



TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE AND PERIPHERAL

Baroda UP Bank, Regional Office, Mau invites sealed tender for CAMC contract for maintenance and service of Computer Hardware and Peripherals.

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of computer hardware and peripherals installed at various branches/offices of our Bank located in district Mau (44 Branches), Azamgarh (14 Branches) and Ghazipur (14 Branches) under control of administrative office of Regional Office, Mau.

- Last Date and time for receipt of Bid : **20.04.2024 till 05:00 PM**
- Date and time of opening of Bid : **22.04.2024 at 4:00 PM**
- Address for communication : **THE REGIONAL MANAGER,
Baroda U.P. Bank Regional Office- Mau
Near Grihasth Plaza, Ghazipur Tiraha, Mau, Uttar
Pradesh -275101**
- E-mail Address : **pe.romauk@barodauprrb.co.in**
- Contact Person for any query : **P&E Dept. (Dhanraj Akshay Akash) – 8969258651
IT Dept. (Anshuman Rai) - 9835527242**

Eligibility Criteria:

- The bidder should have adequate turnover/facilities for services/maintenance of computer hardware and peripherals.
- The firms/companies should have minimum 3 years of experience in field of Annual Maintenance Contract in PSBs and Financial Institutions.
- The firm should have been registered with Goods & Service Tax Department for Work contract and shall provide PAN/GSTIN No. with the bid.
- The firm should have its support office at Mau/Azamgarh/Ghazipur.
- Firms/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.



क्षेत्रीय कार्यालय, नरई बाँध, गृहस्थ प्लाजा के पास, मऊ-275101
Regional Office, Narai Bandh, Near Grihasth Plaza, Mau-275101
E-mail: ROMAUK@barodauprrb.co.in



Payment Terms:-

- Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report from all the branches.
- No advance payment shall be made in any case.
- Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches.

Other Terms & 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 RFP after expiry of contract period.
2. The contract will be for Comprehensive on Site Maintenance.
3. The maintenance service includes preventive maintenance should be carried 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 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. CAMC vendor should keep sufficient spares at the office and should provide standby 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 36 hours.
6. Supply of Consumables viz. CDs/DVDs/Printer Paper/Ribbon/Printer Cartridge 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.
8. 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

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(Handwritten signature) (2)



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 IT 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. **Availability service level & Penalty** – In case any engineer is not available 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.**
13. **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.
14. The competent Authority (Bank) does not bind themselves to accept the lowest or to give any reasons for its decision of acceptance or rejection of tenders.
15. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.



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16. Any deviation of the conditions laid by the bank will not be accepted and the bid will be rejected without assigning any reasons.

Earnest Money Deposit:-

Earnest Money Deposit (EMD): Earnest Money Deposit of Rs. 25,000.00 {Rupees Twenty-Five Thousand Only) has to be submitted by the way of Demand Draft / Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at Regional Office, Mau. 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.
- 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 Earnest Money Deposit will be forfeited if:

- The successful bidder 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 period of 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
- 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 will be refunded for the unsuccessful bidders within one month from the date of opening of bids.

➤ **Bids must be submitted either through registered post or by hand at Regional Office, Mau.**



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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 01-05-2024 TO 30-04-2024 SUBMITTED BY ON AT, 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 01-05-2024 TO 30-04-2025 SUBMITTED BY ON AT, DUE DATE" On the top of the sub envelope containing the Technical bid.
3. "COMMERCIAL BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W, AND PERIPHERALS FOR THE PERIOD FROM 01-05-2024 TO 30-04-2025 SUBMITTED BY ON AT, DUE DATE" On the top of the sub envelope containing the Commercial bid.

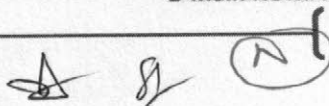
These three separate sealed sub-envelops should be put together in another sealed master envelope super scribing "BID FOR BARODA U.P. BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W, AND PERIPHERALS FOR THE PERIOD FROM 01-05-2024 TO 30-04-2025 SUBMITTED BY ON AT, DUE DATE"

• **Eligibility Bid shall contain the documents given below:**

- Annexure – 1 duly filled with all details. 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 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 w.r.t. registration of firm along with GSTIN No.
- Photo copy of duly attested PAN.
- Photo copy of duly attested GSTIN.
- Income tax Return for the last three years.
- Certificate/document w.r.t. Experience.
- The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.
- All the documents should be self-attested along with stamp of the Firm.



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>> IF ANY OF THE ABOVE DOCUMENTS IS/ARE EITHER NOT SUBMITTED OR SUBMITTED BUT NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.

➤ **Technical Bid must contain all the documents given below:**

Second envelope must contain only bid with below mentioned documents.

- 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 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 number of the bidders shall be indicated on sealed envelopes.
- Price bid will not be accepted in any other format or document.

The above mentioned envelope must be addressed to the following:

**The Regional Manager
Baroda U.P. Bank
Regional Office, Mau
Near Grihasth Plaza, Ghazipur Tiraha
Mau, Uttar Pradesh -275101**

Request for Information-

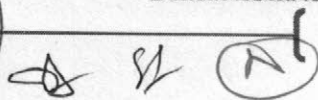
All queries relating to the tender must be either in writing or email only at
pe.romauk@barodauprrb.co.in/romauk@barodauprrb.co.in/it.romauk@barodauprrb.co.in

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.
- L-1 bid will be derived on total cost of ownership for all items together.
- Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis.



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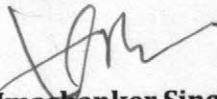
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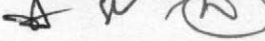
बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

- 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.
- CAMC rate includes cost of services of resident engineers.
- CAMC rate includes travelling, lodging and boarding of employees of the vender.
- CAMC rate includes travelling, lodging and boarding of service engineer.
- Quantity of hardware may differ from the quantity mentioned above.
- Preventive measures to be carried out once in a quarter.
- Cost of CAMC must include cost of Replacement of parts in all computer hardware and peripheral provided under CAMC.

Regards


(Umashanker Singh)

Regional Manager, Mau
Baroda UP Bank





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Annexure 1

Eligibility Bid Format-

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 Mau 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/Vender has been in CAMC business for at least 3 Years (Supporting Documents should be attached).	
Firm/Company has minimum 3 year experience in the maintenance of NCM (Supporting Documents should be attached).	
Minimum turnover of each year in last 4 years is above 25 lakhs	
DD No. Of Rs..... Datetowards Earnest Money Deposit.	

Place:-

Date:-

Signature of the Authorized Signatory & Seal



Annexure 2

Technical Bid-

(To be included in technical Bid Envelope)

Date-

The Regional Manager
Baroda UP Bank
Regional Office
Mau-275101

Dear 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 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.

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 2-A

Technical Bid

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/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	

Place-

Date-

Signature of Authorized Signatory & Seal

Annexure 2-B

Technical Bid

BUPB, IT Department, 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	Contact No.	Period Of CAMC	District covered	Value Of CAMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

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

Place-

Date-

Signature of Authorized Signatory & Seal

Annexure 2-C

Technical Bid

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 3

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	CAMC Rate (incl. of all taxes)	Total Cost= Qnt. * Rate
1	Desktop Computer	306		
2	Passbook Printer	73		
3	Scanner	74		
4	Laser Printer	78		
TOTAL				

Place-

Date-

Signature of Authorized Signatory & Seal

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