



**Bank of Baroda (Uganda) Ltd.**

Head Office, Plot 18, Kampala Road, Kampala, Uganda

## BRIEF PROJECT REQUIREMENT

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

**Comprehensive AMC of Computer hardware as per in annexure 1 (with basic utility software support in PCs)** installed in Bank's 17 branches and Head office for period **01.04.2024 to 31.03.2026**. Our website may be referred for address of branches.

## 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	19.03.2024
2	RFP Coordinator Name, Contact details (Bank)	1. Mr. Santosh Kumar Patel, In-Charge (IT) 2. Email: IT.UGANDA@bankofbaroda.com 3. Contact No. +256741036099
3	Last Date of Submission of RFP Response (Closing Date)	05.00 PM on 27.03.2024

## 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, 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



**Bank of Baroda (Uganda) Ltd.**

**Head Office, Plot 18, Kampala Road, Kampala, Uganda**

---

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.



**Bank of Baroda (Uganda) Ltd.**

**Head Office, Plot 18, Kampala Road, Kampala, Uganda**

---

Following conditions will apply on bidder.

1. The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should have Experience in Support of Hardware Infrastructure sites 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 (HP/DELL/MS) 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 HP/DELL

**Hardware Infrastructure Maintenance Include:**

- AMC shall include **Comprehensive Maintenance** including all parts, peripherals etc along with **Basic utility software support**.
- Basic Utility software support include Java updates, Browser setting, Device drivers, Antivirus etc, required for smooth functioning of PCs. Bank will supply required licenses, wherever applicable.
- Preventive Maintenance 4 times a year (once in quarter) with annexure 2 has to be submitted with Invoice.
- All Calls / Repairing / support (including items under comprehensive maintenance) to be free of charge.
- All faulty parts to be replaced free of cost except consumables and broken parts due to user's negligence.



**Bank of Baroda (Uganda) Ltd.**

**Head Office, Plot 18, Kampala Road, Kampala, Uganda**

---

- Proper arrangement for supply of spares to be made by the vendor.
- Calls to be attended in Kampala, Mukono & Entebbe Branches on the same day and in upcountry branches on same / next day.
- Vendor to provide standby equipment if there is delay in repairing for more than 48 hours.
- No extra charges (e.g. transport, stay charges, meal charges etc.) to be paid for attending calls / repairing of Computer Hardware, Printers, Scanners etc. installed at Kampala & Upcountry Branches.
- Maintenance will be done on quarterly basis and report duly countersigned by Branch Head / Officer to be submitted to IT Department immediately after completion of maintenance.
- Payment shall be released after satisfactory quarterly maintenance on the basis of Tax Invoice raised by the vendor with annexure 2 (maintenance report) by the vendor duly countersigned by the Branch Official.
- Exclusion: Parts not covered under AMC - Printer Cartridges, Printer Head, Printer Ribbons, Fuser Unit, Pickup Rollers, C-Mos Battery and Belts.
- If services rendered during the AMC period does not found satisfactory, the contract may be terminated.

#### **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.



**Bank of Baroda (Uganda) Ltd.**

**Head Office, Plot 18, Kampala Road, Kampala, Uganda**

---

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.



**Annexure 1:**

Items	Kampala Main & HO	Railway Station Branch	Ovino Market	Industrial Area	Kansanga	Kawempe	Entebbe	Mukono	Jinja	Iganga	Mbale	Lira	Mbarara	Kabale	Kololo	Lugazi	Arua
<b>PCs (Dell &amp; HP)</b>	116	16	6	8	5	7	7	9	20	13	11	12	11	8	8	5	10
Tally T-5040	6	4	2	1	2	1	4	1	3	2	2	2	1	2	2	2	2
HP MFP			1		1	1	1		1	1	1		1				
HPLJ PRO 400	1	1							1				1				
HP LJ P1006dn	2										1						
HP LJ P1606											1	1					
HP LJ 1020	1																
HP MFP 430	1						1										
HP LJ M428fdn	4							1			1	1					
HP LJ M428dw	2						1	1									1
HP LJP 402dne	4												1				
HP LJP 404dn	1			1								1					1
<b>Printers</b>																	
HP 4003dn	1																
HP LJ 1102	1																
HPLJ1320 / 1320N		1								1	1		1				
HP LI 1505																	
HPLJ 1606											2	1					
HPLJ3055/Cannon		1								1	1						
HPLJ1018		1							1	1	1						
HP2015N		1							1								
HPLJ 400 M401dne	3																
HPLJ M402DN	2					1										1	
HPLJ 425 FDN / DW	2																
HPLJ 426FDN					1	1			1							1	
HPLJ1319F						1		1				1					



**Bank of Baroda (Uganda) Ltd.**

**Head Office, Plot 18, Kampala Road, Kampala, Uganda**

HPLJ1212NF			1	1										1			
HPLJ3005											1	1					
HP LJ3015 / HPLJ3015DN			1	1			1	1						1	1		
HP M611	1																
HPLJ Pro MFP M426dw	1					1		1				1	1			1	
Epson LQ2180																	
HP M528	2																
Epson FX 2190																	
HP LJ CP 1215																	
EPSON DFX 8000																1	
ScanJet 2400																	
ScanJet 5590/ 5590P / Scanjet 2500f1/2600f1	1	1	1	1	1	1	1	1	1	1	2	1	2	1	1	1	1

**BANK OF BARODA: BRANCH HARDWARE MAINTAINANCE VISIT QUARTERLY REPORT: ANNEXURE 2**

Branch NAME -		Branch Visit Date		Visiting Engineer Details with Contacts -	
SI No of Device maintained	1	2	3	4	5
PC Maintenance:					
PC HostName					
EPC					
Manufacturer					
Model					
Total CPU					
Total Memory					
Operating System					



**Bank of Baroda (Uganda) Ltd.**

**Head Office, Plot 18, Kampala Road, Kampala, Uganda**

Serial Number					
Remote Desktop status					
PC In Domain (Name?)					
Local Administrator Account name					
Default Gateway					
IP Address					
IP Address Mode (Static/DHCP)					
Windows Firewall status					
Trend Micro AV Client status (or Sophos if internet PC)					
CAE Client Installation status					
MS Office version					
Monitor Serial Number					
PC Serial Number (On Chassis)					
Working ?					
<b>Printer Maintenance:</b>					
Make					
Model					
SI no					
Working ?					
<b>Scanners Maintenance:</b>					
Make					
Model					
SI no					
Working ?					
Branch Manager sign and stamp:	Copy Autorollout CD in EPC ( Y / N)			Engineer Signature:	