



TENDER FOR CAMC OF ONLINE UPS FOR PRATAPGARH REGION

BARODA UP BANK, REGIONAL OFFICE, PRATAPGARH invites sealed tender for CAMC of 77 online UPS of 3 KVA, 5 KVA & 6KVA installed at various branches/offices of our bank located in Pratapgarh District.

- Last Date and time for receipt of Bid - 13.02.2023 till 2:00 PM
- Date and time of opening of Bid - 13.02.2023 at 04:00 PM
- Address for Communication - Baroda U.P Bank
Regional Office
Pratapgarh, Meera Bhawan
City Road,
Pratapgarh-230001
- Email Address - it.prtro@barodauprrb.co.in
- Contact Person - Afshan Khan

UPS SPECIFICATIONS:

UPS CAPACITY (KVA)	No Of. UPS
3 KVA	73
5 KVA	3
6 KVA	1
TOTAL	77

ELIGIBILITY:

1. The bidder should have adequate turnover/facilities for services/maintenance of UPS.
2. The firms/companies should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firms/companies should have been registered with Sales Tax Department for work contract and shall provide PAN and 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.

OTHER CONDITIONS:

1. The contract will be effective for a period of one year i.e. from the date of allotment of contract. 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.

(Handwritten signature and initials)



2. The contract will be for Comprehensive on Site Maintenance.
3. Replacement of Parts will be at the vendor's cost with original spares of the brand make model of the UPS with the best quality spares. CAMC vendor should keep sufficient spares at the office and should provide standby UPS if needed within a reasonable period and in no case more than 36 hours.
4. The firm/company must provide at least 1 dedicated resident engineer, 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.
5. It shall be responsibility of the firm/company to make all UPS 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 CAMC contract.
6. **Availability service level & Penalty** - In case any engineer is not available then the Bidder should immediately provide the Bank with an equivalent standby engineer for that period of unavailability. If Bidder fails to meet the uptime guarantee in any month then the Bidder will have to pay the **compensation as penalty of Rs. 250 per day**.
7. **Bank reserves the right to:**
Reject any and/or all responses received in response to the RFP
 - Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
 - Extend the time for submission of the tender
 - Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) /others, in any form.
 - Withdraw, postpone or Cancel the tender at any stage, without assigning any reason whatsoever
8. The registration number of the firm along with the GSTIN no. must be submitted.
9. PAN number of the firm/individual allotted by the income tax authorities should be submitted (without which the vendor's bid would become invalid and same shall be rejected).
10. The bid must accompany the income tax returns for the last 3 years with attached summary.
11. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
12. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.
13. The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.

A. [Signature]



COMMERCIAL TERMS & CONDITIONS

1. Earnest Money Deposit (EMD):

Earnest Money Deposit of Rs. **50,000.00 (Fifty thousand only)** has to be submitted by way of Demand Draft drawn in favor of "Baroda UP Bank" payable at Pratapgarh. Earnest Money Deposit will not carry any interest. The Earnest Money Deposit of unsuccessful bidders will be refunded while intimating the rejection of the bid.

The Earnest Money Deposit of the successful bidder may not be refunded and same may be converted into security money and it will be refunded to them after completion of contract period.

Earnest Money Deposit DD should be kept in 1st envelope and to be delivered along with the TENDER responses.

2. The Earnest Money Deposit will be forfeited if:

1. The bidder withdraws his tender before processing of the same.
2. The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank
3. The selected bidder withdraws his tender before furnishing Bank Guarantee/Security Deposit as required under this TENDER.
4. The bidder violates any of the provisions of the terms and conditions of this TENDER specification

Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening of bids.

3. Security Money-

1. Security Money Deposit of Rs. 50,000/- has to be submitted by way of Demand Draft drawn in favor of "Baroda UP Bank" payable at Pratapgarh, 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. A letter of undertaking on firm's letter head should also be provided before start date of CAMC duration that all UPS have been found in working position and no further claim will be made by the vendor in this matter and all UPS are serviceable for the period.

Security Money Deposit will be forfeited if-

1. The successful firm/bidder declines to provide services within the contract period.
2. The firm/company violates any of the provisions of the terms and conditions of this TENDER specification.

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 the branches.

A. D. E. 2/2



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.

BID SUBMISSION:

- The sealed tenders must reach the Baroda U.P Bank Regional Office Pratapgarh, Meera Bhawan City Road, Pratapgarh - 230001, complete in all respect latest by 10:00 AM On 15-02-2023. 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.

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 CAMC OF UPS"**.

FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. Details of infrastructure for providing proper services.
2. 3 years experience certificate of being in business for the sale of same product which being offered to us.
3. Attested photocopy of document of registration of firm along with GSTIN No.
4. Photo copy of PAN Number duly attested.
5. Photo copy of income tax Return for the last three years.
6. The entire tender document duly signed by the vender as a mark of acceptance of term and conditions of the tender document.
7. General Information of Bidder and Eligibility Criteria (Annexure I and II).
8. All the documents should be self attested along with stamp of the Firm.
9. A self declaration letter by the bidder, on the company's letter head should be submitted along with bid.
10. EMD demand draft of Rs. 50000/- (Fifty thousand only), Demand Draft drawn in favor of "Baroda UP Bank" payable at Pratapgarh.

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. The price must be submitted on the prescribed format (Annexure -VI). Price bid will not be accepted on any other format or document.

IT MUST BE CLEARLY MENTIONED **"PRICE BID FOR CAMC OF UPS"**.

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "PRICE BID FOR CAMC OF UPS ".

A. ✓ @ 9/2/23

PROCESS & TIME FRAME:

Bids will be opened on **15.02.2023** at **04:00 PM** at Regional office, Pratapgarh. Bidders can depute their representative (only one) to present at the time of opening of bid & process. No separate intimation will be given in this regard to the bidders.

RIGHT TO REJECT BIDS:

- Bank reserves the right to accept or reject any quotation or cancel the entire process at any stage without assigning any reason whatsoever. The bank does not bind itself to accept the lowest of any quotation and reserves to itself the right to accept or reject any or all quotations, either in whole or part, without assigning any reason for doing so.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.
- The selected bidder is found to be unsatisfactory response/performance.

REQUEST FOR INFORMATION

- All queries relating to the tender, technical or otherwise must be either in writing or by email only — it.roprat@barodauprb.co.in FOR ANY CLARIFICATION CONTACT-Regional office: Baroda U.P Bank Regional Office Pratapgarh, Meera Bhawan City Road, Pratapgarh - 230001.

COMPLIANCE TO BANK'S ALL TERMS AND CONDITION

Bidder has to submit a letter of undertaking along with the Tender that they will abide by all the terms and conditions stated in our Tender.

The Bidder should be in a position to provide spares and standby UPS as per the requirement of branches of Baroda UP Bank Region Pratapgarh.

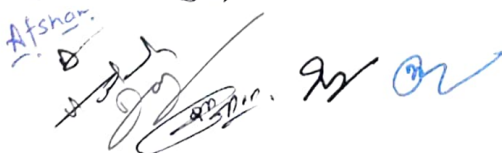
The Bank will have the right to decide on the quantity thereof to be ordered.

DISCLAIMER

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Baroda UP Bank to select vendor through bidding open for all concerned for CAMC of UPS at its Branches / Regional office.

The RFP document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidder as identified by the Bank, after completion of the selection process as detailed in this document.


(Regional Manager)





Annexure-I

GENERAL INFORMATION

NAME OF BIDDER.....

ADDRESS FOR CORRESPONDENCE.....

.....

PERMANENT ADDRESS.....

.....

TELEPHONE NO./MOB.....

PAN NO.....

GST NO.....

EMAIL ID.....

A. ✓ (R) 2/20



Annexure II

Bid Support Criteria	Yes/No
Firm/Company is registered under Companies Act & certificate is attached. Furnish document/certificate towards GSTIN No./ PAN No.	
Firm/Company must have its own office/ Branch/ Support setup within Pratapgarh district. In case the vendor does not have its own setup. At least a 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 hours.	
Firm/ Vendor has been in CAMC business for at least 3 Yrs (Supporting Documents should be attached).	
Firm/Company has minimum 3 years experience in the maintenance of UPS (Supporting Documents should be attached).	
Turnover of each year in last 3 year. (Supporting Documents should be attached)	
DD no.of Rs..... Date.....towards Earnest Money Deposit.	
Firm is profit making (Supporting Documents should be attached).	

(Handwritten signature)

Annexure III-A

List of Major contracts undertaken during the Last 3 yrs.

S. No	Name and Address of Client	Contancy No.	Period Of CAMC	District covered	Value Of CAMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

1. PO/Satisfaction certificate issued by the client shall be enclosed.
2. The work should have been executed by the firm/ company under execution.

Place-

Date-

Signature of Authorized Signatory & Seal

Annexure III-B

List of Support Engineer/Service engineer available in Region-

Sr.No.	Name	Address and Contact Person.
1.		
2.		
3.		
4.		
5.		

Place-

Date-

Signature of Authorized Signatory & Seal



Annexure IV

ESCALATION MATRIX

For Delivery / Service related Issue

Sr No	Name	Designation	Mobile No	Email
		First Level		
		Second Level		
		Third Level		
		Regional Level		

Any change in designation will be informed by us immediately

Place:
Date:

(Seal & Signature of Authorized Signatory)
Name:



Annexure-V

Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

The Regional Manger

Baroda U.P Bank

Regional Office

Pratapgrah-230001

Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of Online UPS.

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.

If our Proposal is accepted, we will provide security of Rs.50000/- (Rupees Fifty Thousand Only) for the due performance of the Contract, in the form prescribed by the Bank.

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 Authorized Signatory & Seal



Annexure-VI
PRICE QUOTATION

NAME OF THE BIDDER								
ADDRESS FOR CORRESPONDENCE								
PERMANENT ADDRESS								
TELEPHONE NO. /MOB								
PAN NO								
E MAIL ID								
Sr. No.	Item	KVA	Quantity (in unit)	CAMC Cost / Unit / Year	Total Cost (Total Cost = CAMC Cost per unit x Quantity)	GST @18%	Total Cost (including Tax)	Total CAMC Cost / Year (including Tax)
1	Online UPS	3 KVA	73					
2		5 KVA	3					
3		6 KVA	1					

Place:
(Seal & Signature of Authorized Signatory)
Date:
Name:
Note:-

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 CAMC after expiry of warranty of such hardware. However CAMC charges in such cases will be calculated on proportionate for the remaining period of CAMC.
5. CAMC rate includes cost of services of resident engineers.
6. CAMC rate includes travelling lodging and boarding of employees of the vendor.
7. CAMC rate includes travelling, lodging and boarding of service engineer.
8. Quantity of hardware may differ from the quantity mentioned above.
9. Preventive measures to be carried out once in a quarter.
10. Cost of CAMC must include cost of Replacement of parts in all UPSs provided under CAMC.

