

# PUNJAB NATIONAL BANK

## REQUEST FOR PROPOSAL (RFP)

For

**Annual Maintenance Contract (AMC) for  
undertaking of Maintenance of UPS**

(Bid Ref No: COUDP/AMC/01-2016)

**Circle Office**  
**3<sup>rd</sup> floor, LIC Building**  
**Reti Stand, UDAIPUR**  
Tel: (0294)- 6611117 to 121

**AMC BID Details**

<b>Details of tender</b>		
1.	Date of commencement of Bidding Process.	08/06/2016
2.	Last date and time to submit BID Documents	17/06/2016 till 10.00 hrs
3.	Last date for receipt of queries from vendors for Clarifications (as per annexure-XII)	15/06/2016 till 10.00 hrs
4.	Place of opening of Bids	Circle Office, 3 <sup>rd</sup> floor, LIC Building, Reti stand, Punjab National Bank, Udaipur (Raj.)
5.	Bid opening	Technical Bid Opening time: 17/06/2016 at 12.00 hrs. Commercial Bid Opening time: 17/06/2016 at 15.00 hrs.
6.	Address for communication	As above Tel:(0294) 6611117,6611120
8.	Contact to Bidders	Interested Bidders are requested to send the e-mail to <b>coudaipur@pnb.co.in</b> containing following information, so that in case of any clarification same may be issued to them. Name of company, contact person, mailing address with Pin Code, Telephone No., Fax No., e-mail address, Mobile no. etc.

**Note:**

- 1) Technical Bids and commercial bid will be opened in physical format only.
- 2) All the technical and commercial supporting documents should be duly signed and given in physical form only.

## INSTRCUTIONS TO BIDDERS

### 1. INTRODUCTION

Punjab National Bank is one of the largest public sector banks with more than 6800 Branches/Offices geographically located all across India. The Bank is fully computerized and networked in order to achieve the effective and efficient customer services and Back office operations. Bank invites technically complete and commercially competitive proposals from reputed representatives for AMC of computer hardware and peripherals (list enclosed) in its offices and Branches under CO Udaipur. Circle Office: Udaipur covers branches/offices in 11 districts (Udaipur, Banswara, Dungerpur, Pratapgarh, Rajsamand, Bhilwara, Chittorgarh, Kota, Bundi, Baran and Jhalawar)

This invitation of Bids is open to all Registered company/firms in India or their Authorized Representative in India, provided firms fulfill the minimum qualification criteria as mentioned in bid document (Annexure II).

In case of authorized representative a letter of authorization to this effect from company must be furnished. **Joint bid will not be accepted by Bank. One company should be represented by one representative only.**

**The requirement of engineers for the year will be as under:**

S.N	Description	Requirement
1	11 Engineers	Bidder should post total 11 Qualified Engineers (One dedicated engineer at Circle Office (and for Udaipur district) and 10 Qualified engineers at each district under UDAIPUR circle).

**The above requirements are indicative and may vary as per actual needs**

Note: wherever AMC appears it should be read as Annual Maintenance Contract.

### 2. ELIGIBILITY CRITERIA:

Separate Technical and Financial Bids in duly sealed covers super-scribed as “**Quotation for AMC of UPS – Technical Bid**” and “**Quotation for AMC UPS – Financial Bid**” respectively are invited from the firms which are engaged in providing Maintenance services for UPS.

Punjab National Bank, Circle Office, Udaipur invites tender from reputed firms/companies for award of Annual maintenance Contract of Computer Hardware & Peripherals for a period of 12 months from date of commencement of contract as per details indicated below.

1. The bidder should be authorized representatives in India. In case of authorized representative, a letter of authorization to this effect from company must be furnished. The authorization letter should mention that if authorized representative fails to meet the obligation for items supplied and / or to be supplied under this Bid/tender, then company would be responsible for all obligations for their items.
2. The bidder should have supplied AMC for the last one financial years (2015-16) to banks/ Financial Institutes/ E-governance.
3. The bidder should have audited Balance Sheet of last two financial years (preferably). Relevant data should be submitted in annexure III.
4. Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred by the Bank from participating in future tenders, will not be eligible for this tender. Bidder to submit an undertaking in this regard.
5. The bidder should be engaged in supplying and providing maintenance services for **12 months**.
6. The bidder should be having/ is agreed to establish support offices/ Support Centers/ Support Locations with necessary support infrastructure for said AMC. .
7. All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.
8. Bidder has to give an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC Agreement.
9. The undertaking should be signed by authorized signatory who should have power to sign the BID/ Undertaking provided.
10. A centralized callboard/ call lodging system should be setup at Circle Office. Uptime report to be submitted by the vendor on monthly basis after calculation of penalty which will be verified by bank.
11. Bidder has to maintain spares inventory at Local Office.
12. Payment will be made on half-yearly basis on submission of satisfactory report from branches and after deduction of penalty (if any) in arrears.
13. No AMC Payment will be made for that period if down time exceeds the SLA and bidder fails to provide the standby equipment, if the equipment remains down for more

than Proposed time line.

14. Vendor will collect the inventory at the branches which should be duly verified by branch manager.

### 3. Service Level Agreement

1. Response within 4 Hrs. (4 hrs. in City & next working day in rural area)
2. Resolution within 6 hrs. for local offices and 48 hrs. for other offices.
3. SLA Compliance: 95%
4. PM (Preventive Maintenance) has to be carried out once in a quarter.
5. Rate must be quoted for AMC period for 12 months.
6. No separate Outstation charges will be paid during period.
  
7. 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 Circle office instead of individual branches subject to providing the details of AMC as per Annexure of AMC agreement.
8. The penalty for delayed service of equipment's will be collected as per Agreement.
9. Service Tax/ Work Contract Tax / Education Cess/VAT on AMC if any paid by vendor on the AMC amount, will be reimbursed to the vendor on claiming the same in the invoice/Bill as per Bank guidelines from time to time.
10. 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. The TDS deducted shall be on actual AMC amount including tax portion.
11. 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 relevant clauses in the AMC agreement.
12. **Jurisdiction:** All disputes and controversies between Punjab National Bank Circle Office. Udaipur and Vendor shall be subject to the exclusive jurisdiction of the Courts in Udaipur and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.
13. **Penalty Clause:** Vendor must resolve the hardware problem, if occurs, within resolution time and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.

If vendor fails to resolve the problem with in 24/48 hours (24 hrs. for local office and 48 hrs. for other offices) of information, nor any standby hardware is provided to the branch, penalty of @ 1% of AMC amount per day (pertaining to that particular branch from where the issue has been reported) would be applicable up –to maximum 10% of AMC amount. If any call closed without resolution will be treated unresolved call and penalty clause

applicable for that calls. Penalty will be calculated from the day of reporting the issue/problem.

**15. Termination: PNB CO: Udaipur reserves the right to abandon the current tender process or cancel and go in for a fresh tender at any point of time without assigning any reason whatsoever.**

**16. Selection Process:** The committee will evaluate all the proposals of the vendors received 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.

**The period of AMC will be 12 months from the period of commencement of contract. Sealed quotations (strictly as per format) should be submitted to Circle Office of Punjab National Bank, IT department, 3<sup>rd</sup> floor, LIC Building, Reti stand, Udaipur address on or before 17/06/2016 by 10:00 hrs.**

#### **4. COST OF BIDDING**

The Bidder shall bear all the costs associated with the preparation and submission of its bid and the Bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **11. REVELATION OF PRICES:**

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

#### **12. TERMS AND CONDITIONS OF THE BIDDING FIRMS**

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.

Bidder has to strictly comply with the terms and conditions mentioned in the RFP

#### **13. LOCAL CONDITIONS**

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

#### **14. CLARIFICATIONS OF BIDS**

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

#### **15. DEADLINE FOR SUBMISSION OF BIDS**

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the specified time in the next working day. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders,

previously subject to the deadline, will thereafter be subject to the deadline extended.

#### **16. LATE BIDS**

Any bid received by the Bank after the deadline for submission of bid will be rejected.

#### **19. SUBMISSION OF BIDS**

Separate Technical and Financial Bids are invited from the firms which are engaged in providing Maintenance services for Computer Hardware and Peripherals in duly sealed covers super-scribed as:

- a) For Technical Bid: “**Quotation for AMC of UPS – Technical Bid**”
- b) For Commercial/Financial Bid: “**Quotation for AMC of UPS – Financial Bid**”.

All supporting documents for the above should be submitted manually before the final date & time of bid submission at the following address:

**Chief Manager - IT**  
**Circle Office, Punjab National Bank,**  
**3<sup>rd</sup> floor, LIC Building, Reti Stand**  
**Udaipur-313001**

#### **21. BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-envelope bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid and commercial bid in hard copy.

##### **i) TECHNICAL BID**

TECHNICAL BID will contain the Compliance statement as per the Terms & Conditions mentioned in the RFP, and **NOT contain any pricing or commercial information at all**. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Only those bidders confirming compliance to all the terms & conditions of RFP document shall be short-listed for commercial stage.

Technical BID will also contain all the supported documents. All the annexure, documents should be duly signed and sealed.

In the first stage, only Technical BIDs will be opened and evaluated. Only those bidders satisfying the technical requirements are determined by the bank and accepting the terms and condition and eligibility criteria of this document shall be short- listed.

##### **ii) COMMERCIAL BID**

In the second stage, the COMMERCIAL BID of only those bidders, whose bids are technically qualified, will be opened.

Bidders are advised to go through payment terms as mentioned.

## **25. PROCEDURE FOR FINALIZING L1 VENDOR**

The Bidders will be required to quote for all the items required by the Bank, failing which Bank will not consider the bid and it will be summarily rejected by the Bank as technically non-responsive.

**L-1 Criteria for evaluation:** The bidders would be ranked based on Commercial offer as mentioned in Annexure VI Table-A. The bidder(s) shall be short listed based on the Lowest bid.

- Bank may hold Reverse Auction in the event of 2 or more bidders are technically eligible for deciding L-1 bidder for items mentioned in Table-A & B.
- Bank reserves the right to negotiate the prices of items as mentioned in Table A & B with the successful bidder.

## **REVERSE AUCTION**

Bank may hold Reverse Auction in the event of 2 or more bidders are technically

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Signature of Authorized Signatory**  
**Name of Signatory:**  
**Designation: Seal**  
**of Company**



To

The Chief Manager -IT,  
Circle Office  
Punjab National Bank, Udaipur

Sir,

**Reg.: Tendering for AMC of UPS**

We submit our Bid Document herewith.

We understand that:

- You are 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 into 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 jointly and severally 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 vendor who is decided and declared so after examination of commercial bids.
- The names of shortlisted bidders after the completion of first stage (Technical Bid), and the same of successful bidder(s) to whom the contract is finally awarded after the completion of second stage (Commercial Bid), shall be displayed on the notice board of the Circle Office of Bank.

**Dated at \_\_ this \_\_ day of \_\_ 2016**

**Yours faithfully**

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Seal of Company:** \_\_\_\_\_

**ANNEXURE-II**

**re-Qualification Criteria For Bidders**

The minimum qualification criteria for the bidders are as under: -

<b>Pre-Qualification Criteria</b>	<b>Compliance (Yes/No)</b>	<b>Document Required</b>
i. The bidder should be a registered company/firm Incorporated in India.		Incorporation Certificate
ii. The bidder should not have been blacklisted by any Government / Government agency in India. The bidder in their company's letter shall provide undertaking to this effect.		Undertaking letter
iii. The Bidder should have past experience in required services for a minimum period of 1 year.		completion certificate

The bidder shall furnish relevant documents supporting the above eligibility/qualification criteria along with the technical bid. The Bank reserves the right to verify/ evaluate the claims made by the bidder independently.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorized Signatory  
 Name of Signatory:  
 Designation:  
 Seal of Company

**Annexure-III**

**Bidders Information**

Name:

Constitution:

Address:

Names & Addresses of the Partners if applicable

Contact Person(s) \_\_\_\_\_

Telephone, Fax, e-mail \_\_\_\_\_

Number of years of experience to provide AMC \_\_\_\_\_

Please give brief financial particulars of your firm for the last 2 years along with the volume of business handled.

*(The information will be kept confidential)*

<b>Financial Year</b>	<b>2014-15</b>	<b>2015-16</b>
Net Worth		
Total Turnover		
Revenue earned under AMC		

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

**ANNEXURE-IV**

**COMPLIANCE STATEMENT**

**DECLARATION**

**All Terms and Conditions including Eligibility Criteria and technical criteria**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum, annexures etc. Any deviation may result in disqualification of bids.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorized Signatory  
Name of Signatory:  
Designation:  
Seal of Company

**ANNEXURE-V**

**SERVICE SUPPORT DETAILS**

Sr. No.	Location					Status of Office working days & hours	No. of qualified Engineers
	Address	City	Office Telephone Number	Fax No.	Name of contact Person with contact number		
1							
2							
3							
4							

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorized Signatory  
 Name of Signatory:  
 Designation:  
 Seal of Company

**ANNEXURE-VI**

**COMMERCIAL OFFER / FINANCIAL BID**

SN	Particulars	Amount (yearly) for one unit of UPS (in Rs.)
1	AMC of UPS from 1KVA to 2KVA capacity	
2	AMC of UPS for 3KVA capacity	
3	AMC of UPS for 4KVA and 5KVA capacity	
4	One time visit charge for UPS (which is not covered under AMC)	

**Please read following important points carefully before filling in details**

**Important Points**

- I. Bank may hold Reverse Auction in the event of 2 or more bidders are technically eligible for deciding L-1 bidder.
- II. Calculation of Commercial Score of the bidders and determining of the L1 Bidder will be decided on the basis of least percentage quoted under Sl. No. 1 of Table A of Annexure VIII. For the items list mentioned under Table B, please note the items are irrespective of make wise hardware and peripherals , it may be of any brand.
- III. The Offered prices will be valid for a period of 12 months from the date of entering into the Contract.
- IV. Bank reserves the right to negotiate the prices of items as per Table B with the successful bidder.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorised  
 Signatory Name of Signatory:  
 Designation: Seal  
 of Company

<u>Technical Bid</u>			<u>Annexure-VII</u>	
Sl. No.	Documents	Attached in Bid (Yes/No)	Page No	
			From	To
1.	Declaration form (Annexure I)			
2.	Eligibility Criteria and Service level Agreement			
3.	Supporting documents in respect of qualification criteria as per <b>(Annexure-II)</b> .			
4.	Bidders Information as per format as per <b>Annexure III.</b>			
5.	Compliance Statement <b>Annexure IV.</b>			
6.	Service Support set up details as per <b>Annexure V.</b>			
7.	Last 1 year audited balanced sheet.			
8.	Power of attorney should be signed by person who is authorized as per board resolution. Board resolution is also provided.			
10.	Bid Covering Letter [Declaration-1] from the authorized signatory of the company			

**Note:**

- Signed copy of RFP & Corrigendum
- All pages of the bid documents must be signed by authorized person.
- All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...
- The technical bid should be properly banded and numbered to find out the documents with annexure in starting explaining positioning of documents in bid.

**Commercial bid**

Sl. No.	Documents
1.	Commercial bid as per <b>Annexure-VI</b>

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorised Signatory  
 Name of Signatory:  
 Designation:  
 Seal of Company

**Annexure-VIII**

**Query Performa**

The queries should be submitted in the below mentioned format by prospective bidders only preferably in excel sheet:

S.No.	Page No./ Point No	RFP Clause	Suggestion/Concern	Justification

Queries should be given in form of hard copy OR mailed to e-mail Id :  
cosmlitd@pnb.co.in as per scheduled date.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Yours faithfully,**

Signature of Authorized  
Signatory  
Name of Signatory:  
Designation:  
Seal of Company