

REQUEST FOR PROPOSAL (RFP)

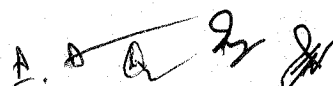
For

Selection of Vendor for Maintenance of PCs & Peripherals

**Through Comprehensive Annual Maintenance Contract for Branches/ Offices under
Pratapgarh Region**

RFP REF No- ROPRAT/12/IT/2022-23/94 Date- 30.01.2023

**Baroda U.P. Bank
Regional Office, Pratapgarh.**



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 various branches/offices of our Bank located in Pratapgarh Region of Baroda U.P Bank.


- Last Date and time for receipt of Bid - 15.02.2023 till 10:00 AM
- Date and time of opening of Bid - 15.02.2023 at 4:00 PM
- Address for Communication - Baroda U.P Bank
Regional Office
Pratapgarh, Meera Bhawan
City Road,
Pratapgarh-230001
- Email Address - it.prtr@barodauprb.co.in
- Contact Person - Afshan Khan

Eligibility Criteria –

1. The bidder should have adequate turnover /facilities for services/maintenance of computer hardware and peripherals (As per Annexure attached).
2. The firms/companies should have minimum 5 years of experience in field of 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/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.
6. The Firm/Company is found to be having unsatisfactory response/performance from past experience.

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.



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. 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.
2. The contract will be for Comprehensive on Site 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, miler strip, Printer heads etc are also covered under CAMC.
5. Replacement of Parts will be at the vendor's cost with original spares of the brand make model of the computer with the best quality spares. CAMC 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 hours.
6. Supply of Consumables viz. CDs/DVDs/Printer Paper/Ribbon/Printer Cartilage shall not be part of comprehensive Maintenance of PC and Peripherals.
7. The firm/company vendor will be required to provide maintenance for Operating Systems (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.

A. S. C. S. J.

8. The firm/company must provide 3 dedicated resident engineers, 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.
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 CAMC contract.
10. The vendor will have to monitor the calls till its resolution. A single point of contact should be available to the I.T. 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-
 - a. Complaint No.
 - b. Complaint Date and Time
 - c. Nature of Complaint
 - d. Date and Time of First Visit with report verified by Branch.
 - e. Present Status of Complaint.
 - f. 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 any 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. **Evaluation of Offers** - Each Vendor acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Vendor. The Vendor unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.
13. **Acceptance of Terms** - A bidder will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.



14. 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 engineer. If Bidder fails to meet the uptime guarantee in any month then the Bidder will have to pay the compensation as penalty of Rs.100 per day.

15. 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

16. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.

17. Any deviation of the conditions given by the bidder will not be accepted and the bid will be rejected without assigning any reasons.

18. The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.

19. A letter of undertaking on firm's letter head should also be provided before start date of CAMC duration that all PCs and peripherals have been found in working position and no further claim will be made by the vendor in this matter and all PCs and peripherals are serviceable for the period.

Earnest Money Deposit-

1. The bidder shall furnish Earnest money deposit of Rs.50000 /- (Rs. Fifty Thousand Only). The earnest money shall be in form of Demand Draft favoring Baroda U.P. Bank, Payable at Pratapgarh.
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:



- c. Sign the contract within 15 Days of issue of letter of intent/offer
 - 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.
4. 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.

MSEs (Micro and small Enterprises (MSE)) are exempted from paying the Earnest Money Deposit amount for which the concerned enterprises needs to provide necessary documentary evidence, failing which may cause cancellation of bid.

For MSEs Government of India provisions shall be considered while evaluating the tender.

MSME Bidder has to submit a "Bid Security Declaration" on their organization's letter head duly signed and stamped by their authorized signatory accepting that if they withdraw or modify their bids during period of validity of the bid, or if they are awarded the contract and they fail to sign the contract, or fails to submit a performance security before the deadline defined in the request for proposal (RFP) document, they will be Blacklisted.

Security Money-

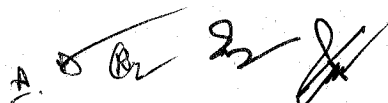
1. Security Money Deposit of Rs. 50,000.00 (Rupees Fifty Thousand Only) in form of FDR in our bank from our bank toward security for the entire period of assignment, within 15 days from the date of letter of appointment.
2. The Security Money Deposit of the firm/company shall be refunded after successful completion of CAMC tenure subject to renewal of CAMC if any.

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.

Minimum Wages and compliance of laws

The successful bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel / individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948. The bidder should ensure that they comply with all local laws and labour, Bank shall not be liable for any injuries/damage caused to the personnel employed by the bidder for execution of work and bidder shall ensure all protection including insurance to the personnel employed.



- **Bids must be submitted either through registered post or hand to hand at Dispatch Department in Regional Office, Pratapgarh.**
- **The bid must contain two envelopes as per procedure given below.**

Submission Details-

Eligibility & Price bids shall be submitted in separate sealed sub- envelope marked as-

1)"ELIGIBILITY BID FOR BARODA U.P BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS, SUBMITTED BYON.....AT PRATAPGARH, DUE DATE....." on the top of the sub envelope containing the Eligibility Bid.

2)"PRICE BID FOR BARODA U.P.BANK- SELECTION OF VENDOR FOR MAINTENANCE OF COMPUTER H/W AND PERIPHERALS, SUBMITTED BYON.....AT PRATAPGARH, DUE DATE....." on the top of the sub envelope containing the Price 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 COMPUTER H/W AND PERIPHERALS REFERENCENO.....SUBMITTED BY.....ON.....AT PRATAPGARH, DUE DATE....."

Eligibility Bid –

- Dully filled up Annexure-1, 2, 3,4,5,6 and 7.
- 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 with supporting documents as mentioned in annexure 2.
- Attested photocopy of document w.r.t. registration of firm along with GSTIN No.
- Photocopy of duly attested PAN.
- Income tax return for the last five years.
- Certificates/documents w.r.t. Experience as per Annexure-2.
- The entire tender document shall be dully signed by the vender 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.
- Firm is not having unsatisfactory remark from the work orders quoted by bidder for experience.

Price Bid—

- Price bid should be in format i.e. Annexure 8.

[Handwritten signature]

- Price bid will not be accepted in any other format or document.

The above mentioned envelops must be addressed to the following:

The Regional Manager

Baroda U.P. Bank

Regional Office: Pratapgarh

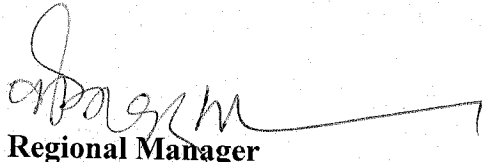
Meera Bhawan, City Road

Pratapgarh-230001

Request for Information-

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

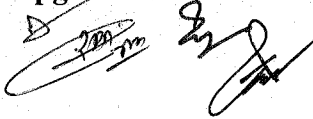
Note- All papers included in the Eligibility bid and Price bid must be stamped and signed by Authorized signatory under company seal. If any of the paper remains unsigned the bid is liable to be rejected.



Regional Manager

Pratapgarh

Atshan



Annexure-1

GENERAL INFORMATION

NAME OF BIDDER.....

ADDRESS FOR CORRESPONDENCE.....

.....

PERMANENT ADDRESS.....

.....

TELEPHONE NO./MOB.....

PAN NO.....

GST NO.....

EMAIL ID.....

A. S. K. S. S.

Annexure 2

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 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 hours.	
Firm/ Vendor has been in AMC business for at least 5 Yrs (Supporting Documents should be attached).	
Firm/Company has minimum 5 years experience in the maintenance of PC's and peripherals (Supporting Documents should be attached).	
Minimum turnover of each year in last 5 year is above 75Lakh. (Supporting Documents should be attached)	
DD no.of Rs..... Date.....towards Earnest Money Deposit.	
Firm is profit making (Supporting Documents should be attached).	

Place-

Date-

Signature of the Authorized Signatory & Seal

(Handwritten signature)

Annexure-3

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 PCs & Peripherals of Branches/Offices under Pratapgarh Region.

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.

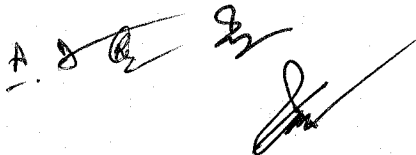
We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Place-

Date-

Signature of Authorized Signatory & Seal



Annexure 4

ESCALATION MATRIX

For Service related Issue

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

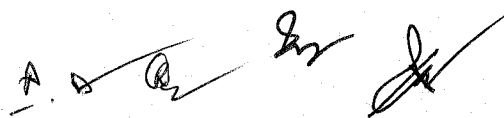
Any change in designation will be informed by us immediately

Place:

Date:

(Seal & Signature of Authorized Signatory)

Name:



Annexure 5

1.	Name Of the Firm/Company	
2.	Address(Head Office)	
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 CAMC taken up during the last 3 yrs with reputed financial organization/banks. Details to be mentioned in Annexure 2-A.	
7.	List of other major customers (Experience/ Service certificates to the effect from the customers are to be enclosed).	
8.	PAN Number(for TDS)	
9.	GSTIN No	
10.	Annual turnover/Net profit/Loss per year	Please attach Audit balance sheet and ITR for last 5 years.
11.	Any other relevant information with document.	

Place-

Date-

Signature of Authorized Signatory & Seal

A. S. R. S. R.

Annexure 6-A

BUPB, IT Department, Pratapgarh RFP for Maintenance of Computer System Under Comprehensive Annual Maintenance Contracts.

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 otherwise experience will not be considered.
2. The work should have been executed by the firm/ company under execution (Supporting documents must be attached for consideration).

Place-

Date-

Signature of Authorized Signatory & Seal

Annexure 6-B

List of Support Engineer/Service engineer available in Region-

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

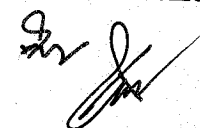
Notes:-

1. Supporting documents must be attached.

Place-

Date-

Signature of Authorized Signatory & Seal

A. A. A. 

Annexure 7

Scope of Work

Scope Of Work	
Job description	Compliance (Yes /No)
Bank is using Windows as operating system on PCs. Engineer will manage the operating system of PCs like installation of OS, updating of patches, etc. and troubleshooting of OS issues. Field engineer might have to install other applications used in the bank.	
Field engineer need to submit the inventory report to Bank's IT Manager on Monthly basis or as and when required. Field engineers will also be responsible for Inventory of IT Systems.	
Field engineers should provide the service from 10.00 AM to 06.00 PM on daily basis from Monday to Saturday.	
Field engineers should maintain the daily work sheet and submit status of reported issues to Bank's IT Manager on daily basis.	
Field engineers need to coordinate with Bank's team, Passive network vendor and different services providers of the systems for rectification of problem/issues.	
Field engineers need to provide First level Support i.e. Mail settings, Antivirus, IP Configuration, Network issues. Field engineers need to do Hardware Trouble-shooting for PCs, Printers, Laptops etc. and first level Network Support.	
Installation, configuration, reconfiguration and troubleshooting of new and existing Desktops, Printers, and other computer peripherals.	
Daily call log Report and monthly service report is mandatory to provide to IT Department.	
Branches should be provided single point of contact to log complaints on daily basis, report of which must be shared to the IT Department daily.	

Place-

Date-

Signature of Authorized Signatory & Seal

(Handwritten Signature)

Annexure 8

PRICE BID

Sr. No.	Name of the Item	Approx. Quantity	CAMC Rate	Total Cost = Quantity x Rate	Total charges including tax.
1	Desktop Computer	423			
2	Passbook Printer	160			
3	Scanner	100			
4	Laser Printer	110			

TOTAL CAMC COST (including all taxes) - (in number).....

TOTAL CAMC COST (including all taxes) - (in words).....

.....

Place-

Date-

Signature of 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 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 PCs provided under CAMC.
11. No other payment will be made to the firm apart from total CAMC cost.

[Handwritten Signature]