



बड़ौदा यू.पी.बैंक
Baroda U.P. Bank

REQUEST FOR PROPOSAL (RFP)

For

Selection of Vendor for Maintenance of UPS
Through Comprehensive Annual Maintenance
Contract for RO Shahjahanpur & Its Branches

Badujai-2 Near Townhall Shahjahanpur
(U.P.)
Pin 242001



क्षेत्रीय कार्यालय, बडुजई-2, निकट टाउनहॉल, शाहजहाँपुर- 242001, दूरभाष:05842-223363

Regional Office, Badujai-2, Near Townhall, Shahjahanpur-242001, Telephone:05842-223363

e-mail: roshah@barodauorrb.co.in



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TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF UPS

Sealed bid are invited from the reputed manufactures/companies/firms for onsite maintenance of computer hardware and peripherals installed at RO Shahjahanpur located in Badujai-2, Near Townhall (U.P), Pin 242001 of Baroda U.P. Bank and its branches.

- Date of issue of bid - 21.03.2022
- Last Date for receipt of bid - 04.04.2022
- Date and time of opening of technical bid - 05.04.2022, 12:00 Hours IST
- Date and time of opening of commercial bid - 05.04.2022, 16:00 Hours IST
- Address for Communication - Badujai-2, Near Townhall Shahjahanpur (U.P), Pin 242001
- Email Address - it.shjro@barodauprrb.co.in
- Contact Number - 7081600515
- Please note that all the information desired needs to be provided. Incomplete information will lead to non-consideration of the proposal.
- Bank reserves the right to change the dates mentioned in this TENDER document, which will be communicated to the bidders.
- The information provided by the bidders in response to this document will become the property of BUPB and will not be returned. BUPB reserves the right to amend, rescind or reissue this TENDER and all amendments will be advised to the bidders and such amendments will be binding on them.
- Bidders can depute their representative (Only One) to be present at the time of opening & processing of bid.

Note:

The Bank reserves the right to amend the TENDER/ Place clarification/ expiations/ additions/ modifications/ corrigendum on account of issues submitted through email will be made available on Bank's website.

In addition, all intimations meant for bidders, if any by the Bank, in context of this TENDER will be displayed on Bank's website only.

UPS Specification:

3 KVA/ 5KVA/ 6KVA/ 10KVA APC Online UPS

Eligibility Criteria-

1. The bidder should have minimum 25 lakh annual turnover/facilities for service/maintenance of UPS systems.
2. The firm/company should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.

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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. Firm/company should have local service support office at Shahjahanpur.
6. 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 11.04.2022 to 10.04.2023. 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 UPS system. Preventive maintenance should be carried out on quarterly basis and it includes cleaning of internal parts like Logic Card, Main Card, Charging Card, Transformers, Cooling Fan etc. and all other measures necessary for proper functioning of the system. Corrective maintenance include replacement of the UPS spare parts like Logic Card, Main Card, Charging Card, Display, Driver Card, Transistors, Transformers, Bypass Rotator switch etc.
4. Replacement of parts will be at the vendor's cost with original spares of the APC make model of the UPS. AMC vendor should keep sufficient spares at the office and should provide the replacement parts including Logic Card, Main Card, Charging Card, Display, Driver Card, Transistors, Transformers, Bypass Rotator switch etc. within a reasonable period and in no case more than 24 hours.
5. It shall be responsibility of the firm/company to make all UPS system 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.

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6. In case the vendor is not able to accept the contract after it is awarded to him or if not able to do the work after accepting the contract, he will be liable to pay the damage to the Bank including the extra rate which the Bank will have to pay to any other vendor for getting such work done also vendor will be debarred from any further dealing with the bank and EMD amount will be forfeited.
7. The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the CAMC or any property of the Bank even if it is not covered by the CAMC.
8. The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever during the period of the contract.
9. The final list of each UPS with their location will be provided by the Bank at the time of agreement. Final quantity of UPS may increase or decrease for which the payment will increase or decrease as the case may be on pro-rata basis.
10. The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
11. The vendor is required to deploy an engineer and attend the call/complaint within 04 hours of lodging the complaint for the Branches/Office located within 25KM radius of district headquarter and resolve the same within 24 hours of lodging in any case i.e. either repair or replacement of faulty parts. In case of remotely located branch engineer will have to attend the call within 24 hours and must be resolved within next 24 hours. Till final resolution a standby UPS will have to be provided by the vendor so that branch services do not suffer at all. If calls/complaints are not resolved within mentioned timeframe a penalty of Rs. 200/- per day per UPS will be imposed on vendor and for delay of more than one week AMC payment for that Branch will be deducted.
12. 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

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13. 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.25000/- (Rs. Twenty five Thousand only), The earnest money shall be in form of Demand Draft favoring Baroda U.P. Bank, Payable at Shahjahanpur.

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
 - I. Sign the contract within 15 Days of issue of letter of intent/offer
 - II. 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. 25000/- (Twenty five Thousand Only) in form of FDR in our bank or Bank Guarantee from any bank toward security for 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.

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- Bids must be submitted either through registered post or by hand to hand at Baroda U.P. Bank Regional Office Shahjahanpur, Badujai-2 Near Townhall, Shahjahanpur.
- The bid must contain two envelopes as per procedure given below-

Submission Details-

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

1. "ELIGIBILITY & TECHNICAL BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF UPS SYSTEM FOR THE PERIOD FROM 11.04.2022 TO 10.04.2023 SUBMITTED BY ON AT, DUE DATE"
on the top of the sub envelope containing the Eligibility cum Technical Bid.

2. "COMERCIAL BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF UPS SYSTEM FOR THE PERIOD FROM 11.04.2022 TO 10.04.2023 SUBMITTED BY ON AT, DUE DATE"
On the top of the sub envelope containing the Commercial Bid.

These two 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 UPS SYESTEM FOR THE PERIOD FROM 11.04.2022 TO 10.04.2023- REFERENCE NO. ON AT , DUE DATE"

First Envelop must contain all the documents given below-

- Earnest money deposit of Rs.25000/- (Rs. Twenty five thousand only) in form of Demand Draft favoring Baroda U.P. Bank, Payable at Shahjahanpur.
- 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/terminated 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.

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- Photocopy of duly attested PAN.
- Photocopy of duly attested GSTIN.
- Income tax return for the last three 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
- Proposal Form
- Annexure 2- Technical Bid Format

Second Envelop must contain all the documents given below-

- 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 Shahjahanpur
Badujai-2, Near Townhall
PIN- 242001

Request for Information-

All queries relating to the tender must be either in writing or email only-
it.shjro@barodauprrb.co.in

NOTE- All papers included in the Eligibility cum 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.


(G. K. Srivastava)
Chief Manager



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Annexure 1

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 Shahjahanpur district. In case the vendor does not have its own setup. At least one 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 in AMC Business for at least 3 yrs.	
Firm/Company has minimum 3 yrs experience in the maintenance of UPS Systems	
Minimum turnover of each year in last 3 years is above 25 lakh.	

Details of Infrastructure Available-

- Authorised seller Dealership.
- Standby UPS available
- Local Engineer/Office available

Escaltion Matrix for Delivery/Service related issues-

SN	Name	Desigantion	Mobile Number	Email Adress
1		First Level		
2		Second Level		
3		Third Level		
4		Regional Head		

Any change in designation will be informed by us immediatelty.

Place-

Date-

Signature of the Authorized Signatory & seal



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Annexure 2

Date-

The Regional Manager
Baroda U.P. Bank
Badujai-2, Near Townhall Shahjahanpur-242001

Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of the UPS Systems

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



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Annexure 2-A

Pre Qualification: profile of firm/company

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.	
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 Audited balance sheet/ITR for last 3 years
11	Any other relevant information with documnet	

Place-

Date-

Signature of the Authorized Signatory & seal





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Annexure 2-B

BUPB, IT Department, Regional Office Shahjahanpur RFP for maintenance of UPS 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 should be inclosed
- The work should have been executed by the firm/company under execution

Place-

Date-

Signature of the Authorized Signatory & seal

Annexure 2-C

List of support engineers /service engineer available in region-

S.N.	Name	Address & Contact
1		
2		
3		

Place-

Date-

Signature of the Authorized Signatory & seal



(Handwritten signature and initials)



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Commercial Bid

Annexure 3

S.N.	Description	Quantity	AMC Rate	Total Cost =Quantity*rate
1	10 KVA APC make online UPS	1		
2	06 KVA APC make online UPS	7		
3	05 KVA APC make online UPS	4		
4	03 KVA APC make online UPS	64		

Total CAMC COST-

*Please specify with or without GST

Place-

Date-

Signature of the 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 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 warranty at present may be given into AMC after expiry of warranty 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/ service engineer of the Vendor.
7. Preventive measures to be carried out once in a quarter.

