

**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 various branches/offices of our Bank located in Pratapgarh Region of Baroda U.P Bank.

- Last Date and time for receipt of Bid - 20.03.2024 till 3:00 PM
- Date and time of opening of Bid - 20.03.2024 at 3:30 PM
- Address for Communication - Baroda U.P Bank  
Regional Office  
Pratapgarh, Meera Bhawan  
City Road,  
Pratapgarh-230001
- Email Address - [it.prtro@barodauprrb.co.in](mailto:it.prtro@barodauprrb.co.in)
- Contact Person - Afshan Khan

**Eligibility Criteria –**

- The bidder should have adequate turnover.
- The Firm/Company should have been registered with Sales Tax Department for work contract and shall provide PAN/GSTIN No. with the bid.
- Firm/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.
- The Firm/Company is found to be having satisfactory response/performance from past experience.

**Other Terms and Conditions –**

- The contract will be effective for a period of one year. 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 tender after expiry of contract period.
- The contract will be for Comprehensive on Site Maintenance.

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- 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.
- 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 CAMC.
- Replacement of Parts will be at the vendor's cost with original spares of the brand make model of the computer with the best quality spares. CAMC 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.
- Supply of Consumables viz. only CDs/DVDs/Printer Paper/Ribbon/Printer Cartilage shall not be part of comprehensive Maintenance of PC and Peripherals.
- 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.
- The firm/company must provide dedicated resident engineer, He/they should be available to branches for managing all the service requests logged by our branches on all working days of bank or as per branch requirement for smooth functioning of branches. 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.
- 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.

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- 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 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 and Time
  - Nature of Complaint
  - Date and Time of First Visit with report verified by Branch.
  - Present Status of Complaint.
  - Date of Resolution of Complaint.
  
- 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.
  
- **Evaluation of Offers** - Each Vendor acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this tender document. The issuance of tender document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Vendor. The Vendor unconditionally acknowledges by submitting its response to this tender document that it has not relied on any idea, information, statement, representation, or warranty given in this tender document.

**L1 (Lowest Bidder) will be arrived on the basis lowest TOTAL CAMC COST inclusive of all taxes/ charges (As per Attached Annexure – VIII).**

- **Acceptance of Terms** - A bidder will, by responding to the Bank's tender document, be deemed to have accepted the terms as stated in this tender document.
  
- **Availability service level & Penalty**
  - In case any engineer is not available then the Bidder should immediately provide the Bank with an equivalent standby engineer for that engineer. If Bidder fails to meet the uptime guarantee in any month then the Bidder will have to pay the compensation as penalty of Rs.500 per day.
  
- **Bank reserves the right to:**

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- Bank reserves the right to accept or reject any quotation 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.
  - Quoting incredibly low/high value of items with a view of subverting the tender process shall be rejected straight away.
  - Bank reserves the right to withdraw, postpone or cancel the tender at any stage, without assigning any reason
  - Bank reserves the right to accept or reject bid if found to be having unsatisfactory response/performance in past experience.
  - Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
  - Any deviation of the conditions given by the bidder will not be accepted and the bid will be rejected without assigning any reasons.
- The entire tender document must be signed with the seal and attached as mark of acceptance of terms and conditions.
  - A letter of undertaking on firm's letter head should also be provided before start date of CAMC duration that all PCs and peripherals have been found in working position and no further claim will be made by the vendor in this matter and all PCs and peripheral are serviceable for the period.

**Earnest Money Deposit -**

- Earnest Money Deposit of Rs.10,000.00 (Ten Thousand Only) has to be submitted by way of Demand Draft drawn in favor of "Baroda UP Bank" payable at Pratapgarh.
- Earnest Money Deposit will not carry any interest.
- The Earnest Money Deposit of all bidders will be refunded after successful bid allotment.
- Earnest Money Deposit will be refunded for the all bidders within one month from the date of allotment of tender to successful bidder.

**The Earnest Money Deposit will be forfeited if –**

- The bidder withdraws his tender before processing of the same.

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- 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 (DD) should be kept in 1st envelope and to be delivered along with the TENDER responses.**

**Security Money -**

- After successful bid allotment Security Money Deposit of Rs.50,000.00 (Fifty Thousand Only) has to be submitted by way of Demand Draft drawn in favor of "Baroda UP Bank" payable at Pratapgarh by L1 bidder.
- Security Money Deposit will not carry any interest.
- The Security Money Deposit of the firm/company shall be refunded only after successful completion of CAMC tenure subject to renewal of CAMC if any.

**Security Money Deposit will be forfeited if-**

1. The successful firm/company withdraws from the CAMC before completion of CAMC period/tenure.
2. The firm/company violates any of the provisions of the terms and conditions of this TENDER specification.
3. If unsatisfactory work reported by branch/office in Pratapgarh Region.

**Payment Terms –**

- 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 the branches.
- No advance payment shall be made in any case.
- The successful firm/company has to provide minimum 4 i.e. Quarterly Preventive Maintenance of all hardware devices under CAMC irrespective of any call for repair from branches.
- Payment will be released on quarterly basis, subject to the vendor submitting to our office, Satisfactory Service Report from all branches dully signed by Branch Head.

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**BID SUBMISSION:**

- The sealed tenders must reach the Baroda U.P Bank Regional Office Pratapgarh, Meera Bhawan City Road, Pratapgarh - 230001, complete in all respect latest by 03:00 PM on 20.03.2024. Bids received after that shall not be entertained.
- Bids must be submitted through registered Post or in Tender Box placed at Ground Floor (Near Dispatch Department) of Regional Office.
- The bid must contain two Envelopes as per procedure given below.

**Submission Details-**

Eligibility & Price bids shall be submitted in separate sealed sub- envelope.

These two 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 AND PERIPHERALS SUBMITTED BY.....ON.....AT PRATAPGARH, DUE DATE....."

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

- Dully filled up Annexure I and II 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 that the company has not been blacklisted by any public sector/Bank/PSU/Government Department in the past (Along with Annexure III).
- Details of infrastructure in order to provide proper services along with Annexure V, VI and VII.
- Attested photocopy of document of registration number of the firm along with the GSTIN no., should be registered before 3 year.
- Photocopy of duly attested PAN.
- Photo copy of income tax Return/GST Return for the last 3 years
- Firm should not be having unsatisfactory remark from the work order quoted by the bidder for experience.
- The entire tender document shall be dully signed by the vender as a mark of acceptance of terms and condition of the tender document.
- All the documents should be self-attested with stamp of the Firm.
- Escalation Matrix of Bidder (Annexure IV).
- IT MUST BE CLEARLY MENTIONED ON ENVELOP – "ELIGIBILITY BID FOR BARODA U.P BANK- SELECTION OF VENDORS FOR MAINTENANCE OF COMPUTER H/W, S/W AND PERIPHERALS SUBMITTED BY .....ON.....AT PRATAPGARH, DUE DATE....." on the top of the sub envelope containing the Eligibility Bid.

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**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.**

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

- The price quote is required to be submitted at the time of tender submission by the bidder as per Annexure VIII.
- Price bid will not be accepted in any other format or document.
- IT MUST BE CLEARLY MENTIONED ON ENVELOP – “**PRICE BID FOR BARODA U.P.BANK- SELECTION OF VENDOR FOR MAINTENANCE OF COMPUTER H/W AND PERIPHERALS SUBMITTED BY .....ON.....AT PRATAPGARH, DUE DATE.....**” on the top of the sub envelope containing the Price Bid.

**The above mentioned envelopes must be addressed to the following:**

**The Regional Manager  
Baroda U.P. Bank  
Regional Office: Pratapgarh  
Meera Bhawan, City Road  
Pratapgarh-230001**

**Request for Information-**

All queries relating to the tender must be either in writing or email only-  
[it.roprat@barodauprb.co.in](mailto:it.roprat@barodauprb.co.in).

  
**Chief Manager  
Pratapgarh**

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**Annexure-I**

**GENERAL INFORMATION**

**NAME OF BIDDER.....**

**ADDRESS FOR CORRESPONDENCE.....**

.....

**PERMANENT ADDRESS.....**

.....

**TELEPHONE NO. /MOB.....**

**PAN NO.....**

**GST NO.....**

**E MAIL ID.....**

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## Annexure II

<b>Bid Support Criteria</b>	<b>Yes/No</b>
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 Pratapgarh district. In case the vendor does not have its own setup. Dedicated field engineer 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.	
DD no. ....of Rs..... Date.....towards Earnest Money Deposit.	

**Place-**

**Date-**

**Signature of the Authorized Signatory & Seal**

A. S. [Signature]

## Annexure-III

### Undertaking

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

The Regional Manger

Baroda U.P Bank

Regional Office

Pratapgrah-230001

Sir,

**Re: Tender for Comprehensive Annual Maintenance Contract of the Computer hardware and peripherals.**

Having examined the Tender Document, the receipt of which is duly acknowledged, we, 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 tender Document.

If our Proposal is accepted, we will provide security of Rs.50000/- (Rupees Fifty Thousand Only) for the due performance of the Contract, in the form prescribed by the Bank.

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

A. S. B. / 



**Annexure-IV**

**ESCALATION MATRIX**

**For Delivery / Service related Issue**

<b>Sr No</b>	<b>Name</b>	<b>Designation</b>	<b>Mobile No</b>	<b>Email</b>
		<b>First Level</b>		
		<b>Second Level</b>		
		<b>Third Level</b>		
		<b>Regional Level</b>		

**Any change in designation will be informed by us immediately**

**Place:  
Date:**

**(Seal & Signature of Authorized Signatory)  
Name:**

A. S. [Signature]

### Annexure V

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/Directors/Associates	1. 2. 3. 4.
6.	Details and Value of major CAMC taken up during the last 3 yrs with reputed financial organization/banks. Details to be mentioned in Annexure 2-A.	
8.	PAN Number(for TDS)	
9.	GSTIN No	
10.	Annual turnover/Net profit/Loss per year	Please attach balance sheet/ITR/GST Return for last 3 years
11.	Any other relevant information with document.	

Place-

Date-

Signature of Authorized Signatory & Seal

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## Annexure VI

List of Major contracts, if any.

S. No	Name and Address of Client	Contancy No.	Period Of CAMC	District covered	Value Of CAMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

1. PO/Satisfaction certificate issued by the client shall be enclosed otherwise experience will not be valid.
2. The work should have been executed by the firm/ company or under execution.

Place-

Date-

Signature of Authorized Signatory & Seal

List of Support Engineer/Service engineer available in Region (Along with KYC Document of engineer.)-

Sr.No.	Name	Address and Contact Person.
1.		
2.		
3.		
4.		
5.		

Place-

Date-

Signature of Authorized Signatory & Seal

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### Annexure VII

Scope Of Work	
Job description	Compliance (Yes /No)
Bank is using Windows as operating system on PCs. Engineer will manage the operating system of PCs like installation of OS, updating of patches, etc. and troubleshooting of OS issues. Field engineer might have to install other applications used in the bank.	
Field engineer need to submit the inventory report to Bank's IT Manager on Monthly basis or as and when required. Field engineers will also be responsible for Inventory of IT Systems.	
Field engineer should provide the service from 10.00 AM to 06.00 PM on daily basis from Monday to Saturday or as per branch requirement for service.	
Field engineer should maintain the daily work sheet and submit status of reported issues to Bank's IT Manager on daily basis.	
Field engineer need to coordinate with Bank's team, Passive network vendor and different services providers of the systems for rectification of problem/issues.	
Field engineer need to provide First level Support i.e. Mail settings, Antivirus, IP Configuration, Network issues. Field engineers need to do Hardware Troubleshooting for PCs, Printers, Laptops etc. and first level Network Support.	
Installation, configuration, reconfiguration and troubleshooting of new and existing Desktops, Printers, and other computer peripherals.	
Daily call log Report and monthly service report is mandatory to provide to IT Department.	
Branches should be provided single point of contact to log complaints on daily basis, report of which must be shared to the IT Department daily.	

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**





**Annexure VIII**

**PRICE BID**

<b>Sr. No.</b>	<b>Name of the Item</b>	<b>Approximate Quantity</b>	<b>CAMC Rate</b>	<b>Total Cost = Quantity x Rate (Without GST)</b>	<b>Total charges after including tax</b>
1	Desktop Computer	132			
2	Passbook Printer	135			
3	Scanner	84			
4	Laser Printer	110			

**TOTAL CAMC COST (Including all taxes) (In number) -**

**TOTAL CAMC COST (Including all taxes) (In words) - .....**

.....

**Note - TOTAL CAMC COST (Including all taxes) will be considered for arriving at L-1**

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

- L1 (Lowest Bidder) will be arrived on the basis lowest TOTAL CAMC COST inclusive of all taxes/ charges.**
- Applicable taxes as per prevailing rates. TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis.
- 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 engineer, travelling lodging, boarding of service engineer and employees of the vendor.
- Quantity of hardware may differ from the quantity mentioned above.
- Preventive measures to be carried out once in each quarter.
- Cost of CAMC must include cost of Replacement of parts in all PCs covered under CAMC.
- No other payment will be made to the firm except total CAMC Cost.

