



बड़ौदा यू. पी. बैंक

Baroda U. P. Bank

प्र. का : बुद्ध विहार, व्यावसायिक योजना,  
तारामंडल, गोरखपुर - 273016

<http://www.barodagraminbank.com>

Email : [robrly@barodauprrb.co.in](mailto:robrly@barodauprrb.co.in)

BARODA U. P. BANK

Regional Office- BAREILLY

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF VENDOR FOR MAINTENANCE OF  
COMPUTER HARDWARE & PERIPHERALS

THROUGH

COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACTS

FOR

BRANCHES/OFFICES UNDER  
REGIONAL OFFICE- BAREILLY

FOR

PERIOD- 20.07.2022-19.07-2023

Regional Office : Samarth Complex, CARI Gate ke Samne, Munshi Nagar Bareilly – 243122  
Tel. (0581) 2420139 Fax : 0581-2429839



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

Sealed bid are invited from the reputed manufactures/companies/firms for on site maintenance of computer hardware and peripherals installed at Regional Office, Samarth complex, CARI gate, Munshi nagar Bareilly- 243122 and its branches.

- Date of issue of bid- 12.07.2022
- Last Date and time for receipt of bid- 25.07.2022 12:00 Hours IST
- Date and time of opening of bid- 25.07.2022 14:00 Hours IST
- Address for Communication- Baroda U.P. Bank Regional Office  
Samarth complex, CARI gate, Munshi nagar Bareilly- 243122
- Contact Number- 9810668797

### Eligibility Criteria-

1. The bidder should have minimum 25lakh annual turnover/facilities for service/maintenance of computer hardware and peripherals.
2. The firm/company should have minimum 3years 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 have local office in Bareilly itself.
6. The Firm/Company should not have been blacklisted/terminated 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.



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7. The Firm/company should have running project of public sector/bank/PSU/Government Department in Bareilly.

### 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-

The contract will be effective for a period of one year i.e. from 20.07.2022 - 19.07-2023

1. 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 Comprehensive at 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 ever, spring, carriage rods, ribbon masks, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of Laser printer, mile strip ,Printer head set care 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,



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monitor etc. within a reasonable period and in no case more than 48hrs.

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 etc.), installation or re-installation of operating system, Installation /Updating 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, preventive actions against virus spread, detection/removal of virus.

8. The firm/company must provide four 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 by the firm/company immediately. The vendor to provide residential address, Phone/cell no and emails of all engineers before on providing contract of AMC

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 vendors will be required to provide the bank Help Desk/Computer cell on weekly basis including new/pending complaints. The complaint Resolution system should be monitorable by all stake holders

**The details provided should include-**

- Complaint no.



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- 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

10. 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.

11. 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.

12. Any dispute will be under Bareilly jurisdiction.

- Bids must be submitted either through registered post or by hand to hand at Baroda U.P. Bank Regional Office, Samarth complex, Opp of CARI gate, Munshi nagar Bareilly -- 243122

**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 FROM 20.07.2022-19.07.2023 SUBMITTED BY ..... ON..... AT..... DUE DATE ..... on the top of the sub envelope containing the Eligibility



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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 20.07.2022-19.07-2023 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 20.07.2022-19.07-2023 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 19.11.2021 TO 18.11.2022- REFERENCE NO ..... SUBMITTED BY.....ON.....AT.....DUEDATE.....".

### 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-

Regional Office : Samarth Complex, CARI Gate ke Samne, Munshi Nagar Bareilly – 243122  
Tel. (0581) 2420139 Fax : 0581-2429839



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- 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
- Three-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-

Regional Manager

Baroda U.P. Bank Regional Office,

SAMARTH COMPLEX, OPP OF CARI GATE

MUNSHI NAGAR BAREILLY-243122

### Request for Information-

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

S.B.SAXENA

(Regional Manager)

Annexure-A

Pre-Qualification Profile

Name of the Firm/Company	
Address (Head Office)	
Phone No.	
Year of Establishment	
Name of Proprietor or Name of Partner/Director/Associates	
Details and Value of comprehensive annual Maintenance of computer hardware and peripherals taken up during the last 3 yrs. with reputed financial organizations/banks	
List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
PAN Number (for TDS)	
GSTIN No. (Certificate attached)	
Any other relevant information with documents	

DETAILS OF INFRASTRUCTURE AVAILABLE

Authorised Seller Dealership (Yes/NO)	
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Signature of Authorised Signature



## ANNEXURE-B

### TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS CONTRACT AT VARIOUS BRANCHES/OFFICE.

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	Rate	Total Cost
1.	Computer Set	344		
2.	Laser Printer	96		
3.	Passbook printer	124		
4.	Scanner	81		
<b>TOTAL</b>		<b>645</b>		

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Work Order. The CAMC charges will be paid on pro-rata basis.
- Quoted Rate will Include AMC services for period of 01 year.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 2.
- Work rates should include service all charges what so ever.. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once. (Visit Certificate to be countersigned by Branch Heads is Compulsory).
- GST will be paid extra as per GOI Norms.

Signature of Authorised Signatory