

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF  
ONLINE UPS FOR PRATAPGARH REGION.**

BARODA UP BANK, REGIONAL OFFICE, PRATAPGARH invites sealed tender for CAMC of 87 online UPS of 3 KVA, 5 KVA & 6 KVA (Make – APC, Consul, BPE , Numeric and NPS) installed at various branches/offices of our bank located in Pratapgarh District.

- Last Date and time for receipt of Bid - 03.02.2024 till 3:00 PM
- Date and time of opening of Bid - 03.02.2024 at 4:00 PM
- Address for Communication - Baroda U.P Bank  
Regional Office  
Pratapgarh, Meera Bhawan  
City Road,  
Pratapgarh-230001
- Email Address - [it.prtro@barodauprrb.co.in](mailto:it.prtro@barodauprrb.co.in)
- Contact Person - Afshan Khan

**UPS Specifications -**

**Make – Consul, BPE, APC, Numeric and NPS**

UPS CAPACITY (KVA)	No Of. UPS
3	81
5	4
6	2
<b>TOTAL</b>	<b>87</b>

**Above quantity also includes 7 APC UPS having specification as mentioned below -**

**4 UPS → 3 KVA, 1 UPS → 5 KVA and 2 UPS → 6 KVA**

**Eligibility Criteria –**

- The bidder should have minimum turnover above 10 Lakh in last 3 year is (As per annexure attached).
- The Firm/Company should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions/Government Department having not less than 50 UPS unit.
- The Firm/Company should have been registered with Sales Tax Department for work contract and shall provide PAN/GSTIN No. with the bid.

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- Firm/Company must have strong support of technical staff to resolve calls within 24 hours.
- 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.
- The Firm/Company is found to be having satisfactory response/performance from past experience.

**Other Terms and Conditions –**

- 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 tender document after expiry of contract period.
- The contract will be for Comprehensive on Site Maintenance.
- 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.
- 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.
- 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.
- 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-
  - Complaint No.
  - Complaint Date and Time

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- Nature of Complaint
  - Date and Time of First Visit with report verified by Branch.
  - Present Status of Complaint.
  - Date of Resolution of Complaint.
- **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. 500 per day.
  - **Bank reserves the right to:**
    - 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.
    - Bank reserves the right to withdraw, postpone or cancel the tender at any stage, without assigning any reason
    - Bank reserves the right to accept or reject bid if found to be having unsatisfactory response/performance in past experience.
  - 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).
  - The registration number of the firm along with the GSTIN no. must be submitted.
  - The bid must accompany the income tax returns for the last 3 years with attached summary.
  - Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
  - Any deviation of the conditions given by the bidder will not be accepted and the bid will be rejected without assigning any reasons.
  - The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.
  - 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

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claim will be made by the vendor in this matter and all UPS are serviceable for the period.

**Earnest Money Deposit/ Security Money -**

- 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.
- Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of allotment of tender to successful bidder.
- The Earnest Money Deposit of the successful bidder will be converted into **security deposit.**
- The Security Money Deposit of the firm/company shall be refunded after successful completion of CAMC tenure subject to renewal of CAMC if any.

**The Earnest Money Deposit will be forfeited if –**

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- The bidder violates any of the provisions of the terms and conditions of this TENDER specification.

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

**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.
2. The firm/company violates any of the provisions of the terms and conditions of this TENDER specification.

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### **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 labor, 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 safety equipment and insurance to the personnel employed.

### **Payment Terms –**

- 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.
- No advance payment shall be made in any case.
- The successful firm/company has to provide minimum 4 i.e. Quarterly Preventive Maintenance of all hardware devices under CAMC irrespective of any call for repair from branches.
- Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches dully signed by Branch Head.

### **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 03:00 PM on 03.02.2024. Bids received after that shall not be entertained.
- Bids must be submitted through registered Post or in Tender Box placed at Ground Floor (Near Dispatch Department) of Regional Office.
- The bid must contain two Envelopes as per procedure given below.

### **Submission Details-**

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

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 ONLINE UPS SUBMITTED BY.....ON.....AT PRATAPGARH, DUE DATE....."

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

- Dully filled up Annexure I and II 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 firm/company has not been blacklisted by any public sector/Bank/PSU/Government Department in the past (Annexure III).
- Details of infrastructure in order to provide proper services along with Annexure V and VI.
- Attested photocopy of document of registration number of the firm along with the GSTIN no. and last 3 year GST returns must be submitted.
- Photocopy of duly attested PAN and GSTIN.
- Photo copy of income tax Return for the last 3 years along with balance sheet and computation.
- Copy of work order or satisfactory work completion certificate for the experience mentioned.
- Firm should not be having unsatisfactory remark from the work order quoted by the bidder for 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.
- Escalation Matrix of Bidder (Annexure IV).
- Firm/Company should be profit making (Supporting document should be included).
- IT MUST BE CLEARLY MENTIONED ON ENVELOP – “**ELIGIBILITY BID FOR BARODA U.P BANK- SELECTION OF VENDORS FOR MAINTENANCE OF ONLINE UPS SUBMITTED BY.....ON.....AT PRATAPGARH, DUE DATE.....**” on the top of the sub envelope containing the Eligibility 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.**

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

- The price quote is required to be submitted at the time of tender submission by the bidder as per Annexure VII.
- Price bid will not be accepted in any other format or document.
- IT MUST BE CLEARLY MENTIONED ON ENVELOP – “**PRICE BID FOR BARODA U.P BANK- SELECTION OF VENDORS FOR MAINTENANCE OF ONLINE UPS SUBMITTED BY.....ON.....AT PRATAPGARH, DUE DATE.....**” on the top of the sub envelope containing the Price Bid.

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**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@barodauprb.co.in](mailto:it.roprat@barodauprb.co.in). FOR ANY CLARIFICATION CONTACT - Regional office: Baroda U.P Bank Regional Office Pratapgarh, Meera Bhawan City Road, Pratapgarh - 230001.

16/01/2024

**Chief Manager  
Pratapgarh**

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**Annexure-I**

**GENERAL INFORMATION**

**NAME OF BIDDER.....**

**ADDRESS FOR CORRESPONDENCE.....**

.....

**PERMANENT ADDRESS.....**

.....

**TELEPHONE NO. /MOB.....**

**PAN NO.....**

**GST NO.....**

**E MAIL ID.....**

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**Annexure II**

<b>Bid Support Criteria</b>	<b>Yes/No</b>
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 3 Yrs (Supporting Documents should be attached).	
Firm/Company has minimum 3 year experience in the maintenance of UPS (Supporting Documents should be attached).	
Minimum turnover of each year in last 3 year is above 10 Lakh. (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**

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### Annexure-III

#### 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

Pratapgarh-230001

Sir,

**Re: Tender for Comprehensive Annual Maintenance Contract of Online Ups for Pratapgarh Region.**

Having examined the Tender 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 tender Document.

If our Proposal is accepted, we will provide security of Rs.50,000/- (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

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**Annexure-IV**

**ESCALATION MATRIX**

**For Delivery / Service related Issue**

<b>Sr No</b>	<b>Name</b>	<b>Designation</b>	<b>Mobile No</b>	<b>Email</b>
		<b>First Level</b>		
		<b>Second Level</b>		
		<b>Third Level</b>		
		<b>Regional Level</b>		

**Any change in designation will be informed by us immediately**

**Place:  
Date:**

**(Seal & Signature of Authorized Signatory)  
Name:**

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### Annexure V

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/ITR for last 3 years
11.	Any other relevant information with document.	

Place-

Date-

**Signature of Authorized Signatory & Seal**

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### Annexure VI

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 valid.
2. The work should have been executed by the firm/ company or under execution.

Place-

Date-

Signature of Authorized Signatory & Seal

List of Support Engineer/Service engineer available in Region (Along with KYC Document of engineer.)-

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

Place-

Date-

Signature of Authorized Signatory & Seal

A. C. K. S.

**Annexure VII**

**PRICE QUOTATION**

Sr. No.	Name of the Item	KVA	Approx. Quantity	CAMC Rate Per Unit / Year	Total Cost = Quantity x Rate	Total charges after including tax
1	ONLINE	3	81			
2	UPS (Make -	5	4			
3	Consul, BPE, APC, Numeric and NPS)	6	2			

**TOTAL CAMC COST (Including all taxes) (In number) -**

**TOTAL CAMC COST (Including all taxes) (In words) - .....**

.....

**Note - TOTAL CAMC COST (Including all taxes) will be considered for arriving at L-1**

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

1. **L1 (Lowest Bidder) will be arrived on the basis lowest TOTAL CAMC COST inclusive of all taxes/ charges.**
1. Applicable taxes as per prevailing rates. TDS to be deducted as applicable.
2. Payment will be released by the regional office on quarterly basis.
3. 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.
4. CAMC rate includes cost of services of resident engineers, travelling lodging, boarding of service engineer and employees of the vendor.
5. Quantity of hardware may differ from the quantity mentioned above.
6. Preventive measures to be carried out once in each quarter.
7. Cost of CAMC must include cost of Replacement of parts in all UPS covered under CAMC.
8. No other payment will be made to the firm except total CAMC Cost.

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