

REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF VENDOR FOR MAINTENANCE CONTRACT OF
COMPUTER HARDWARE AND PERIPHERALS
THROUGH COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR BRANCHES/OFFICES UNDER
REGIONAL OFFICE: CHANDAULI
FOR
PERIOD 16.04.2021 TO 31.03.2022
RFP REF NO. BUPB: ROCHA: P&E: RFP: IT-EQUIP: 2021-22
DATE: 24.03.2021

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TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE AND PERIPHERAL

Request for proposal: 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 Chandauli District under control of administrative office of Regional Office, Chandauli.

Last Date and time for receipt of Bid: - 15.04.2021 till 02:00 PM

Date and time of opening of Bid Address for communication: -

Date and Time: 15.04.2021 at 4:00 PM

THE REGIONAL MANAGER,

Baroda U.P. Bank Regional Office

Alinagar, near Gupta Service Station, Mughalsarai, Uttar Pradesh - 232101

E-mail Address: Planning.ROCHAN@barodauprrb.co.in

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 Sales Tax Department for Work contract and shall provide PAN/GSTIN No with the bid.
- The firm should have its support office at Chandauli/Varanasi.

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.

Other Terms and Conditions:-

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 I Banker's Cheque/ Pay Order

क्षेत्रीय कार्यालय: अलीनगर, गुप्ता पेट्रोल पंप के पास, मुगलसराय, चंदौली, उ०प्र० 232101, दूरभाष-05412251038

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Baroda U.P. Bank

drawn in favour of "Baroda UP Bank" payable at Chandauli. 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, Chandauli.

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

FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW:

- Annexure – A duly filled with all details
- 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.

>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERAL".

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

Second envelope must contain only bid with below mentioned documents.

- The price must be submitted on the prescribed format (Annexure-B) along with document.
- Demand Draft / Banker's Cheque / Pay Order drawn in favour of "Baroda U.P. Bank" payable at Chandauli.
- Price bid will not be accepted on any other format or document.

IT MUST BE MENTIONED ON "PRICE BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERAL".

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR CAMC OF COMPUTER HARDWARE AND PERIPHERAL".

- The Rate Contract with the selected vendor will be valid up to a period of two Year from the date of acceptance of the rates.
- The contract will be effective upto 31-03-2022 and may be renewed on expiry for further period of one next year.
- Maintenance charges include all taxes and government levies as applicable or becoming applicable later due to operation of or under any existing or new laws. The taxes & govt. levies whatsoever be borne by the vendor.
- The contract will be on comprehensive onsite maintenance.
- The maintenance service includes preventive and corrective maintenance of the computer hardware & peripherals. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance Include cleaning of internal circuit board, HDD data defragging & creating space, Lubricating printer shaft, scanner etc. and all other measures necessary for proper functioning of the system. Corrective maintenance

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