
- A self declaration letter by the bidder stating that the company has not been blacklisted by any public sector/Bank/PSU/Government Department in the past.
- Details of infrastructure in order to provide proper services.
- Attested photocopy of document w.r.t. registration of firm along with GSTIN no.
- Photocopy of duly attested PAN.
- Photocopy of duly attested GSTIN.
- Income tax return for the last four years.
- Certificates/documents w.r.t. Experience.
- The entire tender document shall be dully signed by the vendor as a mark of acceptance of terms and condition of the tender document.
- All the documents should be self-attested with stamp of the firm



Technical Bid-

- 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  
RO SULTANPUR  
Amhat, Gorabarik,  
PIN- 228001

Request for Information-

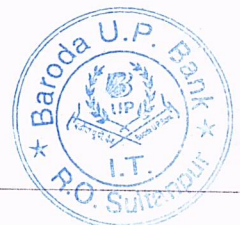
All queries relating to the tender must be either in writing or email only-  
[it.result@barodauprb.co.in](mailto:it.result@barodauprb.co.in)

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.

  
LAKHVIR SINGH

(REGIONAL MANAGER)





Bid Support Criteria	Yes/No
Firm/Company is registered under companies is attached. Furnish document/certificate towards GSTIN no./PAN no.	
Firm/Company must have its own office/Branch/Support setup within Sultanpur district. In case the vendor does not have its own setup. At last three dedicated staff should be resident in the region for providing support, details of which should be mentioned clearly in a separate letter being provided in the bid.	
Strong support of technical staff to resolve call within 24 hrs.	
Firm/Vendor has been AMC Business for at least 3 yrs.	
Firm/Company has minimum 3 yrs experience in the maintenance of PC's and peripherals.	
Minimum turnover of each in last 3 yrs is above 25 lakh.	

Place-

Date-

Signature of the Authorized Signatory &amp; seal



Technical Bid-

Annexure 2

(To be included in technical bid envelope)

Date-

The Regional Manager

Baroda U.P.Bank

Amhat, Gorabarik-228001

Sir,

**Re: Request for proposal for Comprehensive Annual Maintenance Contract of the Computer Hardware and Peripherals**

Having examined the proposal document, the receipt of which is 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.

We agree to abide by the proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification afterwards, 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-

Annexure 2-A

Pre Qualification: profile of firm/company

Date-

1	Name of the Firm/Company	
2	Address	
3	Phone no	
4	Year of establishment	
5	Name of Proprietor or Name of Partner/Directors/Associates	1. 2. 3. 4.
6	Details and value of major AMC taken up during the last 3yrs with reputed financial organization/banks. Details to be mentioned in Annexure 2-A	
7	List of other major customers (Experience Service certificate to the effect from the customers are to be enclosed.)	
8	PAN (for TDS)	
9	GSTIN no.	
10	Annual Turn over/ net profit/loss per year	Please attach Audit balance sheet/ITR for last 3 years
11	Any other relevant information with documnet	

Place-

Date-

Signature of the Authorized Signatory & seal

Technical Bid-

Annexure 2-B

BUPB, IT Department, Regional Office Sultanpur RFP for maintenance of computer system under Comprehensive Annual Maintenance Contract.

List of Major contracts undertaken during the last 3 years.

S.N.	Name & Address of Client	Contancy No.	Period of AMC	District covered	Value of AMC(rs)
1					
2					
3					
4					
5					

Notes-

- PO/Satisfaction certificate issued by the client shall be closed
- The work should have been executed by the firm/company under execution

Place-

Date-

Signature of the Authorized Signatory & seal

Technical Bid-

Annexure 2-C

List of support engineers /service engineer available in region-

S.N.	Name	Address & Contact
1		
2		
3		
4		
5		

Place-

Date-

Signature of the Authorized Signatory & seal

## Commercial Bid

## Annexure 3

S.N.	Name of the Item	Quantity	AMC Rate	Total Cost =Quantity*rate
1	Computer(HP+HCL+ACER)	250		
2	Passbook printer	70		
3	Scanner	80		

Total CAMC COST-

Place-

Date-

Signature of the Authorized Signatory &amp; seal

1. L-1 bid will be derived on total cost of ownership for all items together.
2. Applicable taxes extra as per preventive rates. TDS to be deducted as applicable.
3. Payment will be released by the regional office on quarterly basis when PM given by engineer is satisfactory.
4. Hardware items which is under warrenty at present may be given into AMC after expiry of warrenty of such hardware. AMC charges in such cases will be calculated on pro-rata basis after submission of satisfactory service report from all branches.
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.