

Request for Proposal (RFP)

For

Selection of Vendor for Maintenance of PCs & Peripherals through Annual Maintenance Contracts for Branches/ Offices under Allahabad Region for period from 01.02.2019 to 31.01.2020

RFP REF No.-RO/ALLAHABAD/IT/AMC/DEC-18/002 Dt.27.12.2018

**Baroda UP Gramin Bank
Regional Office: ALLAH AB AD**

TENDER FOR AMC OF COMPUTER HARDWARE ITEMS

We invite sealed tenders on item rate basis from interested vendors for Annual Maintenance Contract of Computer Hardware Items installed at various branches/offices of BARODA UTTAR PRADESH GRAMIN BANK, Regional Office Allahabad in Allahabad .

List of branches and Hardware items are mentioned in “**HARDWARE LIST**”. The number of hardware items is tentative and may be increased or decreased at the time of contract or even during the period of AMC which may be included or excluded from the list and the location of the equipments may also be changed. The AMC vendor shall include these items under the AMC on being informed by the Bank.

1. Eligibility:

The Firm/Vendor must be registered under companies Act & Certificate. Firm / Vendor must furnish Documents / Certificate towards TIN No/PAN No/ S.T. Reg No.

Firm /Vendor must be having its own office/Branch/ Support setup within Allahabad district. In case the vendor does not have its own office / Branch/ Support set up, a letter of undertaking must be given that in case AMC is allotted to Firm/ Vendor a office/ Branch/Support Setup will be established or a franchisee will be appointed. In Case Franchisee is appointed he shall abide unconditionally with all the terms and conditions of the contract stipulated to the Vendor. The responsibility for ensuring the same will vest within the vendor.

Firm/Vendor must have at least one order of AMC of Rs 5.00 Lakh in the last three years.

Firm/ Vendor must have strong support of technical staff to resolve calls with 24 hours.

Firm/ Vendor has AMC business for at least 3Years with any bank.

Vendor/Firm must have Min turn over of Rs 5.00 Crore for last Four years (As per Audited Annual Financial statement/Income Tax returns.

