



बड़ौदा यू.पी.बैंक
Baroda U.P. Bank

REQUEST FOR PROPOSAL (RFP)
For
Selection of Vendor for Maintenance of
PCs & Peripherals
Through Comprehensive Annual Maintenance
Contract for RO Shahjahanpur & Its Branches
Badujai-2 Near Townhall Shahjahanpur
(U.P)
Pin 242001



क्षेत्रीय कार्यालय, बड़ुजई-2, निकट टाउनहाल, शाहजहाँपुर- 242001, दूरभाष:05842-223363
Regional Office, Badujai-2, Near Townhall, Shahjahanpur-242001, Telephone:05842-223363
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**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE AND PERIPHERAL**

Sealed bid are invited from the reputed manufactures/companies/firms for onsite maintenance of computer hardware and peripherals installed at RO Shahjahanpur located in Badujai-2, Near Townhall (U.P), Pin 242001 of Baroda U.P. Bank and its branches.

- Date of issue of bid - 26.11.2021
- Last Date for receipt of bid - 17.12.2021
- Date and time of opening of technical bid - 18.12.2021, 16:00 Hours IST
- Date and time of opening of commercial bid - 20.12.2021, 16:00 Hours IST
- Address for Communication - Badujai-2, Near Townhall
Shahjahanpur (U.P), Pin 242001
- Contact Number - 7081600515

Eligibility Criteria-

1. The bidder should have minimum 25 lakh annual turnover/facilities for service/maintenance of computer hardware and peripherals.
2. The firm/company should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firm/company should have been registered with Goods & Service Tax Department for work contract and shall provide PAN/GSTIN no. with the bid.
4. Firm/company must have strong support of technical staff to resolve calls within 24hrs.
5. The Firm/Company should not have been blacklisted/terminated 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.

Payment terms-

1. 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 branches.
2. No advance payment shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service report from all branches.



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Other terms and conditions-

1. The contract will be effective for a period of one year i.e. from 20.12.2021 to 19.12.2022. 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 onsite maintenance.
3. The maintenance service includes preventive and corrective maintenance 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, mile 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. AMC vendor should keep sufficient spares at the office and should provide the 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 48 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 system (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 three dedicated resident engineers, they should be available to branches for managing all the service requests logged by our branches on all working day 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 AMC contract.



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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-

- Complaint no.
- Complaint date & time
- Nature of complaint
- Date and time of first visit with report verified by branch.
- Present status of complaint
- 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 the 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. The bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final, and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier etc. within the stipulated time. Mere response to the tender will not entitle nor confer any right on the vendors for service to the bank.



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