



# प्रथमा यू.पी. ग्रामीण बैंक

भारत सरकार का उपक्रम (प्रवर्तक: पंजाब नैशनल बैंक)  
प्रधान कार्यालय: रामगंगा विहार, फेज-2, मुरादाबाद (उ.प्र.)

क्षेत्रीय कार्यालय: 18, संजय नगर, डिस्ट्रिक्ट  
सेंटर, राजनगर, गाजियाबाद (उ0प्र0)  
फोन- 0120-2807284, 7217028485  
E: rmgzb@prathamaupbank.com

## टेंडर नोटिस

दिनांक 06.06.2023

सर्वसाधारण को सूचित किया जाता है की प्रथमा यू0पी0 ग्रामीण बैंक, क्षेत्रीय कार्यालय, गाजियाबाद के अंतर्गत क्षेत्रीय कार्यालय एवं सभी शाखाओं में उपलब्ध Computer Hardware, Software और Peripherals के Maintenance हेतु AMC का अनुबंध किया जाना है। इच्छुक वेंडर अपना टेंडर दिनांक 23.06.2023 समय सायं 5:00 बजे तक क्षेत्रीय कार्यालय (पता- प्रथमा यू0पी0 ग्रामीण बैंक - क्षेत्रीय कार्यालय, Second Floor, District Center 18, Sanjay Nagar, Sector-23, Near Vishal Megamart, Ghaziabad - 201002, ईमेल rmgzb@prathamaupbank.com) पर पहुंचाना सुनिश्चित करें। टेंडर दिनांक 26.06.2023 को समय 04:00 बजे टेंडर कमेटी के समक्ष खोले जाएंगे। किसी भी टेंडर को मान्य या अमान्य करने का अधिकार बैंक के पास सुरक्षित है। विस्तृत विवरण बैंक की वेबसाइट [www.prathamaupbank.com](http://www.prathamaupbank.com) पर उपलब्ध है।

क्षेत्रीय प्रबन्धक: क्षेत्रीय कार्यालय, गाजियाबाद।



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## **Tender Notice: - Annual Maintenance contract for undertaking of maintenance of computer hardware and peripherals**

Prathama UP Gramin Bank Regional Office Ghaziabad invites tender from reputed firms/companies for award of annual maintenance contract of computer hardware for a period of 12 months as per details indicated below:

Separate technical and financial bids in duly sealed covers super-scribed as “*Quotation for AMC of computer hardware and peripherals – Technical Bid*” and “*Quotation for AMC of computer hardware and peripherals – Financial Bid*” respectively are invited from the firms which are engaged in providing maintenance services for computer hardware and peripherals. Details of computer hardware and peripherals are given in Annexure-I.

### **MISCELLANEOUS CONDITIONS**

01. Bidder should be a registered company under company act.
02. Bidder should have at least 3 years experience in this line of activity with nationalized/commercial banks (PNB, SBI etc.).
03. Bidder must have an office/dealing branch at Ghaziabad.
04. ***Bidder should post total three dedicated engineer (One dedicated engineer at regional office and two dedicated engineer for sites).***
05. All the engineers of bidder should be on company's payroll.
06. The undertaking should be signed by one of the board of directors on company's letter head.
07. A centralized callboard/call lodging system should be setup at regional office with a callboard package. Uptime report to be submitted regional office on weekly basis.
  - a) Rate must be quoted for AMC period for 12 months without GST and GST % should be mention in separate.
  - b) No separate outstation charges will be paid during period.
  - c) The vendor has to execute the AMC agreement on non-judicial stamp paper of requisite value prevailing at the place of execution. The AMC agreement will be executed at regional office instead of individual branches subject to providing the details of AMC as per AMC agreement.
  - d) The TAX (TDS) on AMC charges at the prevailing rate will be deducted at source from all the AMC vendors while releasing the payment to them irrespective of the amount of such payment.



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- e) The TDS deducted shall be on actual AMC amount including tax portion as per GOI norms at the time of payment.
  - f) The vendor has to carry out the preventive maintenance (PM) equipment once in a quarter as per clauses in the AMC agreement, failing which penalty has to be charged as per the relevant clauses in the AMC agreement.
  - g) AMC payment will be done quarterly subject to satisfactory maintenance of IT assets.
1. **Termination: PUPGB reserves the right to abandon the current tender process or cancel and go in for a fresh tender at any point of without assigning any reason whatsoever.**
  2. Selection Process: The committee will evaluate all the proposals of the vendors received by PUPGB within the RFP submission due based on the minimum eligibility criteria, response of the vendors to the RFP who prima-facie match up to the Bank's requirements and short-list the vendors. The selection of the vendors will be determined on the basis of various parameters which will be internally evaluated by the evaluation committee.



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## 01. SCOPE OF SERVICES:-

- I. The equipment shall be attended within four hours of receipt of complaint (Exclusive of travelling time). In case problems persist, systems shall be replaced within 48 hours of receiving complaint and alternate system shall be given till machine is repaired. The replaces equipment shall be installed, so that normal job of the purchaser may not hamper.
- II. AMC services shall cover updates/maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware.
- III. Vendor has to undertake BIOS upgrade wherever the requirement is felt by the Bank.
- IV. Anti-Virus Updation and Virus related calls-vendor has to co-ordinate and co-operate with the Anti-Virus vendor for problem resolution.
- V. Vendor should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, cables, connectors, network cards, ports, UPS, environmental conditions, illumination, etc.
- VI. The vendor shall be fully responsible for the annual maintenance for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor and any defect that may develop under normal use of supplied equipment during AMC period.
- VII. AMC will not become void even if the purchaser buys any other supplemental hardware from third party and install it with/in these machines.
- VIII. The vendor shall provide onsite preventive maintenance on regular interval. The maintenance service under this agreement consists of preventive and corrective maintenance of all parts of machine, printer and spares other than consumables and plastic parts (i.e. printer ribbon, printer band and stationery).
- IX. Quarterly visit is necessary in each and every branch by engineer whether any complaint is lodged during the period or not.

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**X. The scope of service for desktops**

- O/s tuning including but not limited to Disk checking/File management/reloading of preloaded/ordered software/Updation of software.
- Cleaning of CD Drive including Lens Cleaning/Backup drive.
- Any other Check/service that will make equipment work smoothly and as per system uptime on regular basis.

**XI. The Scope of service for printers and other equipment**

- All parts in printers including printer heads are included under AMC support except consumables (ribbon cartridge, Toner cartridges and Stationery only).
- Checking the printer or the equipment, cleaning of contacts etc. so that the printer or other equipment works in most efficient manner.
- Providing of all services under the rate contract shall be the sole responsibility of the vendor. Bank will not be responsible for any delays/violation from third party OEMs.

**02. LIQUIDATED DAMAGES:**

If vendor fails to perform services within stipulated time schedule, the purchaser shall, without prejudice to its other remedies under the rate contract is entitled to deduct the liquidated damages as per the below mentioned calculations.

**System up time and penalty:**

The vendor to maintain buffers of hardware parts at R.O. Three dedicated engineers to be provided to the region for timely resolution of the issues. Vendor has to guarantee minimum uptime of 99% quarterly during services period (AMC). For calculation purpose of up time, Bank will consider business hours 9 am to 6 pm from Monday to Saturday on all days of Year. For this purpose total elapsed time between receiving the breakdown message (over telephone or otherwise) and making the system functional or providing standby machine, will be treated as down time. The response time should not be more than 4 hrs (exclusive of travelling time) and will be applicable for 7 X (9 AM to 6 PM hrs). It would cover maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware. It will be calculated on quarterly basis. Bank will charge penalty in case of not meeting the uptime requirements.

- Penalty charges will be deducted @5% of the AMC subject to a maximum of 50% of AMC amount of the item for the quarter.



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II) For this purpose, total elapsed time between receiving the breakdown message (over telephone or otherwise) and making the system functional or providing a standby machine will be treated as downtime.

### **03. GOVERNING LAW AND DISPUTES:**

All disputes or difference whatsoever arising between the parties thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of arbitration and reconciliation act, 1996, and the award made in pursuance thereof shall be binding on the parties. The arbitrator/arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Ghaziabad.

The Vendor shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Ghaziabad.

### **04. ASSIGNMENT:**

The vendor shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

### **05. SHIFTING OF HARDWARE:**

Relocation or shifting of the equipment shall be done by the Bank at its own cost and risk. Any damages to the equipment arising out of such relocation or shifting will not be covered under this agreement. However, vendor can provide the service of disconnection and reinstallation at additional charges. Such activity will not form part of normal maintenance and therefore is not included in the charges quoted here.

### **06. PATENT RIGHTS:**

The vendor shall indemnify the purchaser against all third party claims of infringement of patents, trade mark or industrial design, rights arising from use of the goods or any part thereof in India.



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- The vendor shall, at their own expense, defend and indemnify the bank against all third party claims or infringement of intellectual property right, including patent, trademark, copy right, trade secret or industrial design rights arising from use of the products or any part thereof in India.
- The vendors shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the bank is required to pay any amount awarded by any court/authority to a third party resulting from such infringement, the vendor shall be fully responsible there for, including all expenses and court and legal fees.
- The bank will give notice to the vendor of any such claim without delay, provide reasonable assistance to the vendor in disposing off the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

**07. INDEMNIFICATION:**

The vendor undertakes to indemnify and keep indemnified the purchaser for all losses and claim against the purchaser raised by its customer or third parties in case of breach of any of the terms relating to confidential information.

**08. VALIDITY OF CONTRACT:**

The agreement is initially for a period of 12 months and can be renewed on expiry on the basis of performance of vendor for further period of one year .

**09. PAYMENT:**

Maintenance charges as mentioned in requisition of maintenance shall be payable in quarterly subject to satisfactory maintenance of IT assets.

At the time of payment vendor has to submit branch visit report of each call attended during the quarter.

**10. TERMINATION OF CONTRACT:**

The quality of services given by the vendor will be reviewed every 3 months and if the services are not found satisfactory, the bank reserves the right to terminate the contract by giving 30 day notice to the vendor. The decision of the bank regarding quality of services shall be final and binding on the vendor.

***Limitation of Liability-*** The vendor's aggregate liability under this agreement shall be limited to the amount payable to the vendor for the services being provided under this agreement. In no event shall either party be liable for any indirect or consequential losses.



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However, where vendor is required to replace the products for failure to provide services as per this agreement, the vendor's liability in such cases shall be limited to the value of the affected product. Where the vendor fails to replace the product, the bank shall, upon reasonable notice, be entitled to procure a replacement product (at market value) at the risk and cost of the vendor.

#### 11. SELECTION PROCESS:

The Committee will evaluate all the proposal of the vendors received by PUPGB within the RFP submission due date based on the minimum eligibility criteria, response of the vendors to the RFP who prima-facie match up to the Bank's requirements and short-list the vendors. The selection of the vendors will be determined on the basis of various parameters which will be internally evaluated by the evaluation committee.

#### **First Stage: (Technical Evaluation)**

1. Bid document must be submitted in a single hard bound file. (No loose pages must be submitted). **All pages of the Bid Document must be serially numbered and must be properly signed by the authorized signatory and stamped by Bidder's Official seal.** All Annexure must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party. All documents, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable).
2. All third party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third party document may make the bid liable for rejection.
3. Technical bid opening will be done in presence of authorized representatives of all the bidders (if they choose to be present) who have submitted technical bid successfully within the stipulated time lines set by the Bank.
4. After that technical bids will be evaluated based on the eligibility criteria defined in the RFP document. Bids complying with all the eligibility criteria and confirming compliance to all the terms & conditions of RFP document would be further evaluated on technical parameters.
5. PUPGB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PUPGB will be final in this regard.
6. The Bank reserves the right to accept or reject any product/ item/ technology/ module/ functionality proposed by the bidder without assigning any reason thereof. The Bank also reserves the right to reject any Bid, in case any of the Technical Specification is not in compliance to Bank's requirement. Decision of the Bank in this regard shall be final and binding on the bidders.





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### **Second Stage: (Commercial Evaluation)**

In the second stage, the COMMERCIAL BID of only those bidders will be opened who will comply with all the eligibility criteria and confirm compliance to all the terms & conditions of technical specifications of the RFP document.

1. The commercial bids shall be opened in the presence of shortlisted bidders, if they choose to be present. The intimation of time and place of opening of commercial bids are mentioned. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. No information regarding the Commercial opening will be provided later to the bidders who did not attend the commercial opening, neither telephonically nor through mail.
2. After opening of commercial bids as above, commercial evaluation & verification of the bids will be done by the Bank.
3. The bidders will be required to quote for all the items required by the Bank.
4. Bank has the option to negotiate with L1 bidder after commercial evaluation.

**The L-1 price and L-1 vendor for the rate contract will be decided on the basis of least grand total cost derived after evaluation.**

**Note: Kindly Contact Vivek Kumar (7217028485), Manager-IT in case of any query.**



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### Annexure – A

**Technical bid for maintenance of computer hardware and peripherals at PUPGB Ghaziabad Region.**

Sr. No	Item	Detail
01.	Name and Address of the company/Firm	
02.	Firm/Company GST No.	
03.	No. of years the company has been in business of AMC or computer Hardware peripherals.	
04.	No. of engineers/technical staff on the rolls of the company/firm	
05.	No. of engineers/technical staff maintained at the company/firms local office and their educational background.	
06.	Can the company/firm shift adequate No. of Engineers/Maintenance staff from its Head Office/Other branches to local office in case of Need	
07.	Whether the company/Firm Specifically fulfills the eligibility criteria given.	
08.	Deviation to the terms and conditions as above, if any, may be specifically indicated here in details.	

**Signature**

**With Seal  
(Name of the company/firm)**



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### Annexure – B

#### Financial bid for Maintenance of computer hardware and peripherals at PUPGB Ghaziabad Region.

HARDWARE TYPE	MAKE	YEAR	QUANTITY
ALL IN ONE SYSTEM	ACER	2015	19
DESKTOP	ACER	2016	33
DESKTOP	HP	2016	20
DESKTOP	HP	2017	28
DESKTOP	HP	2018	127
DESKTOP	ACER	2019	26
PASSBOOK PRINTER	OLIVETTI PR2+	2017	30
PASSBOOK PRINTER	PLQ20/30	2018	101
SCANNER	HP 200	2017	14
SCANNER	CANON	2019	2
SCANNER	EPSON	2016	18
LASER PRINTER	HP 202N	2017	33
LASER PRINTER	HP 203	2018	10
LASER PRINTER	HP AND CANON MFP	2019	36

**Signature**

**With Seal  
(Name of the Company/firm)**



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### ANNEXURE-I

HARDWARE TYPE	MAKE	YEAR	QUANTITY
ALL IN ONE SYSTEM	ACER	2015	19
DESKTOP	ACER	2016	33
DESKTOP	HP	2016	20
DESKTOP	HP	2017	28
DESKTOP	HP	2018	127
DESKTOP	ACER	2019	26
PASSBOOK PRINTER	OLIVETTI PR2+	2017	30
PASSBOOK PRINTER	PLQ20/30	2018	101
SCANNER	HP 200	2017	14
SCANNER	CANON	2019	2
SCANNER	EPSON	2016	18
LASER PRINTER	HP 202N	2017	33
LASER PRINTER	HP 203	2018	10
LASER PRINTER	HP AND CANON MFP	2019	36