



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF VENDOR FOR MAINTENANCE OF UPS
THROUGH COMPREHENSIVE ANNUAL MAINTENANCE

CONTRACT FOR BRANCHES/ OFFICES

UNDER BHADOHI REGION



आज़ादी का
अमृत महोत्सव
ROBHAD/P&E: TENDER/2023-24/8



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank
Date: 06-03-2024

TENDER FOR AMC OF UPS SYSTEMS

BARODA UP BANK, REGIONAL OFFICE, Bhadohi invites sealed tender for Comprehensive AMC of 3 KVA/ 2 KVA UPS [Numeric, ACPL, Rainbow, BPE, Luminous] installed at our Branches and Regional Office.

Last Date and time for receipt of Bid: **27.03.2024 till 01:00 PM**

Date and time of opening of Bid: **27.03.2024 at 04:00 PM**

**THE REGIONAL MANAGER,
Baroda U.P. Bank Regional Office
Chauri Road, Tiwari Bhavan, Bhadohi- 221401
E-mail Address: pe.robhad@barodauprrb.co.in**

UPS SPECIFICATIONS: 3 KVA/2 KVA [Numeric, ACPL, BPE, Rainbow, Luminous]

ELIGIBILITY:

- The firms/companies should have minimum 3 years of experience in field of above AMC in PSBs/Regional Rural Bank/Financial Institutions/Govt. offices. (attach copies of service allotment and satisfactory service letter from institution) (Attach copies of service allotment and satisfactory service letter from institution).
- The bidder should have adequate turnover (proof should be attached)/facilities for services/maintenance of UPS AMC.
- The Bidder should have OR will setup local service support office at Bhadohi/Jaunpur/Varanasi/Lucknow/Allahabad
- The firm and shall provide PAN/GSTIN No. with the bid.
- The firm/Company should not have been blacklisted by any public sector/bank/PSU/Government department in the past. Self-declaration on Rs. 100/- stamp.
- EMD should be submitted.

VALIDITY OF RATES:

- The Rate Contact with the selected vendor will be valid up to a period of **two years** from the date of acceptance of the rates.
- Under the comprehensive AMC, the defective/Non-functioning parts like Logic card, Main Card, Charging Card, Display, Driver Card, Transistors, Transformers, Bypass Rotator Switch, etc. of equipment's spares will be replaced without any cost.
- **Earnest Money Deposit (EMD):** Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand Only) has to be submitted by the way of Demand Draft I Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at Bhadohi. Earnest Money Deposit will not carry any interest.
 - The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
 - The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of CAMC tenure subject to renewal of CAMC if any.

क्षेत्रीय कार्यालय, तिवारी भवन, चौरा रोड, भदोही-221404, दूरभाष: 05414-226116
Regional Office, Tiwari Bhawan, Chauri Road, Bhadohi-221404, Telephone: 05414-226116
e-mail: ROBHAD@barodauprrb.co.in



Handwritten signature

- 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.
- The selected bidder will have to deposit Rs. 25,000/- (Twenty Five Thousand Rupees only) with our bank as security money for AMC period (ONE YEAR). The selected bidder will have to sign an agreement with the bank. No interest will be paid on security money.

BID SUBMISSION:

- The sealed tenders must reach, **COMPLETED IN ALL RESPECT LATEST BY 01:00 PM ON 27.03.2024**. Bids received after that shall not be entertained.
- Bids must be submitted through hand to hand or through registered Post.
- The Bid submission is as per mentioned guidelines only.

>> The bid must contain two Envelopes as per procedure given below.

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

- Annexure – A duly filled with all the details.
- Details of infrastructure for providing proper services.
- Attested photocopy of document of registration of firm along with GSTIN No.
- Photo copy of PAN number duly attested.
- Photo copy of GSTIN number duly attested.
- Photo copy of income tax Return for the last two years duly attested.
- All the documents should be self-attested along with stamp of the Firm.

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 BID OF AMC of UPS Systems".

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

- SECOND ENVELOPE MUST CONTAIN ONLY PRICE BID AND NOTHING ELSE.
- ➤ The price bid must be submitted on the prescribed format (Annexure-B) along with document.
- Price bid will not be accepted on any other format or document.
- It must be clearly mentioned "PRICE BID OF AMC FOR UPS SYSTEMS".

>> BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR AMC OF UPS SYSTEM".

EVALUATION OF BIDS:

- Quoting incredibly low value with a view of subverting the tender process shall be rejected straight away.

LIQUIDATED DAMAGES:

- The service call will be attended within 24 hours. In case you fail to repair the UPS within 24 hours, you have to provide a stand by UPS till the faulty UPS is repaired.
- In case of delay in attending complaint, liquidated penalty of Rs. 200 per day will be deducted and for delay of more than one week AMC payment for that Branch will be deducted.

SINGLE POINT OF CONTACT FOR SUPPORT:

- Bidder has to provide details of single point of contact viz. designation, address, email address, telephone/mobile No. for communicating and service support as per Annexure-1.
- At least two engineer dedicated to branches should be appointed.
- The vendor should provide **two** dedicated engineer, He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours.
- All the calls lodged should be attended within **48 hours**.

PAYMENT TERMS:

- Payment will be made by Regional Office on Quarterly basis subjected to satisfactory report of your services.
- Minimum one visit of each branch for preventive maintenance on quarterly basis during AMC period. (Visit Certificate to be countersigned by Branch Heads is Compulsory).
- TDS to be deducted as applicable.

RIGHT TO REJECT BIDS:

- Bank reserves the right to accept or reject any tender 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.
- The selected bidder is found to be unsatisfactory response/performance. Bank can terminate the AMC contract by giving 15 days' notice.
- If complain call will be delayed by more than two weeks from the date of complain

REQUEST FOR INFORMATION:

All queries relating to the RFP, technical or otherwise, must be either in writing or by email only at pe.robhad@barodauprrb.co.in

OTHER TERMS AND CONDITIONS:

- The contract will be effective for a period of one year i.e. from **01.04.2024 to 31.03.2025**; Contract can be extended if required and satisfactory report received from branches.
- The contract will be for comprehensive onsite maintenance.

- The registration number of the firm along with the GSTIN no. allotted by the authorities must be submitted.
- PAN number of the firm allotted by the income tax authorities should be submitted. (Without PAN & GSTIN Registration the vendor's bid would become invalid and same shall be rejected).
- The bid must accompany the income tax returns for the last three years.
- Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
- Any deviation of the conditions given by the purchaser will not be accepted and the bid will be rejected without assigning any reasons.
- 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 the complaints will be managed. The vendor will be require to provide the bank Helpdesk call resolution statistics on monthly basis including new/pending complaints. The details provided should include:
 1. Complaint no.
 2. Complaint date and time
 3. Nature of complaint
 4. Date and time of first visit with report verified by branch,
 5. Present status of complaint
 6. Date of resolution of complaint
- If any clarification is required the same should be obtained before submitting the bid.
- The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the CAMC or to any property of the Bank even if it is not covered by the CAMC.
- Preventive maintenance should be carried out on quarterly basis.
- **Preventive maintenance includes checking of UPS system & condition of batteries attached to UPS system and cleaning or filling of distilled water in the batteries. (Bill of distilled water utilised will be submitted to RO separately)**
- The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions

Date: 06.03.2024

Yours Faithfully

REGIONAL MANAGER



Affidavit of Undertaking by Bidder for not being blacklisted

(On Rs 100/- non judicial stamp paper)

I/We _____ s/o _____ Director/prop _____ of
M/s _____ having its Registered Office at _____ (herein after referred as
Bidder) hereby affirm/s on oath, that:

As on date of submission of tender, we are not blacklisted by the Government/ any of the State Governments in India or any Financial Institution in India.

We are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

There are no pending cases against us involving cheating/fraudulent activities.

We are not a defaulter in repayment of installment against credit with any Bank.

Yours faithfully,

(Authorised Signatory)

Name

Date

Seal of the firm

Annexure-A

Pre-Qualification Profile:

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/Director/Associates	1. 2. 3. 4.
6	Details and Value of major AMC taken up during the last 3 yrs. with reputed financial organisations/banks	
7	List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
8	PAN Number (for TDS)	
9	GSTIN No. (Certificate attached)	
10	Annual Turnover/Net Profit/Loss per year	
11	Any other relevant information with documents	

DETAILS OF INFRASTRUCTURE AVAILABLE:

Authorised Seller Dealership (Yes/NO)	
Standby UPS Available (Yes/NO)	
Local Engineer / Office Available (Yes/NO)	

Date:

Signature of Authorised Signatory



ESCALATION MATRIX:

First Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
2.				
Second Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
Third Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				

Any change in designation will be informed by us immediately

Date:

Signature of Authorised Signatory



ANNEXURE-B

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	CAMC rate per unit (incl. of all taxes)	Total Cost (incl. of all taxes)
1.	UPS (2 KVA)	7		
2.	UPS (3 KVA)	38		
TOTAL				

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Purchase Order (P O). The CAMC charges of hardware will be paid on pro-rata basis as and when the hardware will be included in the AMC.
- The quantity is estimated and may vary.
- The lowest vender(L-1) will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 2
- Hardware which is under warranty at present may be given into AMC after expiry of warranty of such hardware. AMC Charge will be calculated on pro-rata basis for remaining AMC Period.
- AMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned by Branch Heads is Compulsory).

Date:

Signature of Authorised Signatory

Handwritten signature

