

BRIEF PROJECT REQUIREMENT

Bank of Baroda (Uganda) Limited invites Technical & Commercial quotes for following:

Comprehensive AMC of Uninterrupted Power Supply (UPS) installed in 17 locations including our 17 branches and Head office for period **01.04.2022 to 31.03.2024**. Our website may be referred for address of branches.

| S.No. | Branch | UPS make Model | Cost of AMC (Including VAT) |
|-------|----------------------------------|-----------------------------------|-----------------------------|
| 1 | Arua Branch | APC 10 KVA | |
| 2 | Oasis Mall - Kampala | Sukam 3KVA | |
| 3 | Railway Station Branch – Kampala | Sukam 3KVA | |
| 4 | | Sukam 5KVA | |
| 5 | Kansanga - Kampala | Sukam 10 KVA | |
| 6 | Kansanga offsite - Succi house | Sukam 3KVA | |
| 7 | Kawempe - Kampala | Duralast 10 KVA | |
| 8 | Ovino Market - Kampala | Sukam 10 KVA | |
| 9 | Industrial Area - Kampala | Sukam 10 KVA | |
| 10 | Kololo - Kampala | Sukam 10 KVA | |
| 11 | Mukono | Sukam 10 KVA | |
| 12 | Entebbe | Sukam 10 KVA | |
| 13 | Jina onsite ATM | APC 1.5 KVA | |
| 14 | Jinja | Sukam 10 KVA | |
| 15 | Njeru-Jinja | Sukam 3 KVA | |
| 16 | Iganga | Sukam 10 KVA | |
| 17 | Mbale | Sukam 10 KVA | |
| 18 | Lira | Sukam 10 KVA | |
| 19 | Mbarara | Sukam 10 KVA | |
| 20 | Kabale | Sukam 10 KVA | |
| 21 | Lugazi | Sukam 3 KVA | |
| | | Total cost of AMC incl VAT | |

TENDER DELIVERY DETAILS

The vendors are requested to address and submit their proposal to:

Executive Director,
Head Office, Bank of Baroda (U) Ltd.,
18 Baroda House,
Kampala Road, Kampala

Important Dates:

| # | Particulars | Timeline |
|---|--|--|
| 1 | RFP Issuance Date | 09.03.2022 |
| 2 | RFP Coordinator Name, Contact details (Bank) | 1. Mr. Subhapratik Pradhan, Incharge (IT) 2. Email: IT.UGANDA@bankofbaroda.com 3. Contact No. +256-414342318 |
| 3 | Last Date of Submission of RFP Response (Closing Date) | 14.03.2022 |

SUBMISSION DETAILS

As part of the submission the vendor should submit the following details in **two separate envelopes for technical and commercial bid**:

Undertaking Letter from Bidder– A letter of undertaking from the vendor on the following points:

- I) Agreeing to all terms & conditions as detailed in the tender.
- II) The organization is in the similar business at least for a period of last 3 years.
- III) Sufficient quantity of spares will be kept as stock during the AMC period at the Vendor's side.
- IV) Escalation Matrix with First Level Support, Second Level Support, Regional & Zonal head, Country Head Details along with their Name, Contact Number (LL & Mobile), E-Mail ID.

Also please submit following details:

1. Contingency plans/ BCP of your Organization as a service provider to us
2. Share shareholders details
3. Kindly confirm whether the directors/ company enrolled for a Financial Card System and if so kindly share the FCS No.
4. Kindly share a copy of the Annual Returns.
5. Please share Directors' IDs, percentage of shareholders and certificate of incorporation.

EVALUATION METHODOLOGY

Bank will evaluate technical and commercial proposals considering valid Undertaking Letters as mentioned in **"Point: SUBMISSION DETAILS"**. The vendor quoting the lowest commercial shall qualify as the L1/successful vendor/bidder. The vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.



NORMALIZATION OF BIDS

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the empanelled vendors to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the vendors will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The vendors, by submitting the response to this tender, agree to the process and conditions of the normalization process.

OTHER TERMS AND CONDITIONS

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier, etc within the stipulated time.

Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank.

Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

Following conditions will apply on bidder.

1. The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should have Experience in similar support in Uganda (Minimum two in Banking sector) with customer and contact details in the last 3 years. The contracts must be active until validity of the bid submission.
2. The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should have OEM Certified professional Engineers in Uganda. Please submit CV along with certificates, national card / work permit.
3. The bidder in its own capacity should be a registered business entity for in Uganda in similar trade.
4. Average Annual turnover must not be less than USD 350,000 or equivalent per year in the last 3 years with a sustained positive net operating cash flow. The company will be required to present its certified cash flow statements / balance sheet for two years. Company should be in profit for the last three years.
5. Bidder to submit latest Tax clearance certificate from URA.



6. Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group or promoters / management or partnership firms / LLPs having common partners has not participated in the bid process.

7. Undertaking letter of bidder as mentioned above.

8. Manufacturers authorization form of original equipment manufacturer (OEM).

Scope:

Maintenance Support Services: The bidder shall provide **comprehensive onsite maintenance** for all the specified UPS Systems mentioned above. This involves comprehensive maintenance of all components covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spare parts and to ensure that the system/equipments is operational as per SLA requirements. This will include preventive & corrective maintenance services.

Preventive Maintenance Services:

Preventive maintenance services are required to be taken up by the bidder on quarterly basis i.e. **four quarterly functional checking and necessary adjustments**. However, if recommended by an OEM for any item covered, the frequency has to be revised accordingly. The bidder has to inform the schedule of preventive maintenance at least 5 days before schedule time.

Following preventive maintenance services are required to be taken up by the bidder on a regular basis as per decided schedule: -

- a. Preventive maintenance consisting inspection, cleaning of the equipments i.e. UPS & Batteries, testing, satisfactory execution of all diagnostics, necessary repairing of the equipment etc. BIDDER has to complete as per the schedule.
- b. Trouble shooting of all hardware components whenever required and / or communicated by Bank.
- c. Other preventive maintenance activities of components e.g. as per their manufacturer's recommendations.

Corrective Maintenance Services:

The bidder has to carry out Corrective Maintenance Services as and when required upon receiving information of any fault in the equipments covered under the contract.

The bidder shall carry out troubleshooting, repair or replacement of faulty / defective equipments / parts of UPS system (excluding batteries) as deemed fit by engineer attending the complaints and functional checking as and when required in co-ordination with the authorized Bank employee.

The bidder shall provide standby equipment in substitution of the faulty equipments / parts, for time being, if:

- a. Expected time to be taken by the BIDDER for repair / replacement of faulty equipment / part is higher and downtime caused due to this is affecting the whole system adversely.
- b. The standby equipment of similar configuration, in good working condition, should be integrated to the whole system.
- d. Bidder shall also be responsible to ensure all the equipments covered under AMC should remain in proper working condition throughout the contract period.



3. Service Level Agreement

SLA Objectives

BIDDER is required to provide a minimum overall uptime of 99% on quarterly basis for each equipment covered under the contract.

The bidder shall attend to calls

within 04 Hours for Branches / ATMs within 50 Kms from Kampala City

within 06 Hours for Branches / ATMs beyond 50 Kms and upto 100 Kms Kampala City

within 24 Hours for Branches / ATMs beyond 100 Kms from Kampala City

UPS should be set right within 24 Hours for distance upto 100 Kms and within 48 Hours for distance beyond 100 Kms.

Incase UPS is not set right within the specified time, bidder shall provide STANDBY UPS of similar configuration in good working condition.

Penalty Clause:

A penalty of USD 50 per day per UPS will be applicable for delay in repairing UPS beyond the above stipulated time / non providing of standby UPS.

Spares & Materials –

- Parts rendered unserviceable, detected during the course of maintenance, shall either be repaired or replaced by the bidder which may be of the same make or any other equivalent make.
- All the spares used to replace the defective part, shall be supplied by the bidder as part of comprehensive maintenance
- Defective parts, collected during the course of service, shall be the property of the bidder / AMC vendor.
- Necessary tools and instruments shall be provided by the bidder / AMC vendor.

Obligations and Rights of Parties

Any malfunctioning, which may develop during the AMC period, must immediately be reported to the AMC vendor. It shall be obligatory on part of the Bank to make the equipment under AMC available to the engineer.

The AMC vendor will not be held responsible in case a malfunctioning in the equipment develops as a result of accident, fire (not due to UPS) and lightening.

It will be responsibility of the Bank to ensure that the original operating conditions of the equipment under AMC are not significantly changed without the knowledge and consent of the AMC vendor.

In case of delay in attending the calls Bank is free to get the UPS checked / repaired from other vendors for which cost will be recovered from AMC vendor.

Payment Terms – The AMC charges are payable quarterly after submission of Tax invoice along with maintenance reports for the quarter.



Payment:

Payment will be done on quarterly basis. Payment will be released at end of quarter after receipt of following:

1. Invoice.
2. Service reports (Annexure 2) duly counter signed by Branch Officials for the respective quarter.
3. Outage Calls details with duration and reason of outage for uptime calculation.

UPTIME GUARANTEE

Vendor will have to guarantee a minimum uptime of 90% (Device/Incident wise), calculated on a monthly basis.

Uptime percentage - 100% less Downtime Percentage.

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Unavailable Time - Time involved while any part of the core configuration or system hardware/software component is inoperative or operates inconsistently or erratically.

If Vendor fails to meet the uptime guarantee in any quarter then the Vendor will have to pay 1% of cost of the Monthly AMC charges as damages for every 1% downtime than the agreed 90% to a maximum of 10% damages during the AMC period.

Exclusion: Parts covered under AMC may be billed due to improper operations or reason beyond control of AMC vendor i.e. vandalism other environmental factors.

Bank reserves the right to cancel Annual Maintenance Contract at any time during the contract by giving a proper notice if services are not found satisfactory.