



बड़ौदा यू.पी. बैंक
Baroda U.P. Bank

ROAZAMGARH/2025-26/CAMC/IT/1

Date: 16.04.2025

Request for proposal for Comprehensive Annual Maintenance Contract (CAMC) of UPS systems with Batteries at branches/ Office under Baroda U P Bank Azamgarh Region.

Introduction:

Baroda UP Bank Regional Office Azamgarh invites tenders comprising of Eligibility, Technical and Commercial bid from experienced and eligible entities (herein referred to as "Bidder" or "Vendor") to provide CAMC of 5KVA/3KVA/2KVA UPS systems and batteries (ACPL/Rainbow/Delta/Numeric) installed across branches under Azamgarh region and Regional Office.

The contract will be effective for a period of one (1) year, commencing on May 16, 2025, and ending on May 15, 2026. The bank may, at its sole discretion, extend the contract for additional terms upon mutually agreeable terms.

Schedule of Events & Bid Details-

Tender issuing date	16.04.2025
Last Date and Time for submission of Bid	06.05.2025 at 04:00 PM
Date and time of Technical bid opening	06.05.2025 at 05:00 PM
Date and time of Commercial bid opening	06.05.2025 at 06:00 PM
Address for communication	Regional Head, Baroda UP Bank, Regional Office-Azamgarh, Near Rahul Prekshagr, Mau Road, Sidhari - 276001
Contact Number-	Himanshu Bourai- 9151074386

Invitation of Tender Bids-

- Bank invites tenders from experienced bidders to provide Comprehensive Annual Maintenance Services of UPS systems and Batteries. The selected bidder is required to adhere to the terms of this request of proposal document and any deviation to the same shall not be acceptable.
- Bidders are expected to examine all instructions, terms, specifications, annexure and other information in this request of proposal document.
- This document is an invitation for Bidder response. No contractual obligation on behalf of the bank shall arise from this document unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful Bidder.

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- Bids once submitted will be treated as final and no further correspondence/ modification will be entertained on this.

Vendor Responsibilities-

- The vendor is responsible for ensuring the satisfactory operation of all covered UPS Systems and batteries throughout the contract period.
- Preventive maintenance visit must be done once on every quarter.
- The vendor shall provide two (2) dedicated resident engineers for on-site support.
- Engineers should be available during all bank working/non-working days as per requirement to respond to service requests from branches/offices.
- The vendor shall provide replacement parts at their own cost.
- Under the comprehensive AMC the defective/ Non-functioning parts like logic card, Charging card, display, Power supply, Transformer, relay etc. of equipment's spares will be replace without any cost.

Terms and condition of tender-

- The registration number of the firm along with **GST no.** allotted by the authorities must be submitted
- **PAN NUMBER** of the firm allotted by the income tax authorities should be submitted (without which the vendor's bid would become invalid and shall be liable to reject)
- Bidder should have executed minimum three projects of undertaking AMC in PSU/ RRB bank. (Bidders need to submit certificate from client organization or copy of purchase orders).
- The bidder/Vendors having franchise arrangements or third party service support cannot quote.
- Rates should be quoted on the space provided in **annexure B attached only**. No other sheet/form should be used for quoting rates.
- If any clarification is required the same should be obtained before submitting the bid.
- Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
- Any deviation of the conditions given by the purchaser will not be accepted and bid will be rejected without assigning any reasons. Incomplete in any respect or conditional tender shall liable to be rejected.
- BUPB reserve the right to accept or reject any bid whole or in parts without assigning any reason thereof. Bank's decision will be final and no correspondence will be entertained in this regard.
- In case of delay in submission/non submission of bids, Bank will not assume any responsibility

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- The competent authority (bank) does not bind to accept the lowest or to give any reasons for its decision of acceptance or rejection of tenders.

Response Times & Penalty-

- Critical service requests (e.g., system outage affecting core banking operations) will be acknowledged immediately and resolved within 6 hours during business hours.
- Non-critical service requests will be acknowledged & resolved within 24 hours.
- Any parts that need to be changed/repair should be done within 3 days.
- Failing to comply with above TAT Rs. 100/- per day penalty will be levied (From registered time of complaint by branches/offices.)

Earnest Money Deposit:-

Earnest Money Deposit (EMD): Earnest Money Deposit of Rs.10,000.00 (Rupees Ten Thousand Only) has to be submitted by the way of Demand Draft drawn in favour of "Baroda UP Bank" payable at, Azamgarh. 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.

Authorisation to BID

The proposal/ bid being submitted would be binding on the Bidder. It is necessary that all pages of the bid should be signed by authorised personnel of the firm or organization. All such sign shall be supported by a rubber stamp impression of the Bidder's firm.

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The Bid should be submitted at the **Regional Manager Baroda UP Bank, Regional Office- Azamgarh, Near Rahul Prekshagrih, Mau Road, Sidhari, Azamgarh; 276001** by the Bidder. It should be in two parts:

1) **Technical Bid-** In the first stage, Technical Bid will be opened and evaluated. It should not contain any price information.

- It should be complete in all respect and contain all information asked for in the document.
- Annexure A (Bidder's profile format) is to be submitted in physical form to the bank on or before last date and time of bid submission.
- Photocopies of relevant documents/ certificates as a proof in support of various information is to be submitted.
- The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank further reserves the right to reject any or all offers on its own evolution of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- The Bank reserves the right to modify any terms, conditions or specifications of RFP before date of submission of bids. Bidders have to submit bid documents as per the changes/ modifications while submitting the bid. Notification of the amendments (if any) will be available on the Bank's website and no separate communication will be issued.

Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for commercial evolution.

2) **Commercial Bid-** Under the second stage, the commercial Bid of only those Bidders, whose technical bids are qualified, will be opened for finalization of L1 Bidder.

- In second Envelope it must be clearly mentioned "Price Bid of Comprehensive AMC for UPS systems and batteries".
- It must contain only price bid and Demand Draft.
- The commercial offer must not contradict the Technical offer in any way.
- The Bidders should not offer any option or any conditional offers to the Bank while giving the price information through Annexure-B.
- The final decision on the Bidder will be taken by Baroda U P Bank Regional Office Azamgarh. Baroda UP Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any Bidder in the final short-list.

Award of Contract- On completion of evaluation of commercial bids, Bank will determine the L1 Bidder and contract will be awarded to the L1 Bidder.

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- The lowest bidder will be considered on the basis of consolidated AMC price of all items.
- However, the bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this tender notice and shall be entitled to reject any or all offers.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.

Price composition-

- AMC will be valid for one year.
- Total cost of AMC quoted should be inclusive of Cost of delivery of equipment's, installation and service rendered as per Bank's requirement.
- Bank will not pay any Labour charges, transportation, installation of hardware item etc. separately. All such costs, if any, should be absorbed in the AMC price.

Rejection of Bid- The Bid is liable to be rejected if:

- The document does not bear signature of authorized person in each page and duly stamped.
- It is received after expiry date and time stipulated for Bid submission.
- It is incomplete or conditional or contains incorrect information.
- Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. is made directly or through any mode of communication.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.
- Negative track records and bad reputation of any Bidder reported by any other region of Baroda U P Bank is liable to reject any or all offers.

Payment Terms- The terms of payment for AMC of UPS systems and batteries will be as follows:

- The cost of AMC service will be paid on quarterly basis (post quarter) after deducting penalty (if any).
- TDS/ GST on payments will be deducted as applicable.
- Successful Bidder shall permit Bank to hold deduct the amount from invoice, for non-performance or part performance or failure to discharge obligations under the contract.

Exit Clause- The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- Failure of the Bidder to accept the contract.

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- Delay in delivery of parts.
- Delay in attending/ rectifying complaints.
- Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functionality of branch/office.
- In addition to the contract bank reserves the right to exit at any time after giving notice period of one month during the contract period.

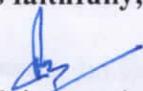
Termination of Contract-The Bank is entitled to terminate this contract, without any cost to the bank and recover expenditure incurred by the bank from bidder.

Tender submission:

Submission of tenders in sealed envelope super scribing **“Proposal for CAMC of UPS systems and Batteries at branches / Office under Baroda U P Bank Azamgarh region.”** addressed to “The Regional Manager Baroda UP Bank, Regional Office- Azamgarh, Near Rahul Prekshagrih, Mau Road, Sidhari, Azamgarh; 276001”, Complete in all respect latest by **04.00 PM dated- 06.05.2025**. Tenders received after that shall not be entertained.

Tender must be submitted by hand or through registered post.

Yours faithfully,


(G.K. Srivastava)
Regional Head
Azamgarh Region

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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 work taken up during the last 3 yrs. with reputed financial organization /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	

DETAILS OF INFRASTRUCTURE AVAILABLE

Authorized Seller Dealership (Yes/No)	
Standby UPS available(Yes/No)	
Local Engineer/Office Available (Yes/No)	

Place: -
Date: -

Signature of Authorized Signatory & Seal



ANNEXURE-B

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED FOR CAMC AT VARIOUS BRANCHES/OFFICE.

Sr.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	Type Of Service	Rate (Excluding Taxes)	Total Cost(Excluding Taxes/GST)
1.	UPS (5 KVA) with Batteries	7	CAMC		
2.	UPS (3 KVA) with Batteries	22	CAMC		
3	UPS(2 KVA) with Batteries	5	CAMC		
TOTAL					

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Work Order.
- Hardware which is under warranty at present may be given into AMC after expiry of warranty of such hardware. AMC charge will be calculated on pro rata basis for remaining CAMC period.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of CAMC of all items.
- Work rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once in every quarter. (Visit Certificate to be countersigned by Branch Heads is Compulsory).

Place-

Date-

Signature of Authorized Signatory & Seal



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Escalation Matrix

Delivery/Service related issue:

First Level				
Sr.No.	Name	Designation	Mobile No.	Email-Address
1				
2.				

Second Level				
Sr.No.	Name	Designation	Mobile No.	Email-Address
1				

Third Level				
Sr.No.	Name	Designation	Mobile No.	Email-Address
1				

Place: -

Date: -

Signature of Authorized Signatory & Seal