

REQUEST FOR PROPOSAL (RFP)

For

Selection of Vendor for Maintenance of UPS

Through Comprehensive Annual Maintenance Contract for Branches/ Offices under

PADRAUNA Region for Period of 01.06.2021 to 31.05.2022.

RFP REF No-2021-22/AMC-UPS/HO/02 Date- 19.05.2021

**Baroda U.P. Bank
Regional Office PADRAUNA**



**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
UPS**

Sealed bid are invited from the reputed manufactures/companies/firms for onsite maintenance of UPS installed at various branches/offices of our Bank located in PADRAUNA Region of Baroda U.P Bank.

- Last Date and time for receipt of Bid - 25.05.2021 till 11.00 AM
- Date and time of opening of Bid - 25.05.2021 at 02:30 PM
- Address for Communication - Baroda U.P Bank
Regional Office
Kubersthan Road
PadraunaChhawani
Kushinagar-274304
- Email Address - ROKUSH@barodauprb.co.in
- Contact Person - HARENDRA BAHADUR MAURYA (R M)
Mob . No. 6389203021
PALLAV KUMAR-6389203025(I.T)

Eligibility Criteria –

1. The bidder should have adequate turnover /facilities for services/maintenance of UPS
2. The firms/companies should have minimum 2 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firms/companies 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 24 hours.
5. 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.

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 the 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.

Other Terms and Conditions –

1. The contract will be effective for a period of one year i.e. from 01.06.2021 to 31.05.2022. 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 RPF after expiry of contract period.
2. The contract will be for Comprehensive on Site Maintenance.
3. Replacement of Parts will be at the vendor's cost with original spares of the brand make model of the ups or reputed makes with the best quality spares. AMC vendor should keep sufficient spares at the office and should provide the replacement parts within a reasonable period in no case more than 48 hours.
4. The firm/company must provide two dedicated resident engineers, they should be available to branches for managing all the service requests logged by our branches on all working days 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.
5. It shall be responsibility of the firm/company to make all UPS work satisfactorily throughout the contract period and to hand over the UPS(IF ANY IN POSSESSION DUE TO ANY REASON) 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.
6. The service call should be attended within 24 hours and must be resolved within next 24 hours.
7. In case if the firm fails to repair the faulty UPS within 24 hours it has to provide a stand by UPS till the faulty UPS is repaired
8. Minimum one visit of each branch for preventive maintenance on quarterly basis during AMC period (Visit certificate to be countersigned by branch heads is compulsory) .
9. In case of delay in attending complaint liquidated penalty of RS-200/- per day will be deducted and for delay of more than 1 week AMC payment for that branch will be deducted.



10. 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.
11. 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.

Earnest Money Deposit-

- The bidder shall furnish Earnest money deposit of Rs.10000 /- (Rs. Ten Thousand Only). The earnest money shall be in form of Demand Draft favoring Baroda U.P. Bank, Payable at PADRAUNA
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.
- EMD will be refunded without interest to the unsuccessful bidder within a month from the date of issue of letter of intent to the successful bidder.
- The EMD may be forfeited by the bank-
 - If the bidder withdraws their bid during the period of bid validity specified by the bidder on the bid form, or
 - In case of successful bidder, if the bidder fails to:
 - Sign the contract within 15 Days of issue of letter of intent/offer
 - Furnish performance security within 15 Days from the date of placing the order or signing of contract whichever is earlier for any reason what so ever.

Security Money-

- Security Money Deposit of Rs. 10,000.00 (Rupees Ten Thousand Only) in form of FDR in our bank or Bank Guarantee from any bank toward security for the entire period of assignment, within 15 days from the date of letter of appointment.
- The Security Money Deposit of the firm/company shall be refunded 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 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 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
2. The firm/company violates any of the provisions of the terms and conditions of this TENDER specification.

Bid Submission Details-

- **Bids must be submitted either through registered post or by hand to hand at Regional Office, PADRAUNA**
- **The bid must contain two envelopes as per procedure given below.**

FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:-

- Earnest money deposit of Rs.10000/- (Ten Thousand Only) in form of Demand Draft favouring Baroda U.P. Bank, payable at PADRAUNA.
 - 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.
 - Details of infrastructure in order to provide proper services.
 - Attested photocopy of document w.r.t. registration of firm along with GSTIN No.
 - Photocopy of duly attested PAN.
 - Photocopy of duly attested GSTIN.
 - Income tax return for the last two years.
 - Certificates/documents w.r.t. 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.
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- **IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY STAMPED, SIGNED AND ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED.**
 - **IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF AMC OF UPS SYSTEM".**



SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENT GIVEN BELOW:-

- The price must be submitted on the prescribed format (Annexure-2) along with the documents
- The e-mail address and Phone/fax number of the bidders shall also be indicated on sealed envelopes.
- Price bid will not be accepted in any other format or document.
- **IT MUST BE MENTIONED ON THE ENVELOPE “PRICE BID FOR AMC OF UPS SYSTEM”.**

SINGLE POINT OF CONTACT FOR SUPPORT:

Bidder has to provide details of single point of contact viz. designation, address, email address, telephone/mobile number for communicating and service support as per ANNEXURE-1

Cancellation of Contract and Compensation:-

The bank reserves the right to cancel the order/contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances:

- 1-The selected bidder commits a breach of any of the terms and conditions of the contract.
- 2-The bidder goes into liquidation voluntarily or otherwise.

Termination for Insolvency:-

The bank may at any time terminate the contract by giving written notice to the vendor if the vendor becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the vendor provided that such termination will not prejudice or affect any right or remedy, which has accrued or will accrue thereafter to the bank.

The above mentioned envelopes must be addressed to the following:

The Regional Manager

Baroda U.P. Bank

Regional Office: PADRAUNA

KUBERSTHAN ROAD, PADRAUNA CHHAWANI

PADRAUNA, KUSHINAGAR-274304

These two separate sealed sub-envelopes (FIRST AND SECOND ENVELOPE) should be put together in another sealed master envelope super scribing “BID FOR BARODA U.P BANK – SELECTION OF VENDORS FOR MAINTENANCE OF UPS FOR THE PERIOD FROM 01.06.2021 TO 31.05.2022- REFERENCE

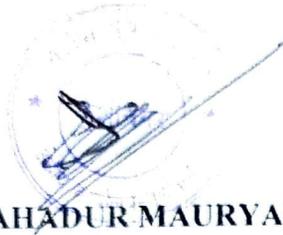
**NO.....SUBMITTED BY.....ON.....
AT, DUE DATE.....”**



Request for Information-

All queries relating to the tender must be either in writing or email only-
rmkus@purvanchalbank.co.in/ROKUSH@barouprrb.co.in

Note- All papers included in the bid must be stamped and signed by Authorized signatory under company seal. If any of the paper remains unsigned the bid is liable and will be rejected.



HARENDRA BAHADUR MAURYA)
Regional Manager
PADRAUNA

Tender Offer Covering Letter
(On the letter head of bidder duly signed and stamped by authorized signatory)
Date-

The Regional Manager
Baroda U.P.Bank
Regional Office-Padrauna
KubersthanRoad,PadraunaChawwani
Padrauna,Kushinagar-274304

Sir,

Re:-Request for proposal for comprehensive Annual maintenance contract of the UPS.

Having examined the Proposal 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 Contact in accordance with the terms and conditions specified in the Bid 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



SINGLE POINT OF CONTACT DETAILS

Annexure-1

NAME OF THE BIDDER-

ADDRESS FOR CORRESPONDENCE-

PERMANENT ADDRESS-

MOBILE NUMBER-

PAN NUMBER-

GSTIN-

DETAILS OF INFRASTRUCTURE AVAILABLE

- ❖ **Authorised Seller Dealership (CERTIFICATE)**
- ❖ **Number of standby UPS available---**
- ❖ **List of Support Engineer/Service engineer available in Region-**

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

ESCALATION MATRIX

DELIVERY/SERVICE RELATED ISSUE:

S.NO	NAME	DESIGNATION	MOBILE NUMBER	EMAIL ADDRESS
		FIRST LEVEL		
		SECOND LEVEL		
		THIRD LEVEL		
		REGIONAL HEAD		

Place-

Date-



Signature of the Authorized Signatory & Seal

Price Bid**Annexure 2**

Sr.No	Name of the Item	Quantity	AMC Rate	Total Cost = Quantity x Rate
1	UPS	60		

*PLEASE SPECIFY WITH OR WITHOUT GST.

TOTAL CAMC COST-

Place-

Date-

Signature of Authorized Signatory & Seal

1. L-1 bid will be derived on total cost of ownership for all items together.
2. Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
3. Payment will be released by the regional office on quarterly basis.
4. Hardware item which is under warranty at present may be given into AMC after expiry of warranty of such hardware. However AMC charges in such cases will be calculated on proportionate for the remaining period of AMC.
5. AMC rate includes cost of services of resident engineers.
6. AMC rate includes travelling lodging and boarding of employees of the vendor.
7. AMC rate includes travelling, lodging and boarding of service engineer.
8. Preventive measures to be carried out once in a quarter.

