

LETTER No.: 2023-24/RMM/GEN/ 357

Date: 27.03.2024

**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 GORAKHPUR, KUSHINAGAR & DEORIA District under control of Regional office of Regional Office, GORAKHPUR 2.

**Last Date and time for receipt of Bid: - 19.04.2024 till 04:00 PM**

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

**Date and Time: 20.04.2024 at 4:00 PM**  
**THE REGIONAL MANAGER,**  
**Baroda U.P. Bank**  
**Regional Office- GORAKHPUR 2**  
**MOHADDIPUR, OPPOSITE AVANTIKA HOTEL ,GORAKHPUR Uttar Pradesh -**  
**273008**  
**E-mail Address: FI.ROGKPT@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 GORAKHPUR.
- The firm/Company should not have been blacklisted by any Public Sector/Bank/PSU/Government Department in the past.

**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.
- TDS to be deducted as applicable.



### **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/Banker's Cheque/ Pay Order drawn in favour of "Baroda UP Bank" payable at GORAKHPUR. 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, GORAKHPUR 2.**

**>> 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.







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**Baroda U.P. Bank**

- 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.

**>> 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 GORAKHPUR.
- Price bid will not be accepted on any other format or document.

**IT MUST BE MENTIONED ON ENVELOPE "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 with the selected vendor will be valid up to a period of two Years from the date of acceptance of the rates.
- The contract will be effective for a period of one year i.e. from and may be renewed on expiry for further period of one next year if required and satisfactory report received from branches.
- 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 includes repairing/replacement of the computer spares parts like mother board, SMPS, Hard disk, processors, monitors, RAM etc.
- CMOS Battery, adapters, carriage assembly, plastic/ rubber items such as printer Knobs, sprockets, belts, pulley, lever, spring, carriage rods, ribbon masks, tractors, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of laser printer, printer heads etc. are also to be covered in AMC.
- The vendor will be required to provide maintenance for Operating Systems, Installation or Re-Installation of Operating Systems, Installation/ Updating of Anti-Virus Software's,







Installation, configuration of peripherals and cleaning of system as required by the Bank from time to time. The Bank will provide all the required software. The rates 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 vendor should provide two dedicated resident engineer, out of which one will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/or Web portal for managing all requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 06:00 PM.
- All the calls lodged should be attended within 24 hours.
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
- Bank may decide to add or remove certain computers or peripherals from the CAMC at any point of time during the contract. Payment for any Inclusion/deletion of computer, printer, scanner, and other peripherals during the CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charges will be made in any case. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.
- The list of computer and peripherals as given in Annexure-B is the tentative list.
- The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the CAMC or to any property of the Bank even if it is not covered by the CAMC.
- The Bank reserves the right to terminate the agreement of CAMC, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.
- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.
- Bank is not bound to accept lowest or any proposal received.
- Final decision will be taken after analysing cost must satisfy minimum wage criteria for field engineer.
- 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 the complaints will be managed. The vendor will be required to provide the bank/Help desk call resolution statistics on monthly basis including new/pending complaints.

The details provided should include:

1. Complaint No.
2. Complaint Date and Time





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3. Nature of complaint
4. Date and time of first visit with report verified by branch
5. Present status of complaint
6. Date of resolution of complaint

- Any dispute will be under **GORAKHPUR** jurisdiction.
- Evaluation of offers: Each vender acknowledge and accepts that the bank may in its sole and absolute discretion apply whatever criteria it deems appropriate in the selection of organization not limited to those selection criteria set out in this RFP document. The issuance of RFP 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 vender. The vender unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation or warranty given in this RFP document.
- Acceptance of terms: A bidder will, by responding to the bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.
- All paper included in the 'Technical Bid' and 'Price 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.
- Field engineer contact details along with Aadhar and Identity proof must be submitted.
- Fresh inventory needs to be carried out by AMC vender after getting tender.
- CAMC confirmation will be done after review of performance of successful bidder after 45 days.

For Baroda U.P. Bank  
Regional Manager  
Gorakhpur  
Yours Faithfully

  
REGIONAL MANAGER





**Annexure-A**

**Pre-Qualification Profile**

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	

**ESCALATION MATRIX**

Delivery/ Service related Issue:

First Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
2.				
Second Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
Third Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				

Any change in designation will be informed by us immediately

**Signature of Authorised Signatory**





**ANNEXURE-B**

**TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.**

Sr. No.	Items With Brief Details of Config./Make/Model	Quantity	CAMC Rate	Total Cost = Quantity x Rate (Without GST)	Total Cost (GST Extra as applicable)
1	PC (HP/ACER/HCL/Wipro/Lenovo/Dell)	233			
2	Passbook Printer (Lipi/TVS/Epson)	77			
3	Scanner	55			
4	Laser Printer (Samsung/HP/Canon/Epson/Brother)	69			
<b>TOTAL CAMC COST (Including all taxes) (In Number)</b>					
<b>TOTAL CAMC COST (Including all taxes) (In words).....</b>					
.....					

1. **L1** (Lowest Bidder) will be arrived on the basis lowest TOTAL CAMC COST inclusive of all taxes/ charges.
2. Applicable taxes as per prevailing rates. TDS to be deducted as applicable.
3. Payment will be released by the regional office on quarterly basis.
4. Hardware items/components, those are under warranty at present may be given into CAMC after expiry of warranty. However CAMC charges in such cases will be calculated on proportionate for the remaining period of CAMC.
5. CAMC rate includes cost of services of resident engineer, travelling lodging, boarding of service engineer and employees of the vendor.
6. Quantity of hardware may differ from the quantity mentioned above.
7. Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned by Branch Heads is Compulsory).
8. Cost of CAMC must include cost of Replacement of parts in all PCs covered under CAMC.
9. No other payment will be made to the firm except total CAMC Cost.
10. AMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.

**Signature of Authorised Signatory**





Annexure-C

Eligibility Profile:

Bid support criteria	Yes/No
Firm/Company must have its own office/branch/support set-up within Gorakhpur district. In case the vender does not have its own set-up, at least two 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 hour	
DD/Cheque No.....of Rs..... Date .....towards EMD.	

Signature of Authorised Signatory







Annexure-D

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-E**

**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  
GORAKHPUR 2-273008**

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.25000/- (Rupees Twenty Five 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**







Annexure-F

List of Major Contracts, if any.

Sr. No.	Name and Address of Client	Contact No. of client	Period of CAMC	District Covered	Value of CAMC (in Rs.)
1.					
2.					
3.					
4.					

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.		

Place-

Date-

Signature of Authorized Signatory & Seal





**Annexure-G**

<b>Scope of Work</b>	
<b>Job description</b>	<b>Compliance (Yes /No)</b>
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