

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SELECTION OF VENDOR FOR MAINTENANCE OF PCS &  
PERIPHERALS**

**THROUGH COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT FOR BRANCHES/OFFICES UNDER  
SULTANPUR REGION FOR PERIOD**

**01.05.2023 TO 30.04.2024.**

RO/03/SULTAN/IT/2022-23/142

Date: 31-03-2023

**Baroda U.P. Bank**  
**Regional Office Sultanpur**  
**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 Sultanpur Region of Baroda U.P Bank.

- Extended Last Date and time for receipt of Bid – **11-04-2023 till 2:30 PM**
- Date and time of opening of Bid- **11-04-2023 at 4:00 PM**
- Address for Communication - Baroda U.P Bank  
Regional Office Sultanpur, 123, Ishwardas Verma Memorial Complex,  
Gorabarik, Amahat, Sultanpur, 228001
- Email Address: [IT.ROSULT@BARODAUPRRB.CO.IN](mailto:IT.ROSULT@BARODAUPRRB.CO.IN)

**Eligibility Criteria —**

1. The bidder should have adequate turnover, i.e. **above Rs.1 Crore** in each year during the last 3 years and also facilities for services/maintenance of computer hardware and peripherals.
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/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. Firm managing AMC of computer hardware and peripherals in BUPB need to provide **satisfaction letter** from concerned region.

Regional Office – 123, ISHWARDAS VERMA MEMORIAL COMPLEX, GORABARIK, AMAHAT, SULTANPUR, 228001

क्षेत्रीय कार्यालय – 123, ईश्वरदास वर्मा मेमोरियल काम्प्लेक्स, गोराबारिक, अमाहट, सुल्तानपुर, 228001

Email – [it.rosult@barodauprrb.co.in](mailto:it.rosult@barodauprrb.co.in)



**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 under any circumstances.
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 01.05.2023 to 30.04.2024. 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, IDE cables, CPU fan, RAM etc.
4. CMOS Battery, Adaptors, carriage assembly, power supply of printer, sensor plate, 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, Logic card, Printer heads etc are 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, monitor etc. within a reasonable period and in no case more than 48 hours. If they are not rectified within 48 hours, the firm/vendor shall provide a suitable replacement for the defective items (CPU, Passbook Printer) as and when required.

6. Supply of Consumables viz. CDs/DVDs/Printer Paper/Ribbon/Printer Cartridge/Printer cable/Power cord 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 11, Windows10 and Windows 7), 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.
8. The firm/company must provide atleast **three** dedicated resident engineers. If in case presence of any of the service engineer is not possible, another engineer should be provided in his/her absence by the firm/company no excuse will be allowed.
9. **All the calls lodged must be attended within 24 hours.**
10. 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.
11. 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.
12. 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.

9. 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.
10. Bank may decide to add or remove certain computer or peripheral from the CAMC at any point of time during the contract. Payment for any inclusion/deletion of computer, printer, scanner and other peripherals during the CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charge will be made in any case, The payment will be released on quarterly basis after quarterly review meeting of services and submitting 'Satisfactory Service Report' from all branches.
11. The bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.
12. Bank reserve the right to accept or reject any quotation without assigning any reason whatsoever.
13. Bank is not bound to accept under-quoted bids.
14. Final decision will be taken after analysing cost.
15. Any dispute will be under Sultanpur jurisdiction.

#### **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 favouring Baroda U.P. Bank, Payable at RO Sultanpur.

**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 10 Days of issue of letter of intent/offer

ii) Furnish performance security within 10 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. 50,000.00 (Rupees Fifty Thousand Only) in form of FDR in our bank or Bank Guarantee from any bank toward security for the entire period of assignment, within 10 days from the date of letter of appointment.
2. The Security Money Deposit of the firm/company 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 montns 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.

### Bid Procedure:

- **Bids must be submitted either through registered post or by hand at Regional Office, Sultanpur.**
- **The bid must contain three envelops 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 01.04.2023 TO 31.03.2024 SUBMITTED BY..... ON.....AT SULTANPUR, DUE DATE....."on the top of the sub envelope containing the Eligibility 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 01.04.2023 TO 31.03.2024 SUBMITTED BY..... ON.....AT SULTANPUR, DUE DATE....."on the top of the sub envelope containing the Technical Bid.

3."COMMERCIAL BID FOR BARODA U.P.BANK- SELECTION OF VENDOR FOR MAINTENANCE OF COMPUTER H/W AND PERIPHERALS FOR THE PERIOD FROM 01.04.2023 TO 31.03.2024 SUBMITTED BY..... ON.....AT SULTANPUR, 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 01.04.2023 TO 31.03.2024 REFERENCE NO..... SUBMITTED BY..... ON AT.....RO SULTANPUR, DUE DATE.....

#### Eligibility Bid —

- Dully filled up Annexure-I 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 with respect to 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 with respect to Experience.
- 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.

#### Technical Bid—

- 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.

- 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  
Regional Office: Sultanpur

**Request for Information-**

All queries relating to the tender must be either in written or email only  
IT.ROSULT@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.

  
(Mahesh Kumar Jha)  
Regional Manager  
R.O. Sultanpur  




Eligibility Bid Format-

Annexure 1

Bid Support Criteria	Yes/No
Firm/Company registered under Companies Act & certificate attached. Furnish document/certificate towards GSTIN No./ PAN No.	
Firm/Company must have its own office/ Branch/ Support setup within Sultanpur 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 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 3 Yrs.	
Firm/Company has minimum 3years' experience in the maintenance of PC's and peripherals.	
Minimum turnover of each year in last 3 year is above 1 Crore.	
DD no. ....of Rs. 50000/- only Date .....towards Earnest Money Deposit.	

**Escalation matrix**

Delivery/service related issue:

First level				
SN.	NAME	DESIGNATION	MOBILE NO.	EMAIL
1.				
2.				
Second level				
SN.	NAME	DESIGNATION	MOBILE NO.	EMAIL
1.				
2.				
Third level				
1.				
2.				

Place-

Date-

Signature of the Authorized Signatory & Seal

Technical Bid-

Annexure 2

(To be included in technical Bid Envelope)

Date -

The Regional Manger  
Baroda U.P Bank  
123, Ishwardas Verma Memorial Complex, Gorabarik, Amahat  
Sultanpur -228001

Sir,

**Re: Request for proposal for Comprehensive Annual Maintenance Contract of the Computer hardware and peripherals.**

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

Regional Office – 123, ISHWARDAS VERMA MEMORIAL COMPLEX, GORABARIK, AMAHAT, SULTANPUR, 228001

क्षेत्रीय कार्यालय – 123, ईश्वरदास वर्मा मेमोरियल काम्प्लेक्स, गोरबारिक, अमाहत, सुल्तानपुर, 228001

Email – it.result@barodauprb.co.in

Technical Bid-

Annexure 2 -A

Pre Qualification: Profile of Firm/Company

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 AMC taken up during the last 3 years 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/ITR for last 3 years)	
11.	Any other relevant information with document.	

Place-

Date-

Signature of Authorized Signatory Seal

Technical Bid-

Annexure 2 -A

BUPB, IT Department, Region Sultanpur RFP for Maintenance of Computer System and its peripherals.  
Under Comprehensive Annual Maintenance Contracts.

List of Major contracts undertaken during the Last 3 yrs.

S. No	Name and Address of Client	Contact No.	Period Of AMC	District covered	Value Of AMC (In Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

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

Place-

Date-

Signature of Authorized Signatory & Seal

Technical Bid

Annexure 2-C

List of Support Engineer/Service engineer available in Region-

Sr.No.	Name	Address and Contact Person, with Mobile number
1.		
2.		
3.		
4.		
5.		

Place-

Date-

Signature of Authorized Signatory & Seal

Commercial Bid

Annexure 3

Sr.No	Name of the Item	Quantity	AMC Rate	Total Cost= Quantity x Rate Excluding taxes
1	Desktop Computer(HCL/HP/ACER/LENOVO/DELL)	225		
3	OS & Software Support for under warranty Desktop	145		
4	Passbook Printer(LIPI PB2/Epson PLQ)	63		
5	Scanner(Canon/Epson)	80		
6	Laser Printer(HP 1020/1108)	50		

**TOTAL CAMC COST-**

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 AMC after expiry of warranty of such hardware. However AMC charges in such cases will be calculated on proportionate basis for the remaining period of AMC only.
5. AMC rate includes cost of services of resident engineers.
6. AMC rate includes travelling lodging and boarding of employees of the vendor.
7. AMC rate includes travelling, lodging and boarding of service engineer.
8. Preventive measures to be carried out once in a quarter.