

Request for Proposal (RFP)

For

**Selection of Vendor for Maintenance of PCs & Peripherals
through Annual Maintenance Contract for Branches/ Offices under
Allahabad Region for period from 01.07.2020 to 30.06.2021**

RFP REF No.-RO/ALLAHABAD/IT/AMC/002 Dt.05-06-2020

**Baroda U.P.Bank
Regional Office: ALLAHABAD**

TENDER FOR AMC OF COMPUTER HARDWARE ITEMS

We invite sealed tenders on item rate basis from interested vendors for Annual Maintenance Contract of Computer Hardware Items installed at various branches/offices of **BARODA U.P. BANK, Regional Office Allahabad.**

List of branches and Hardware items are mentioned in "**HARDWARE LIST**". The number of hardware items is tentative and may be increased or decreased at the time of contract or even during the period of AMC which may be included or excluded from the list and the location of the equipments may also be changed. The AMC vendor shall include these items under the AMC on being informed by the Bank.

1. Eligibility:

- The Firm/Vendor must be registered under companies Act & Certificate. Firm/Vendor must furnish Documents / Certificate towards TIN No/PAN No/ S.T. Registration Number.
- Firm /Vendor must be having their own office/Branch/ Support setup within Allahabad district. In case the vendor does not have its own office / Branch/ Support set up, a letter of undertaking must be given that in case AMC allotted to Firm/ Vendor, a office/ Branch/Support Setup will be established or a franchise will be appointed. In Case Franchise is appointed he shall abide unconditionally with all the terms and conditions of the contract stipulated to the Vendor. The responsibility for ensuring the same will vest within the vendor.
- Firm/Vendor must have at least one order of AMC of Rs5.00 Lakh in the last three years.
- Firm/ Vendor must have strong support of technical staff to resolve calls within 24 hours.
- Firm/ Vendor has AMC business for at least 3 Years with any bank.
- Vendor/Firm must have minimum turnover of Rs5.00 Crore for the last Four years (As per Audited Annual Financial statement/Income Tax returns).

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