



**बड़ौदा यू.पी. बैंक**  
**Baroda U.P. Bank**

प्रधान कार्यालय : बुद्ध विहार व्यावसायिक योजना, तारामंडल, गोरखपुर-273016, टेली. 0551-2230240  
Head Office : Buddh Vihar Commercial Scheme, Taramandal, Gorakhpur - 273016, Tel. 0551-2230240  
e-mail : ho@barodauprb.co.in

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

**For**

**Selection of Vendor for Maintenance of UPS**

**Through Comprehensive Annual Maintenance Contract for Branches/ Offices under  
BALLIA-1 for Period of 01.07.2022 to 31.03.2023**

**RFP REF No- 2022-23/RO Ballia I/I.T/05 Date-03.06.2022**

**Baroda U.P. Bank**

**Regional Office-Ballia 1, L.M V.I.P Lodge, Parikhara Near Krishi Mandi, Ballia-277001.**



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### **TENDER FOR AMC OF UPS SYSTEMS**

BARODA UP BANK, REGIONAL OFFICE, BALLIA-1, BALLIA invites sealed tender for AMC of 2 KVA/5 KVA UPS (Neo Power/NPS Power/Numeric) installed at our Branches and Regional office situated at Ballia District.

- Last Date and time for receipt of Bid - 24.06.2022 till 11:00 AM
- Date and time of opening of Bid - 24.06.2022 at 2:30 PM
- Address for Communication - Baroda U.P Bank  
Regional Office Ballia 1  
L.M V.I.P Lodge, Parikhara  
Near Krishi Mandi  
Ballia -277001
- Email Address - [robball@barodauprb.co.in](mailto:robball@barodauprb.co.in)
- Contact Person - Nitin Mohan Dabral-7068623089 (I.T)  
Vibudhesh Rai-9026402750(SM HR)
- 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 dated 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.

#### **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 the bidders, if any by the Bank, in context of this TENDER will be displayed on Bank's website only.

#### **UPS SPECIFICATIONS:**

2KVA/3KVA/5KVA UPS [Neo Power System-6/ Numeric-4&Tritronics -5]

#### **ELIGIBILITY:**

- Only those vendors who have minimum two years' experience of AMC of UPS in PSU's, Government organizations/ Private Bank/ Engineering College etc. 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. (attach copies of service allotment and satisfactory service letter from the respective institution).

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- The Bidder should have adequate turnover/facilities for services/maintenance of computer hardware and peripherals.
- The Firm/Companies should have registered with Goods & Service tax Department for work contract and shall provide PAN/GSTIN No. with the bid.
- The Firm/Companies should have local service support office at Ballia and must have strong support of technical staff to resolve calls within 24 hours.

**PAYMENT TERMS:**

- The Rate of Contract with the selected vendor will pay up to a period of one Year i.e from 01.07.2022 to 31.03.2023. 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 RPF after expiry of contract period.
- The Contract will be for Comprehensive on Site Maintenance.
- Under the comprehensive AMC, the defective/ Nonfunctioning parts like Logic Card, Main Card, Charging Card, Display, Driver Card, Transistors, Transformers, Bypass Rotator Switch etc. of equipment spares will be replaced with original spares or spares of equivalent specification without any additional cost.
- Replacement of parts will be at the vendor's cost with original spares of the brand make model of ups or reputed makes with the best quality spares. AMC vendor should keep sufficient spares at the office and should provide the replacement parts within a reasonable period and in no case more than 48 hours.
- The Firm/company must provide two dedicated resident engineers, they should be available to branches for managing all the service request 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.
- The service call will be attended within 24 hours and must be resolved within next 24 hours.
- In case you fail to repair the UPS within 24 hours, you have to provide a stand by UPS till faulty UPS is repaired.
- Minimum one visit of each branch for preventive maintenance on quarterly basis during AMC period (Visit Certificate to be countersigned by Branch Heads in Compulsory).
- Payment will be made by Regional Office on Quarterly basis subjected to satisfactory report of your services.
- In case of delay in attending complaint, liquidated penalty of ₹200/- per day will be deducted and for delay of more than one week AMC payment for that Branch will be deducted.
- 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 response to the tender will not entitle nor confer any right on the vendors for service to the bank.



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**OTHER CONDITIONS:**

- The contract will be effective for a period of Nine month i.e. from 01.07.2022 to 31.03.2022. Contract can be extend up to 6 months if required and satisfactory report received from Branches.
- The contract will be for Comprehensive on Site Maintenance.
- The registration number of the firm along with the GSTIN no. allotted by the authorities must be submitted.
- PAN number of the firm allotted by the income tax authorities should be submitted (without PAN & GSTIN Registration the vendor's bid would become invalid and same shall be rejected).
- The bid must accompany the income tax returns for last two years.
- Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
- Any deviation of the conditions given by the purchaser will not be accepted and the bid will be rejected without assigning any reasons.
- If any clarification is required the same should be obtained before submitting the bid.
- The entire tender document must be signed with the seal and attachment as mark of acceptance of terms and conditions.

**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 **BALLIA**.

**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. EMD will be refunded without interest to the successful bidder within a month from the date of Sign the contract.
4. 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

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- 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. 25,000.00 (Rupees Twenty Five Thousand Only) with our bank as security money 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.
3. No interest will be paid on security money.

**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 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.

**BID SUBMISSION:**

- The sealed tenders must reach at the

**The Regional Manager**

**Baroda U.P. Bank**

**Regional Office: BALLIA-1,**

L.M V.I.P Lodge, Parikhara, Near Krishi Mandi Ballia -277001

Complete IN ALL RESPECT LATEST BY 11:00AM ON 24-06-2022

Bids received after that shall not be entertained.

- Bids must be submitted through hand to hand or through registered Post.
- The bid must contain two Envelopes as per procedure given below.

**FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:**

1. Earnest money deposit of Rs.25000 /- (Rs. Twenty Five Thousand Only) in form of Demand Draft favoring Baroda U.P. Bank, Payable at BALLIA .
2. Details of infrastructure for providing proper services.
3. Attested photocopy of document of registration of firm along with GSTIN No.
4. Photocopy of PAN Number duly attested.
5. Photocopy of GSTIN Number duly attested.
6. Photocopy of income tax Return for last two years duly attested.
7. Certificate that the vendor is authorized dealer to sell above brand duly attested.

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8. The entire tender document duly signed by the vender as mark of acceptance of term and conditions of the tender document.
9. The entire document should be self-attested along with stamp of the Firm.
10. 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.

- **IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.**
- **IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF AMC of UPS Systems".**

**SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:**

- The price must be submitted on the prescribed format (Annexure-II) along with document.
- Price bid will not be accepted on any other format or documents.
- It must be clearly mentioned on envelope "**PRICE BID OF AMC FOR UPS SYSTEMS**".

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "**BID FOR AMC OF UPS SYSTEMS**".

**SINGLE POINT OF CONTACT FOR SUPPORT:**

Bidder has to provide details of single point of contact viz. designation, address, email address, telephone/ mobile number for communicating and service support as per Annexure- I.


**Cancellation of Contract and Compensation:**

The bank reserves the right to cancel the order/ contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances:

1. The selected bidder commits a breach of any of the terms and conditions of the contract.
2. The bidder goes into liquidation voluntarily or otherwise.

**Termination for Insolvency:**

The bank may, at any time, terminate the Contract by giving written notice to the vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right or remedy, which has accrued or will accrue thereafter to the Bank.

  
(Shashi Bhushan)  
Regional Manager  
Ballia-1  
03.06.2022





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### **Tender Offer Covering Letter**

(This letter should be on letter head of bidder duly signed and stamped by authorized signatory)

To,

Dated:

The Regional Manager  
Baroda UP Bank  
Regional Office- BALLIA-1,  
BALLIA - 277001 (UP)

Dear Sir,

**Subject: Request for proposal for Comprehensive Annual Maintenance Contract of the UPS.**

We have examined the tender documents including all annexure the receipt of which is hereby duly acknowledged and subsequent pre-bid clarification/ modifications/ revisions, if any furnished by the Bank and we, the undersigned, offer to provide service for Annual Maintenance Contract (AMC) of UPS at various Branches/ Offices of BUPB RO BALLIA-1, BALLIA .

While submitting this bid, we certify that:

- The undersigned is authorized to sign on behalf of the Vendor and the necessary support document delegating this authority is enclosed to this letter.
- Price submitted by us have been arrived at without agreement with any other Bidder of this TENDER for the purpose of restricting competition.
- The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this TENDER.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a bid for restricting competition.
- The price quoted in the indicative commercial bids for maintenance services are as per the TENDER and subsequent pre-bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

**We agree to abide by the Bid and the rated quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.**

We understand that the Tender document provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We have read, understood and accepted the terms & conditions, rules mentioned in the tender document including the conditions proposed to be followed by the Bank.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

Reference No.:

Dated:



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**TENDER for AMC of UPS SYSTEMS**

We have never been barred/ black-listed by any regulatory/ statutory authority in INDIA.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder during the tenure of the rate contract.

We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

Place:  
Date:

Seal and Signature of the Bidder





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Annexure-I

**TECHNICAL DETAILS**

NAME OF THE BIDDER: \_\_\_\_\_

ADDRESS FOR CORESSPONDENCE:- \_\_\_\_\_

PERMANENT ADDRESS:- \_\_\_\_\_

TELEPHONE No./ MOB:- \_\_\_\_\_ PIN:- \_\_\_\_\_

PAN:- \_\_\_\_\_

GSTIN:- \_\_\_\_\_

**DETAILS OF INFRASTRUCTURE AVAILABLE**

- Authorized Seller Dealership.
- Standby UPS available.
- Local Engineer/ Office available.

**ESCALATION MATRIX**

Delivery/ Service related Issue:

SN	NAME	Designation	Mobile No.	Email Address
1		First Level		
2		Second Level		
3		Third Level		
4		Regional Head		

Any change in designation will informed by us immediately

Date:

Seal & Signature of the bidder



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Annexure-II

**PRICE QUOTATION**

NAME OF THE FIRM: - \_\_\_\_\_

NAME OF AUTHORISED PERSON: - \_\_\_\_\_

ADDRESS FOR CORESSPONDENCE:- \_\_\_\_\_

PERMANENT ADDRESS:- \_\_\_\_\_

TELEPHONE No. / MOB:- \_\_\_\_\_ PIN:- \_\_\_\_\_

SN	DESCRIPTION	QTY	AMC Cost per unit of item (in Rs)*	TOTAL COST*
1	UPS	11		

\*Please specify with or without GST.

Date:

Seal & Signature of the bidder