

Request for Proposal (RFP) for Annual Maintenance Contract of Computer Hardware & Peripherals for Branches and Offices under Berhampur Region

Ref No. FGMO:BBSR:ZCC:ON:0341

Date : 02.03.2023

Start Date	:03.03.2023	
End Date	:17.03.2023	04:00 P.M
Opening of Technical Bid	:17.03.2023	04:30 P.M
EMD Amount	: Rs. 20000/-	
RFP Fees	: Rs. 590/-	

DISCLAIMER

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter in a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Union Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Bid Details:

RFP Ref. No. FGMO:BBSR:ZCC:ON:0341

Start Date & Time of issue of RFP/ Document Download	03.03.2023 at 15:00 Hours
Last date and time for submission of query	15.03.2023 up to 17:00 Hours
Last date and time for submission of Bidding Document	17.03.2023 up to 16:00 Hours
Date and Time of Technical Bid Opening	17.03.2023 at 16:30 Hours
Place for submission of RFP Cost & Integrity Pact	Union Bank of India, Zonal Computer Cell Bhubaneswar, No- 3/1A, Civic Centre, Nayapalli , Bhubaneswar, Odisha - 751015
Address & Contact Numbers	As above. 9619126016
Cost of RFP	Rs. 590/- (Rupees Five Hundred Ninety Only) including GST in the form of Demand Draft in favour of Union Bank of India, payable at Bhubaneswar.
EMD/Bid Security	Rs. 20000/- (Rupees Twenty Thousand only) in the form of Demand Draft in the favour of Union Bank of India payable at Bhubaneswar should be enclosed with Technical Bid
Contact details	Interested Bidders are requested to send the email to zcc.bhubaneswar@unionbankofindia.bank containing below mentioned information, so that in case of any clarification same may be issued: Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address etc.

Note: This RFP is being issued with no financial commitment and Bank reserves the right to change or vary any part thereof at any stage. Bank also reserves the right to withdraw any part or complete RFP at any stage without giving any reason thereof.

Bank is not bound to award the work to L-1 bidder only. Bank at its sole discretion may cancel any or all bids or any part of bids without assigning any reason thereof.

Clarification/Addendum/Corrigendum will be published on Bank's website only. Bidders are requested to check the Bank's website for same.

Queries received after the scheduled date and time will not be responded/acted upon.

INSTRUCTIONS TO BIDDER

Introduction

Union Bank of India is a Public Sector Bank (including e-Andhra Bank & e-Corporation Bank amalgamated with Union Bank of India w.e.f. 01.04.2020) has Regional office at Union Bank of India, Regional office Berhampur, Gayatri Central Plaza, Near Tata Benz Sqr, Odisha - 760004. The Region has 64 branches and offices spread across 4 districts (namely Boudh, Kandhamal, Ganjam, Nayagarh). The Field General Manager Office, Bhubaneswar invites offer for providing comprehensive on-site maintenance services of computer hardware and peripherals (Desktops, Printers, Scanners etc) of all Branches/Regional offices/Currency Chest/Offices under Region Berhampur.

Definition

‘Bank or UBI’ means unless excluded by and repugnant context or the meaning thereof, shall mean ‘Union Bank of India’, described in more detail in clause 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.

‘RFP’ means this Request for Proposal prepared by Union Bank of India for Annual Maintenance Contract of Desktops, Printers and Document Scanners.

‘Bidder’ means a vendor who is submitting the proposal in response to this RFP.

‘Contract’ means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.

‘Proposal’ means that Technical/Financial proposal including any documents submitted by the bidder as per the formats/requirements prescribed in the RFP.

Objectives of the RFP

Offers are invited from reputed bidder for Annual Maintenance of Desktops, Printers, Document Scanners (hereinafter referred to as ‘Scanner’) in its branches/offices of Union Bank of India including e-Andhra Bank and e-Corporation Bank spread across the Region.

Invitation of Tender Bids

This RFP is an invitation for bidder responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. However, until a formal contract is prepared and executed, this offer together with Bank’s written acceptance & notification of award shall constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder’s risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

The Document can be downloaded from Bank's Website www.unionbankofindia.co.in and from government portal www.eprocure.gov.in

1. Eligibility Criteria

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

- 5.1. The bidder should be a registered company in existence and should have minimum 5 years of experience in the maintenance of computers (Desktops as well as AIO) , printers (Passbook printers, Dot Matrix printers, Fast Dot Matrix Printers, Laser Jet Printers etc), Scanners and must be performing the AMC (Computer Hardware & Peripherals) of at least three years in Public Sector Banks (**Proof to be submitted along with Technical Bid**).
- 5.2. The bidder needs to be Original Equipment Manufacturers (OEM) or the authorized business partner of OEM. Authorized vendors need to submit the authorization letter of OEM(s) for the proposed desktop make for active period of 1 year mentioning our RFP reference no: **FGMO:BBSR:ZCC:ON:0341** in original.
- 5.3. The Bidder should have operating Profit (as EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) in the last 3 financial years, (2019-2020, 2020-21 , 2021-22). **Copy of Audited Balance Sheet and Profit & Loss A/C statement for last 3 consecutive years should be submitted.**
- 5.4. The bidder should be a company/firm incorporated in India having an Average Annual Turnover of ₹ 3 Cr in last three financial years i.e. 2019-2020, 2020-21 & 2021-22 as per the audited balance sheet available at the time of submission of tender in the field of Services (Sale and purchase will not be applicable). **This must be the individual company turnover and not that of any group of companies/Firm/Sole proprietary concern.** Copy of incorporation certificate/Partnership Deed and Registration Certificate/PAN Card and Audited Balance sheet needs to be submitted as applicable to the bidder. **Copy of incorporation certificate and audited Balance Sheets needs to be submitted**
- 5.5. The bidder must have provided AMC Service of similar type of Computer Hardware to Banking industry during last three financial Years. **Satisfactory performance certificate/Purchase Order from customers should be submitted.**
- 5.6. Bidders, who have not satisfactorily completed any of the earlier AMC contracts or Purchase Order issued by Union Bank of India, e-Andhra Bank, & e-Corporation Bank in last two year, will not be eligible for participation in this tender. **The bidder shall give an undertaking (on their letter head) that they have satisfactorily completed all the earlier contracts/Purchase Order with Union Bank of India.**
- 5.7. The companies or firms, bidding for the above tender, should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs) due to lack of

support/services, poor hardware quality and malpractices in the state of Odisha. **The bidder shall give an undertaking (on their letter head) that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of the tender, otherwise their bid will not be considered.**

5.8 Bidder must have their own branch office/ service center or that of their authorized business partner at **Bhubaneswar**. Bidder must also have full time engineers at minimum 3 out of the 4 districts (namely Boudh, Ganjam, Kandhamal, Nayagarh) of state Odisha. **Supporting documents with each resident engineer's address, contact no. email-id to be submitted along with the bid document.** Bank will analyze the number of service centers, number and position of engineers at centers, infrastructure etc. of all bidders as a part of minimum qualification criteria. If the Bank is not satisfied with the number of service centers, number and position of engineers, infrastructure etc., Bank reserves the right to technically disqualify the vendor. The decision of the Bank shall be final.

5.9 Bidder must be ISO 9001 certified with existing validity of minimum 3 months. **(Attach the certificate copy as proof).** The bidder must provide a renewed certificate expiry of validity. Failure to provide renewed ISO 9001 certificate will result in termination of services.

5.10 The bidder should be capable of providing multivendor OEM support i.e capable of providing service and support of desktop of Acer/HP/Dell/HCL or equivalent make, Dot Matrix printer of LIPI/TVS/Epson/WEP or equivalent make, Passbook printer of Lipi/Epson/Olivetti/TVS or equivalent make, Laser jet printer of HP/Canon/Brother/Ricoh/Samsung or equivalent make, Flat bed scanners of HP/Canon/Epson or equivalent make, Fast Dot Matrix Printer of Lipi/WEP/Epson/TVS or equivalent make. **(Relevant proof to be submitted along with technical bid).**

Note: Bank reserves the right to verify/evaluate the claims made by the Bidder independently. Any decision of the Bank in this regard shall be final, conclusive, and binding upon the Bidder. The Bank may accept or reject an offer without assigning any reason whatsoever. If any of the existing bidder is having any adverse feedback from Union bank branches, Bank may reject the offer of that bidder.

2. Broad Scope of Work & Terms of execution of work

The Objective of this RFP is for Annual Maintenance of computer hardware items listed in this RFP. The requirement quantity of the hardware's and peripherals mentioned in the RFP is an estimate only and Bank will place the purchase order through this Office, or other branches/offices including erstwhile Andhra Bank and erstwhile Corporation Bank) based on actual requirement which may increase or decrease from the estimate.

The Contract would be for maintenance of following hardware items:

1. Desktop with TFT/LED/LCD monitor
2. All in one Desktop
3. Fast Dot Matrix Printer (FDMP)
4. Dot Matrix Printer (DMP)
5. Passbook Printer

6. LaserJet Printer
7. Document Scanner

- After accepting the work order for AMC, Vendor shall visit each branch under Berhampur Region for preventive maintenance and cross-verification of all the assets under AMC for inventorying purpose. In case of any discrepancies i.e. increase or decrease in no. of hardware items under AMC, the same must be brought under notice of the Bank in writing within 15 days of awarding of the AMC.
- The bidder will provide standby of equivalent models of hardware items during the SLA period (if not repaired during the SLA period). In case the equivalent hardware is not available during the contract period, bidder must provide the hardware with higher specification or higher version without any additional cost to the Bank.
- For all the printers, Scanner bidder must complete entire Set-Up compatible with Bank's CBS environment.
- The vendor will provide One Resident Engineer (RE) for Regional Office Berhampur (for all banks' working days) and if required on Saturdays and Sundays for handling all complaints received from Branches/Offices on behalf of vendor. The engineer should be well qualified and have experience (at least 2 to 3 years) for handling issues related to Banking environment. Resident Engineer will remain seated at Regional Office Berhampur, will provide online/remote support to Branches/Offices for immediate solution and liaison with the field engineers deputed to Branches. RE will be allowed to attend on site complaints of our Bank on the basis of urgency of the requirement.
- The vendor will provide maintenance service in response to mail, telephonic notice by any Union Bank branch. The bidder will provide escalation matrix for the same.
- The bidder must provide entire AMC Service comprehensively on-site (at Bank's premises) basis only. In case any hardware to be taken to the vendor's base for repairing / testing, Vendor must provide Standby hardware immediately and the carrying arrangement & cost & Bank's hardware as well as standby hardware must be done & borne by the bidder ONLY without any extra cost to the Bank. The bidder shall provide service/support on 6 days in a week for branches/Offices with maximum resolution/response time specified in the RFP.
- Bidder must arrange for taking backup of existing Desktops for data migration from the existing machine in case of formatting of Desktops. The following activity also to be completed by the bidder while installation of the Desktops in the Branches / Offices.
 - 🔧 Upgradation of Windows OS / Installation of Microsoft patches/ updates / Updating / Installation of new bank software or application in branch/offices.
 - 🔧 Installation of MS Office & Mail Configuration (Wherever required)
 - 🔧 Installation of Antivirus application, Patch management agent with all OS related patches / service packs as provided by bank.
 - 🔧 Installation of Omniscan (DMS scanning utility), Unicode Hindi fonts, eKYC, CKYC, CTS Applications and other utilities as provided by bank.
 - 🔧 Making necessary configuration required for working of Finacle
 - 🔧 Joining with Bank's Active Directory and PC naming
 - 🔧 Installation of peripherals (like different printers, scanners etc) attached to the PC.
 - 🔧 Installation / sharing of printers / scanners repaired. Also, necessary printer settings/configurations to be done as per bank's requirements.

- ✚ Configuration of Internet PCs in Branches, naming them as per Bank's nomenclature, joining the systems with Bank's internet domain, installing and updating Antivirus and other Bank's application in internet domain as and when required.
- Bank will provide the relevant software (excluding Operating System) and required configuration of the software with successful bidder at the beginning of the contract. Bidder representative must carry all the required software & related configuration in CD/DVD (along with External DVD Reader / Writer) during each visit to any of the Bank Branches / Offices. NO USB Storage Device (e.g. Pen Drive, External HDD) will be allowed into Bank's Premises.
- Installation/reinstallation of Operating System after formatting of the Desktops due to any reason whatsoever during AMC period shall be done by the bidder without any extra cost to the Bank. Before formatting, backup of data and restoration of data after OS installation is bidder's responsibility. After Installation/ or reinstallation bidder must complete the activity and /or install the software mentioned in bullet point no.7 of **Broad Scope of Work & terms of Execution of work**. Successful bidder can obtain details and software dump from bank after acceptance of Work Order.
- The vendor will maintain an item wise written maintenance register and repair log and record therein each incident of hardware/software malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on hardware together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. Bank will use the same log for recording the nature of faults and failures observed in the hardware, the date and time of their occurrence and downtime.
- All the Hardware items (Hardware) under Contract would be covered under comprehensive AMC except consumables. Consumable items are as under:
 - a) Laptop - batteries & adapter will come under consumable item (wherever applicable).
 - b) Printer - Ribbon, Cartridge.
- Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment under contract. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder. However, vendor has to arrange for stickers and Asset tagging need to be done as per Bank Nomenclature.
- If AMC Service could not be provided due to reasons attributable to bank, Successful bidder can obtain sign off letter accordingly for closing the Complaint. However, it is responsibility of bidder to complete the pending service again as and when required by bank without any extra cost to the bank.
- Escalation matrix and complaint lodging procedure of vendor must be shared to the Bank for escalating service-related concerns. This should include district level and state level officials. The vendor shall promptly inform any changes in key persons of escalation, contact details or any other changes related to the company to the bank. It will be the sole responsibility of the company to ensure that no activity pertaining to service support is hindered by the absence of any official. Company may ensure this by appointing sufficient alternate personnel at each level of escalation and informing us.

- **Shifting of hardware to another site:** In case of shifting of entire branch/office from existing premise to another, shifting will be responsibility of the bank. However, the Un-installation/installation of equipment/hardware under AMC will be done by vendor in old and new premises respectively, at no extra cost to bank.
- Due to ongoing transformation in Banking business industry and based on business requirement in future, Bank may close any of the branch/offices, therefore Hardware at those locations may be utilized at other offices by giving one-week notice period and will be included in AMC through different location.

3. Language of Bid

The language of the bid response and any communication with the Bank can be made in bilingual mode (where one language must be in English). Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

4. Instructions for Bid Submission

4.1. Cost of RFP

4.1.1. RFP document can be purchased against payment of Rs.590/- (non-refundable) in the form of a demand draft issued by a scheduled commercial bank favoring Union Bank of India payable at Bhubaneswar. In case of bidders registered with The National Small Industries Corporation Limited (NSIC)/MSME, they are eligible for waiver of RFP document cost. However, they need to provide valid MSME/NSIC Certificate clearly mentioning that they are registered with NSIC/MSME under single point registration scheme. In addition, bidder has to submit Annexure H duly signed by Chartered Accountant along with technical bid.

4.1.2. RFP document can also be downloaded from the Bank's website www.unionbankofindia.co.in or from government tender portal www.eprocure.gov.in

4.1.3. In the event of non-payment of the fee of Rs.590/- towards the RFP form, the offer will be rejected.

4.1.4. All costs and expenses (whether in terms of time or material or money) incurred by the Recipient/ Bidder in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Bidder.

4.2. EARNEST MONEY DEPOSIT

- a) The vendor shall deposit EMD of Rs. 20000/- (Rupees Twenty Thousand Only) in the form of valid demand draft in favor of Union Bank of India payable at Bhubaneswar. No interest will be payable on the bid security amount.
- b) In case of bidder registered with NSIC/MSME, they are eligible for waiver of EMD.

However, they need to provide valid NSIC/MSME certificate clearly mentioning that they are registered with NSIC under single point registration scheme.

- c) The EMD will be forfeited if the vendor:
- Withdraws its Bid during bid validity period.
 - Refuses to honor commercial bid. Bank reserves the right to place order to vendor based on prices quoted by them.
 - Refuses to accept AMC order or having accepted the AMC order, fails to carry out his obligations mentioned therein within the stipulated time.
- d) EMD of unsuccessful vendors will be returned after completion of bid process.
- e) EMD security of successful vendor will be released, without interest, after completion of agreement.

4.3. Period of Validity of Bids

Bids should remain valid for the period of at least 90 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the Bank in case of need. The price quoted in Final Commercial Offer will be valid for entire contract period from the date of offer.

4.4. Amendment of Bidding Documents

Prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

4.5. Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

- i. All pages of the bid shall be initialed by the person or persons signing the bid.
- ii. Bid form shall be signed in full & official seal affixed.
- iii. Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- iv. All such initials shall be supported by a rubber stamp impression of the Bidder's firm.
- v. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

4.6. Two-part Bid

- i. For the purpose of the present RFP, a two-stage bidding process i.e. Technical and Commercial will be followed. The response to the present RFP will be submitted in two parts, Technical Bid containing the General Terms and Conditions including Compliance to Technical Specifications and Commercial Bid containing the price quoted by the bidder. The bidder will have to submit the Technical Bid and Indicative Commercial Bid Portion of the Bids separately in sealed envelopes, **duly super scribing “TENDER FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE & PERIPHERALS - “TECHNICAL BID” and “TENDER FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE & PERIPHERALS- COMMERCIAL BID”**.
- ii. TECHNICAL BID will also contain the Bidders information in the format as given in bid document. TECHNICAL BID will NOT contain any pricing or commercial information at all.
- iii. In the first stage, Cost of RFP submitted by bidder will be checked and if it is found to be in order then only TECHNICAL BID will be opened and evaluated. Those bids satisfying the eligibility criteria and the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed.
- iv. After completion of above evaluation, COMMERCIAL BID of short-listed bidders will be opened.
- v. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by written power of attorney accompanying the Bid. All pages of the bid except un-amended printed literature shall be initialed by the person or persons signing the Bid.
- vi. The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid. The bidder should quote the price for each item required by the Bank.
- vii. Bidder must submit the offer for AMC of all the items mentioned in the RFP otherwise the technical bid will be rejected.
- viii. After evaluation of commercial bids, the L1 bidder will be selected.

4.7.1 Technical Offer

The Technical Offer (TO) should be complete in all respects and contains all information asked for in this document. It should not contain any price information. However, TO should confirm that all required rates have been quoted in Commercial Offer (CO), without showing the actual amounts in the TO.

- I. Technical Offer (TO) should comprise of the following:
 - Annexure A - Letter of Acceptance
 - Annexure B - Bidder's Profile Format
 - Annexure C - Eligibility Criteria
 - Annexure D - Commercial Bid / Bill of Material
 - Annexure E - Bid Security Declaration
 - Annexure F- Bid Query Format
 - Annexure G - Undertaking by Bidder
 - Annexure H- Certificate for RFP Cost Waiver for MSME/NSIC Firms
- II. Separated demand drafts for document fee and bid security to be enclosed.

- III. The Bid should be signed by the authorized signatory of the bidder. A power of attorney to that effect shall be submitted by the bidders with the RFP documents.
- IV. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder.
- V. All the annexure should be submitted in letter head of bidder duly signed with seal of the company. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor.
- VI. Signed & Sealed copy of all the pages of RFP and corrigendum if any, to be submitted in the technical bid.
- VII. The bidder should ensure that all the annexure should be submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- VIII. The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- IX. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or based on stability, capabilities, track records, reputation among users and other similar features of a bidder.
- X. The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Union Bank of India in stipulated time.
- XI. The Bank reserves the right to modify any terms, conditions or specifications of RFP before date of submission of bids. Bidder must submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the Bank's website and will be binding on all bidders and no separate communication will be issued. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of bids. No post bid clarification of the bidder shall be entertained.

4.7.2 Commercial Offer

The commercial offer must not contradict the Technical offer in any way and must include the cost of AMC of all the items being contracted. The suggested directive for Commercial offer is as follows:

- A. Commercial Offer (CO) will give all relevant price information and will quote prices only in Indian Rupees. The CO should not contradict the technical offer in any manner. The CO should comprise of Commercial Version of Bill of Material as per Annexure. This must contain all price information.
- B. The vendors should not offer any options or any conditional offers to the Bank while giving the price information. The offer should strictly be in conformity with the items as specified by the Bank. No additions or deletions to the Annexure are allowed. Any deviations may lead to disqualification of the bid.

4.7.3 RFP Clarifications

Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or sent to zcc.bhubaneswar@unionbankofindia.bank with subject

“RFP for Annual Maintenance Contract of Desktops, Printers and Document Scanners” as per the date given in the schedule of events of this RFP document.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit Bank’s website for clarifications and other communications.

Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by the Bank exclusively through the issue of an Addendum/Corrigendum on Bank’s website www.unionbankofindia.co.in and at government tender portal www.eprocure.gov.in

4.8 Technical Bid Evaluation

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason of their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.

Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.

The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such ‘minor’ issues (as mentioned above) may be conveyed to the bidder, asking them to respond by a specified date also mentioning therein that, if the bidder does not respond by the specified date, their bid will be liable to be rejected.

Based on technical evaluation, the Bank shall take a decision for short listing of the bidders for Commercial Evaluation. If the technical evaluation is not found to be satisfactory, further evaluation will not be done. No separate information will be sent to the disqualified bidders. Any decision of the BANK in this regard shall be final, conclusive and binding on the bidder.

4.9 Commercial Bid Evaluation

Based on submitted commercial offers, bank will enter into AMC contract with the lowest bidder (L1). AMC rates fixed at the time of contract will be non-negotiable for the contract period and no forward revision will be permitted.

This contract will be awarded for a period of one year from date of signing the AMC contract. It may be further renewed if both parties wish to continue the same terms of service. The contract shall initially be for a period of one year, extendable up to one more year without change in AMC rates based on performance of last year at the discretion of the Bank.

If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided by the vendor is false, the Bank reserves the right to revoke the awarded contract without giving any notice to the vendor. Bank's decision in this regard will be final.

In normal course L1 vendor will get 100% of the work order. However, the Bank reserves the right to distribute the work among the shortlisted firms if required, keeping in view their relative strengths and operational convenience. Therefore, the lowest tendering firm shall not have sole claim over the entire order. The L1 Vendor will get at least 60% of the work contract and the remaining work order may be given to L2 Vendor, provided they accept the L1 Rates. Vendors of L3 rate and beyond will not be considered. Bank's decision in this regard will be final.

If the L1 bidder is unable to fulfill the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other participating vendors after giving 15-days' notice to the defaulting Vendor. Also during the period of the AMC contract due to unsatisfactory service to our branches/offices, Bank will have the right to cancel the contract and award the contract to other participating vendors.

4.10 Award of contract

On completion of evaluation of commercial bids, Bank will determine the L1 bidder and contract will be awarded to lowest bidder after commercial evaluation process.

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 including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

4.11 Price Composition

The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.

The Total cost should be inclusive of all other charges but exclusive of GST (CGST/SGST/IGST) which will be paid at actual at the time of invoicing.

Bidder must show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.

Bank will not pay any Labour charges for transportation, Road Permit, installation of hardware, items separately. All such costs, if any, should be absorbed in the TCO.

5. Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold

themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

Bidder will be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits etc., in connection with AMC of Hardware at site including incidental services, transportation, installation and commissioning. Payment of all taxes i.e. GST (CGST/SGST /IGST) will be made at actual, on production of suitable evidence of payment by the Bidder.

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, Bank shall affect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

6. Availability of Spares

Spares for the product under AMC should be available for at least 1 year (mandatorily covering the entire AMC period) in case of Desktops, Printers and Scanners.

7. 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 of the due date and time stipulated for Bid submission.
- Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.
- It is evasive or contains incorrect information.
- Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. will be a disqualification.
- Bidder should comply with all the points mentioned in the scope of work. Noncompliance of any point will lead to rejection of the bid.
- Non-submission of RFP cost and EMD fee.
- Unpriced Commercial Offer is not submitted along with Technical Offer

8. Modification and Withdrawals of Bid

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by bidders, the EMD will not be refunded by the Bank.

9. RFP Response

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

Bid properly documented should be delivered by hand/post at the place of bid opening at stipulated date & time mentioned in the RFP.

10. Price Validity

Prices payable to the successful bidder as stated in the Contract shall be firm and not subject to any changes at any circumstances during the contract period.

11. Payment Terms

The terms of payment will be as follows:

- No advance payment against work order.
- Bidder must show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.
- The AMC charges on hardware will be paid half yearly in arrears, subject to confirmation of satisfactory service of the bidder and submission of service report duly signed by Bank official of respective branches.
- In addition to the AMC amount, Applicable taxes will be paid as per prevailing rates at the time of payment. TDS at applicable rates will be deducted at source before releasing the payment. The AMC amount will be released half yearly in arrears after satisfactory service during the preceding quarter.
- Payment will be released within 30 days from the date of the receipt of the invoices and the date of the sign-off given by the bank officials whichever is later.
- If service engineer declares any computer hardware is dead thus non-serviceable, the said computer hardware would be removed from AMC and related payment for subsequent quarters (pro-rata basis for quarterly amount).

12. Order Cancellation

If the bidder fails to REPAIR the equipment within the stipulated time schedule or the extended date communicated by the Bank, it would be considered as a breach of contract. Bank reserves the right to cancel the work order or entire contract in all such cases of breach of contract by giving 15 days' notice.

In addition to the cancellation of purchase order, Union Bank of India reserves the right to appropriate the damages from Earnest Money deposited by the bidder and may take appropriate action.

13. Support

The bidder must provide good after-sales service/support i.e. timely attending of calls (within maximum resolution time, as specified in this RFP), received from the branches/offices where the hardware items have been installed. The desired support time should be uniformly maintained for all the sites. To meet up time, the bidder must maintain sufficient inventory of spare parts to avoid unnecessary delay in obtaining the spare parts. Bidder should also submit escalation matrix along with name, phone number and email id for raising service requests.

14. Service Level Agreement

The Bidder should take total responsibility for the fault free operation of the hardware equipment and maintenance during the AMC period. The vendor will accomplish preventive and breakdown maintenance activities to ensure that the hardware equipment execute without defect or interruption of operation. If the service support is not up to the expectations of the Bank, Bank may at its own discretion reject the proposal in total, without assigning any reason. Bank may permit the downtime of supplied hardware items as described below:

S. No.	Location	Timings	Penalty for PCs/Laptops per day (₹)	Penalty for Printers/ Scanners per day (₹)
1	Metro	Within 24 hours of intimation of issue	100	50
2	Urban	Next business Day	100	50
3	Rural	Next business Day	100	50

The supplier has to ensure on-site support (without any extra cost) for resolving all hardware equipment related issues, during AMC period (or such other extended period as per the contract terms and paid maintenance will commence only thereafter).

During the AMC period the bidder should undertake to provide free maintenance service (which will include repair and maintenance of all systems, kits or parts, spare parts etc. as and when required) to the Bank from the date of initiation of AMC of the Systems.

15. Adherence of Cyber Security Policy

Bidders are liable for not meeting the security standards or desired security aspects of all the IT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised/ disclosed/ misused/misappropriated then bank would take suitable action as

deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank.

Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign “Non-Disclosure Agreement” document to be provided by Bank at the time of awarding contract.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.

All information resources (online/in-person) of the vendors and its partners shall be made accessible to reserve Bank of India as and when sought.

Credentials of vendor/third party personnel accessing and managing the bank’s critical assets shall be maintained and shall be accordance with Bank’s policy.

The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third-party vendors/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

16. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with the BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the BANK.

17. Minimum Wages

The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.

18. Paying Authority

The payments as per the Payment Schedule covered hereinabove shall be paid by the Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory service report from the concerned offices.

19. Confidentiality

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- a. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by the BANK.
- b. To only make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- c. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- d. To treat all Information as Confidential Information.

20. Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process.

21. Penalty

The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

22. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

- Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics.
- Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.
- Terrorist attacks, public unrest in work area;

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Bank shall not be liable for delay in

performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

23. 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 successful bidder to accept the contract and furnish the Earnest Money Deposit as per clauses mentioned in RFP.
- Delay in service beyond the specified period.
- Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the Banking solution.

In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through by forfeiting the EMD submitted by the bidder. Bank reserves right to exit at any time after giving notice period of 15 days during the contract period.

24. Termination of Contract

If the Termination is on account of failure of the successful bidder to perform the obligations under this RFP contract, the Bank shall have the right to confiscate the EMD amount. The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following:

- The selected bidder commits a breach of any of the terms and conditions of the bid.
- The Successful bidder goes into liquidation voluntarily or otherwise.
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- The progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving 15 days' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- If deductions on account of liquidated damages exceeds more than 10% of the contract value.
- Non-satisfactory performance of the selected bidder during service period.
- An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
- Failure to integrate/implement the Project as per the requirements of the Bank as stated in this RFP.
- Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.
- Selected bidder found to be indulging in frauds.
- The bank suffers a reputation loss on account of any activity of successful bidder penalty is levied by regulatory authority.

25. Arbitration & Jurisdiction

All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration shall be governed by the provisions of Indian Arbitration and Conciliation Act 1996. All arbitration proceedings shall be at Bhubaneswar, Odisha State, India only.

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Odisha State, India only.

26. Submission of Bids

Both Technical Offers and Commercial Offers (Annexure - D) should be submitted in separate sealed envelope. Complete Offer should be submitted at the following address.

To,

**Union Bank of India,
Zonal Computer Cell Bhubaneswar,
3/1A, Civic Centre
IRC Village, Nayapalli,
Bhubaneswar 751015**

Bank may, at its discretion, extend this deadline for submission of bids by releasing corrigendum to this tender document.

Annexure A - Letter of Acceptance
(Letter to the bank on the bidder's letterhead)

To

Union Bank of India,
Zonal Computer Cell Bhubaneswar,
3/1A, Civic Centre
IRC Village, Nayapalli,
Bhubaneswar 751015

Dear Sir,

Sub: RFP for Annual Maintenance Contract of Desktops, Printers and Scanners.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the Annual Maintenance Contract of Desktops, Printers and Scanners as detailed in your above referred RFP. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information are enclosed. We also confirm that the offer shall remain valid for 90 days from the date of the offer. We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

We understand that, Bank is not bound to accept the lowest or any bid received by you, and you may reject all or any bid. If our Bid for the above job is accepted, we undertake to enter and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us. If our bid is accepted, we are to be responsible for the due performance of the contract. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever. Bidder means the bidder who is decided and declared so after examination of commercial bids. We enclose Demand Draft for Rs. 590.00 (Rupees Five Hundred Ninety Only) favoring Union Bank of India and payable at Bhubaneswar, towards cost of RFP. We are also hereby enclosing Demand Draft of Rs. 20000/- (Rupees Twenty Thousand only) favoring Union Bank of India payable at Bhubaneswar towards bid security.

Dated at _____ this _____ day of _____ 2023

Yours faithfully,

For _____

Signature _____

Name _____

Authorized Signatories

(Name & Designation, seal of the firm)

Annexure B - Bidder's Profile Format

Serial No.	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Name and Address of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Bhubaneswar (if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover (Rs. in Crores)	Operating Profit (Rs. in Crores)
	2019-20		
	2020-21		
	2021-22		
	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of 2023

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure C - Eligibility Criteria

Sl.No	Pre-Qualification Criteria	Compliance (Yes/No)	Detail of Proof Attached
1	The bidder should be a registered company in existence and should have minimum 5 years of experience in the maintenance of computers (Desktops as well as AIO) , printers (Passbook printers, Dot Matrix printers, Fast Dot Matrix Printers, Laser Jet Printers etc), Scanners and must be performing the AMC (Computer Hardware & Peripherals) of at least three years in Public Sector Banks		Certificate of incorporation / certificate for commencement of business / other relevant documentary proof are to be submitted.
2	The bidder needs to be Original Equipment Manufacturers (OEM) or the authorized business partner of OEM.		Authorized vendors need to submit the authorization letter of OEM(s) for the proposed desktop make for active period of 1 year mentioning our RFP reference no: FGMO:BBSR:ZCC:ON:0341 in original.
3	The Bidder should have operating Profit (as EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) in the last 3 financial years, (2019-2020, 2020-21, 2021-22).		Copy of Audited Balance Sheet and Profit & Loss A/C statement for last 3 consecutive years should be submitted.
4	The bidder should be a company/firm incorporated in India having an Average Annual Turnover of ₹ 3 Cr in last three financial years i.e. 2019-2020, 2020-21 & 2021-22 as per the audited balance sheet available at the time of submission of tender in the field of Services (Sale and purchase will not be applicable). This must be the individual company turnover and not that of any group of companies/Firm/Sole proprietary concern. Copy of incorporation certificate/Partnership Deed and Registration Certificate/PAN Card and Audited Balance sheet needs to be submitted as applicable to the bidder.		Copy of incorporation certificate and audited Balance Sheets needs to be submitted.

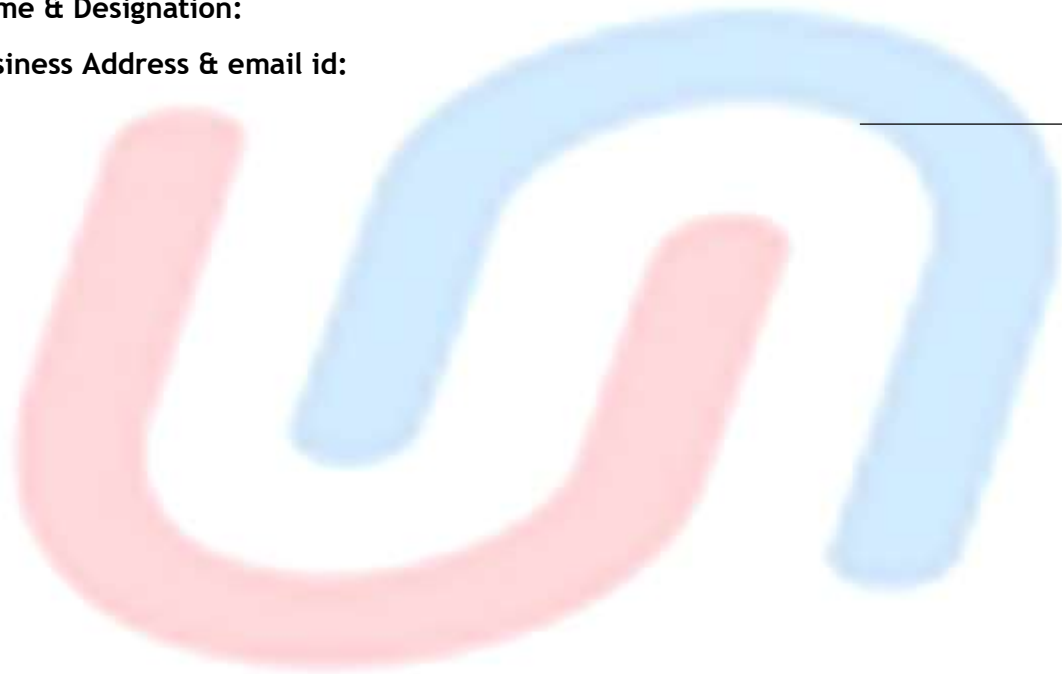
5	The bidder must have provided AMC Service of similar type of Computer Hardware to Banking industry during last three financial Years.		Satisfactory performance certificate/Purchase Order from customers should be submitted.
6	Bidders, who have not satisfactorily completed any of the earlier AMC contracts or Purchase Order issued by Union Bank of India, e-Andhra Bank, & e-Corporation Bank in last two year, will not be eligible for participation in this tender.		The bidder shall give an undertaking (on their letter head) that they have satisfactorily completed all the earlier contracts/Purchase Order with Union Bank of India.
7	The companies or firms, bidding for the above tender, should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs) due to lack of support/services, poor hardware quality and malpractices in the state of Odisha..		The bidder shall give an undertaking (on their letter head) that they have not been blacklisted in the state of Odisha by any of the Govt. Authority or PSUs as on date of submission of the tender, otherwise their bid will not be considered.
8	Bidder must have their own branch office/ service center or that of their authorized business partner at Bhubaneswar. Bidder must also have full time engineers at minimum 3 out of the 4 districts (namely Boudh, Ganjam, Kandhamal, Nayagarh) of state Odisha. Bank will analyze the number of service centers, number and position of engineers at centers, infrastructure etc. of all bidders as a part of minimum qualification criteria. If the Bank is not satisfied with the number of service centers, number and position of engineers, infrastructure etc., Bank reserves the right to technically disqualify the vendor. The decision of the Bank shall be final.		Supporting documents with each resident engineer's address, contact no. email-id to be submitted along with the bid document.
9	Bidder must be ISO 9001 certified with existing validity of minimum 3 months. The bidder must provide a renewed certificate expiry of validity. Failure to provide renewed ISO 9001 certificate will result in termination of services.		Attach the certificate copy as proof.
10	The bidder should be capable of providing multivendor OEM support i.e capable of providing service and support of desktop of Acer/HP/Dell/HCL or		Relevant proof to be submitted along with technical bid.

equivalent make, Dot Matrix printer of LIPI/TVS/Epson/WEP or equivalent make, Passbook printer of Lipi/Epson/Olivetti/TVS or equivalent make, Laser jet printer of HP/Canon/Brother/Ricoh/Samsung or equivalent make, Flat bed scanners of HP/Canon/Epson or equivalent make, Fast Dot Matrix Printer of Lipi/WEP/Epson/TVS or equivalent make.		
---	--	--

Authorized Signatory:

Place: Name & Designation:

Date: Business Address & email id:



Annexure D - Commercial Bid / Bill of Material

Sl. No.	Description	Basic AMC Rate (Rs.) (a)	Qty (b)	Total Exclusive of taxes (Rs.) (a*b)	Submitted (Yes/No)
1	All in One Desktop	XX	20	XX	
2	Desktops with Intel Processor or AMD Processor or Thin Client or any other make	XX	200	XX	
3	Fast Dot Matrix Printers	XX	10	XX	
4	Dot Matrix Printers	XX	10	XX	
5	LaserJet Printers	XX	90	XX	
6	Pass Book Printers	XX	70	XX	
7	Flat Bed Scanners	XX	65	XX	
8	Total Cost A =(1+2+3+4+5+6+7)	NA	NA	XX	

TCO in Words:

Note:

1. Unit price of all items, including optional items as well as TCO must be quoted in WORDS AND FIGURES.
2. The Total cost should be inclusive of all charges but exclusive of GST (CGST/SGST/IGST), which shall be payable by the Bank at actual on date of invoicing.
3. In case of any discrepancy, unit price quoted in words will be considered for computation of TCO.
4. Cost comparison will be based on total cost of ownership calculated as explained above.
5. The AMC charges will be paid half yearly in arrears as mentioned in the payment terms subject to satisfactory services rendered by vendor.
6. Bank will not pay any Labor charges for transportation, repairing of hardware items separately. All such costs, if any, should be absorbed in the above TCO.
7. The numbers of units mentioned above are notional for arriving at L1 value. The actual numbers of units may vary, and purchase order shall be placed on actual requirements of the Bank.

Authorized Signatory:

Place: Name & Designation & mail id:

Date: Business Address:

Annexure E - Bid Security Declaration

To,

Union Bank of India,
Zonal Computer Cell Bhubaneswar,
3/1A, Civic Centre
IRC Village, Nayapalli,
Bhubaneswar 751015

Dear Sir,

Subject: Request for Proposal (RFP) for Annual Maintenance of Desktops, Printers and Document Scanners.

We _____ (bidder name), hereby declare that if we withdraw/modify our bids during period of bid validity, our participation in future tenders is liable to be suspended for 2 years from the date of submission of Bid.

We, also hereby declare that:

1. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract
2. In case, we become successful bidder and if:
 - a) We fail to execute Contract within the stipulated time or
 - b) We fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Then, our participation in future tenders is liable to be suspended for 2 years from the date of submission of Bid.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

(Name & Designation, seal of the firm)

Authorized Signatories

Annexure F - Bid Query Format

Bidders must provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre bid queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

Sl No	Clause no	Page no	Clause	Query	Bank Response

Place:

Date:

Signature:

Name & Designation:

Business Address:

Annexure G - Undertaking by Bidder

Place:

Date:

To,

Union Bank of India,
Zonal Computer Cell Bhubaneswar,
3/1A, Civic Centre
IRC Village, Nayapalli,
Bhubaneswar 751015

Undertaking (To be submitted by all Bidders' on their letter head)

We _____ (bidder name), hereby undertake that-

- As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.
- We also undertake that; we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date

Annexure H - Certificate for RFP Cost Waiver for MSME/NSIC Firms
(on Letter head of Chartered Accountant)

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____, having registered office at _____ has made an original investment of Rs. _____/- in _____, as per Audited Balance Sheet as on 31.03.2022. Further we certify that the Company is classified under SME as per MSME Act 2006.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant Firm Name

Signature

Name

Reg. No

VID No.

Firm
Seal