

Request For Proposal (RFP)

For

ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS IN THE BRANCHES/OFFICES OF AYODHYA ZONE

RFP REF NO: UCO/ZOA/2026-27/67

Date: 31/07/2026

The information provided by the bidders in response to this Request For Proposal (RFP) will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves its right to accept or reject any or all the responses to this RFP without assigning any reason whatsoever.

This document is prepared by UCO Bank for its AMC & FMS requirement for undertaking Maintenance of Computer Hardware and Peripherals in the Branches/Offices of Ayodhya Zone. It should not be reused or copied or used either partially or fully in any form.

**UCO Bank, Zonal Office,
3rd Floor, Shiva Palace
Devkali Bypass Road
Ayodhya – 224001 (U.P.)**

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NOTICE INVITING TENDER

To,
All Eligible Bidders

Subject: Annual Maintenance Contract (AMC) & First Level Maintenance Support (FMS) for Undertaking Maintenance of Computer Hardware And Peripherals of branches/offices situated under Ayodhya Zone of the Bank

- I. Bank invites offers for Annual Maintenance Contract (AMC) & First Level Maintenance Support (FMS) for Undertaking Maintenance of Computer Hardware and Peripherals for branches and offices situated under its Ayodhya zone.
- II. Tender documents are available on UCO Bank website www.uco.bank.in
- III. Key details for the tender are as follows:

Bid Details-Control Sheet Table		
1.	Date of Issue of Tender	31-07-2026
2.	Pre-Bid meeting	07-08-2026 at 04.00 P.M.
3.	Last date, time & Venue for submission of Bid Documents	17-08-2026 3.00 PM at UCO Bank, Zonal Office, 3rd Floor, Shiva Palace, Devkali Bypass Road, Ayodhya – 224001 (U.P.) (Bid documents should be dropped in the Tender Box, kept in Zonal Office)
4.	Date and Time of Technical Bid & Financial Bid Opening	Technical Bid - 17-08-2026 3.30 PM Date of Financial Bid opening will be intimated to the bidder/s qualifying in Technical Bid.
5.	Address for communication	Zonal Head UCO Bank, Zonal Office, 3rd Floor, Shiva Palace, Devkali Bypass Road, Ayodhya – 224001

- IV. The bidders are requested to go through the tender enquiry document carefully and submit the tenders in sealed covers, duly signed super scribed as follows:

Cover No –1

“TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF BRANCHES/OFFICES SITUATED UNDER AYODHYA ZONE”

Cover No –2

“FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF BRANCHES/OFFICES SITUATED UNDER AYODHYA ZONE”

- V. In no case, Technical and Commercial Bids should be submitted in open condition.
- VI. The Bank will open the bids, in the presence of Bidders' representative who choose to attend (maximum two representatives per bidder), at the time and date mentioned in Bid document. Bids will be opened at the address mentioned below
UCO Bank, Zonal Office,
3rd Floor, Shiva Palace, Devkali Bypass Road, Ayodhya – 224001 (U.P.)
Ph: 05278-299018
Email: zo.ayodhya@uco.bank.in
- VII. The bidders are expected to furnish all the information asked for, duly signed and submit the tender.

1. INTRODUCTION

“UCO Bank” or “Bank” or “Purchaser”. The term shall denote UCO Bank with its Head Office at 10, B T M Sarani, Kolkata -700001 and its Zonal Office at Ayodhya (U.P.), invites sealed bids from the Bidders /Companies for Annual Maintenance Contract (AMC) & First Level Maintenance Support (FMS) for undertaking of maintenance of Computer Hardware and Peripherals of various branches and Administrative Office under Ayodhya zone which are located in GORAKHPUR, AMETHI, AYODHYA, SULTANPUR, AMBEDKAR NAGAR, BAHRAICH, BALRAMPUR, BASTI, DEORIA, GONDA, KUSHINAGAR, MAHARAJGANJ, SANT KABIR NAGAR, SHRAWASTI, and SIDDHARTH NAGAR Districts of Uttar Pradesh”.

Against the above backdrop UCO Bank invites Request for Proposal (RFP) from the prospective bidders for providing AMC & FMS service for undertaking maintenance of Computer Hardware & Peripherals installed at various branches/offices under Ayodhya Zone.

2. ELIGIBILITY CRITERIA FOR THE BIDDER

This RFP document is open to all Indian company or registered partnership firm or an LLP governed by the limited Liability partnership Act, 2008 that are eligible to perform business in India under relevant Indian Laws as in force at the time of bidding and fulfilling below mentioned eligibility criteria. Offers received from the bidders who do not fulfill all or any of the following eligibility criteria are liable to be rejected.

- 2.1 In case of company, bidder should be a registered company under Company Act 1956 or 2013 and amendments thereafter with Registrar of Companies in India.
- 2.2 Bidder should be in existence in India for minimum of three years as on 31.03.2026.
- 2.3 Bidder should have service support centers with qualified engineers in 2 districts i.e. Gorakhpur and Amethi.
- 2.4 The bidder should have positive net worth in last 2 financial years as per latest balance sheet. Relevant data should be submitted in Annexure 4.
- 2.5 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. (as per Annexure 6)
- 2.6 All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.

- 2.7 The Bidder must provide services directly from their firm/company, not from any dealer / subcontractor. 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 & FMS Agreement.
- 2.8 The Bidder should not have been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority as on date of the publication of this RFP. An undertaking to this effect must be submitted in their letter head as per Annexure 5.
- 2.9 The Bidder must have GST registration Number.
- 2.10 The service engineers should be covered under Central Govt. minimum wages act with provident fund facilities.
- 2.11 The Bidder should have executed minimum three projects of undertaking AMC/FMS in PSU Banks /Financial Institutions handling over 300 Computers and Peripherals (i.e. Laser Jet Printers, Passbook Printers, Dot Matrix Printers and flatbed Scanners) in last 3 financial years i.e. 2023-24, 2024-25, and 2025-2026. (Bidder needs to submit certificate from client organization or copy of purchase orders).
- 2.12 The companies or firms, bidding for the above tender, shall not be owned or controlled by any director or officer/employee of the bank or the relative having the same meaning as assigned under section 6 of the Companies Act 1956. (A certificate denying the ownership of Agency/Firm/Manufacturer/ Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm to be submitted along with the Bid).

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. **Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made.** UCO BANK reserves the right to verify /evaluate the claims made by the bidder independently. Any decision of UCO BANK in this regard shall be final, conclusive and binding upon the bidder.

3. SCOPE OF THE WORK

The work is for ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS of BRANCHES AND OFFICES under Ayodhya zone.

- 3.1 Vendor has to collect the inventory at the branches which should be duly verified by Branch Manager and submit to Zonal Office.
- 3.2 Bidder has to maintain spare inventory at Local Office.
- 3.3 The vendor has to provide support and service to the computer hardware installed at different locations immediately (within 4 hours) on receipt of call from the concerned branch / users on all working days of the bank from 9:30 am to 6:00 pm and follows it up till the problem is resolved.
- 3.4 The vendor has to provide Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all the diagnostics, cleaning and removal of dust from the exterior and interior of the hardware, and necessary repairing service at least **once in a quarter** irrespective of whether the hardware have gone out of order or not. Relevant call reports should be submitted with the invoices while claiming payment. If during any quarter, vendor doesn't fulfil the provision of preventive maintenance, the proportionate charges for that quarter will not be considered payable by the bank.
- 3.5 During the Annual Maintenance Contract (AMC) & First Level Maintenance Support (FMS) period, the vendor will have to undertake maintenance of the entire hardware, hardware components, systems software, bank software, minor LAN issues and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9.30 am to 6:00 pm notwithstanding the fact whether on such days the selected vendor's office remains opened or not. In the event of System Break down or failures at any stage, protection should be available, which will include the following: -
 - a. Diagnostic for identification of system failures.
 - b. Protection of Data.
 - c. Recovery/restart facility.
 - d. Backup facility.
- 3.6 The vendor will provide maintenance service in response to mail, telephone by any UCO Bank branch. The bidder will provide escalation matrix for the same. Bidder should have dedicated mobile/landline number and email ID for registration of Complaints.
- 3.7 The vendor will provide One **Resident Engineer (RE)** for Zonal Office Ayodhya (for all banks' working days) for handling all complaints received from Branches/Offices on behalf of vendor. The engineer should be well qualified and have experience for handling issues related to banking environment. RE

will attend complaints from ZO and will be allowed to attend on site complaints only if required on urgent basis.

- 3.8 The vendor will align a qualified **Field Engineer** (FE) to correct any faults and failures in the hardware and will arrange repair and replace any defective parts of the hardware during bank's normal local working hours. In cases, where any part of the hardware (not under warranty) need replacement, the bidder will replace such parts, at no extra cost to bank, with brand new parts or those equivalent to new parts in performance. If any of the peripherals, components like hard disk etc. is not available or difficult to procure, is causing delay in replacement, a standby hardware of equivalent capacity or higher capacity at no additional charges will be provided to bank branch.
- 3.9 All FEs visiting Bank's Branches/offices should be employees of the vendor. The staff strength with engineer details and posted locations are to be mentioned in Bidder's response to our RFP.
- 3.10 All repair and maintenance services described herein shall be performed by qualified FEs who are completely familiar with the equipment which they are dealing with. They should be competent enough to install or rectify all equipment under their AMC/FMS service to the satisfaction of the bank. They may be guided by the RE for any technical assistance.
- 3.11 RE must ensure that bank's systems are being installed by the field team as per the guidelines issued by the bank. Any lapse or deviation in this regard will be treated as non-attendance of complaint and penalty will be levied until it is rectified.
- 3.12 Field team or any service team will not unnecessarily contact our office to raise queries on service matters. Maximum concerns should be dealt by the RE or competent alternative in the vendor company. However, the RE may contact us for guidance on any matter which is not yet clarified. In case of absence of RE, alternate engineer having adequate knowledge about handling issues related to banking environment should be available at Zonal Office.
- 3.13 During installation or repair of computers under AMC/FMS, all connected peripherals such as printers, scanners and Biometric Devices should be installed even if the said equipment doesn't come under AMC/FMS. Installed printers should be shared on the network computers. However, peripherals which are both in inoperable condition and not under AMC/FMS may be excluded.
- 3.14 Repair work for any faulty equipment (not under warranty) will be carried out at onsite basis. If such repair is unsuccessful, vendor may take the equipment to their nearest service center to perform the repairs. However, in such cases, standby equipment of equal specification should be provided by the vendor and made working so that bank work may not be affected due to the down time.

3.15 For any hardware related issue in computer items which are covered under warranty, vendor, as part of FMS service, will perform first-level diagnosis, assist the branch to register the complaint with the respective OEM/service provider, co-ordinate and follow-up with the OEM until resolution, keep the branch informed about the status, verify successful restoration of the equipment, and close the call only after getting confirmation from the branch.

3.16 The following activity also to be completed by the FE while formatting of the Desktops (under AMC or FMS) due to any reason (including but not limited to- malfunctioning; virus infected PC; slowness etc) and repairing of other hardware like Scanners/ Printers etc in the Branches/ Offices:-

- Installation of MS Office (Wherever required).
- Installation of Bank's Antivirus software, Pulse Secure agent with all OS related patches/ service packs, Secure IT, BMC, DLP etc.
- Installation of DMS scanning utility, Unicode Hindi fonts, eKYC, CKYC, CTS Software and other utilities.
- Making necessary configuration required for working of Finacle.
- Joining with Bank's Active Directory (Domain) and PC naming.
- Installation of peripherals (like Printers, Scanners, Biometric Device etc) attached to PC.
- Installation/ sharing of printers/scanners repaired. Also, necessary printer settings/configurations to be done as per bank's requirements. Bank will provide the relevant software and required configuration of the software to RE. Any site engineer should contact with RE for further support.

3.17 Installation/reinstallation of Operating System after formatting of the Desktops/Laptop due to any reason whatsoever during AMC/FMS period shall be done by FE without any extra cost to the Bank. Before formatting, backup of data and restoration of data after OS installation is FE's responsibility. After Installation or reinstallation bidder has to complete the activity and /or install the software mentioned in point no. 3.16.

3.18 The vendor will ensure that the CDs/DVDs/Pen Drives used by its field engineers during repairs/ maintenance will be free of any virus. In case it is conclusively proved that the machine has been infected with a virus from the engineer's hard disk/Pen Drive, the expenses incurred by the Bank for recreating the data will be recovered from the bidder.

3.19 The contract will be completely comprehensive for non- warranty machines and non-comprehensive (only software related support) for warranty PCs. For hardware other than PCs, which are under warranty, FMS support for such hardware will be provided by the vendor at no extra cost to the Bank. All the hardware (not under warranty) would be covered under comprehensive AMC except consumables/burn cases. All other hardware replacement should be done without any extra cost to bank. Consumable items are as under:

a) Laptop - batteries & adapter will come under consumable item.

b) Printer - Ribbon, Cartridge

3.20 All consumable items may be replaced at market price only with no extra service cost to bank and such market price shall be applicable till the tender is enforced i.e. from the date of acceptance of market price till the end of tender.

3.21 All software calls should be attended on the same day on intimation of issue. In case the original bank hardware is replaced with a standby, the temporary substitute machine will be replaced with the original machine duly repaired within 3 days failing which penalty will be deducted as per AMC/FMS terms for the number of days exceeding 3 days.

3.22 The vendor will have to ensure upgradation of System software, on the hardware covered under this agreement (AMC/ FMS), without any extra cost to bank. The upgradation may include but is not limited to below activities:

- Upgradation of Windows OS
- Installation of Microsoft patches/ updates
- Updation/Installation of new bank software or application in branch/offices.

3.23 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 deinstallation/installation of equipment/hardware under AMC/FMS will be done by vendor in old and new premises respectively, at no extra cost to bank.

3.24 The vendor (via RE) will maintain at bank's site, a machine wise written maintenance 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.

3.25 **As part of First Level Maintenance Support (FMS), vendor will also provide above mentioned software support for those systems which are under warranty, provided such support is not covered under terms & conditions of warranty.**

3.26 **Other than Desktop (under warranty), no First Level Maintenance Support (FMS) charges will be paid for other hardware (such as Laser Printer, Passbook Printer, Scanner etc) and vendor will provide FMS support for such hardware at no extra cost to the Bank. However, all the hardware (mentioned in Annexure – 8) which are not under warranty will be covered under comprehensive AMC (including FMS).**

3.27 For resolution of software related complaints, remote access to the Branch's computer system through any remote access software shall not be

permitted. The vendor will be required to resolve and close such calls either through telephonic/ voice based technical support or by visiting the concerned branch physically, as may be necessary for resolution of the complaint.

3.28RE will maintain details of all open/closed cases and produce the status as and when required by bank. They should make sure that any pending down calls is closed only after the required maintenance activities are fully completed.

3.29Any complaints which are found to be closed without bank's confirmation will be treated as pending since the original date of lodging the complaint and penalty will be imposed.

3.30The performance of the vendor on quality of service provided by them will be reviewed by the Bank on quarterly basis and if found unsatisfactory, Bank shall have the full liberty to cancel the contract at any time during the contract period by giving 15 days' notice.

3.31The period of contract will be initially for one year which may be extended at mutually agreed terms for another 12 months.

4. CONTRACT PERIOD

The contract period for providing AMC & First Level Maintenance Support (FMS) for undertaking Maintenance of Computer Hardware and Peripherals in the Branches/Offices of Ayodhya Zone will be for a period of 12 months which can be extended at Bank's discretion for further 12 months. The selected bidder need to execute a **Service Level Agreement (SLA)** with UCO Bank covering all terms and conditions of this RFP. The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving 15 days notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.

5. TENDER AND BID SUBMISSION

- a) Bids are invited from all Indian company or registered partnership firm or an LLP governed by the limited Liability partnership Act, 2008 that are eligible to perform business in India under relevant Indian Laws as in force at the time of bidding and fulfilling eligibility criteria mentioned in this document.
- b) The Tender can be downloaded from the Bank's website, i.e., <https://www.uco.bank.in>.
- c) The Bank shall not consider any request for date-extension for bid-submission on account of late receiving / downloading of Tender by any prospective bidder.
- d) In the event of the specified date for bid-submission being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

6. AUTHORITY TO SUBMIT BIDS

- i. Only authorized personnel of the firm or organization shall sign the bid.
- ii. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.
- iii. The letter should also indicate the complete name and designation of the designated personnel.
- iv. Necessary resolutions/authority/ Power of Attorney available shall be enclosed.
- v. The certified photocopy of Resolutions/Authority/ Power of Attorney having authority to authorize the person to submit Bid documents on behalf of the company shall be enclosed.

7. COST OF BIDDING

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

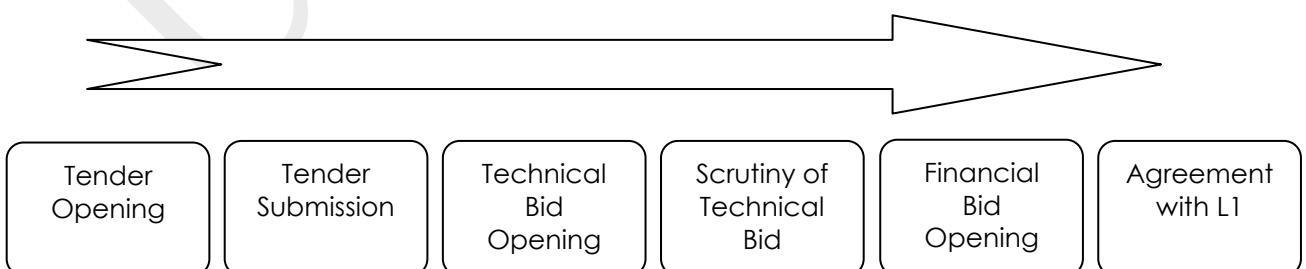
8. LATE BIDS

Any bid received by the Bank after the last date/time for bid-submission will be rejected and returned unopened to the bidder.

9. WITHDRAWAL / AMENDMENT TO TENDER CONTENTS:

- a) The bank reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more bidders, or to cancel the process in part or whole.
- b) The Bank also reserves the right to amend the tender at least 5 days prior to the last date for bid-submission. The Bank may at its discretion, extend the last date for bid-submission on any justified ground.

10. BIDDING PROCESS



10.1 BID SUBMISSION

Bids are to be submitted in sealed covers, duly signed and super scribed as:

COVER NO –1

“TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF BRANCHES/ ADMINISTRATIVE OFFICE UNDER AYODHYA ZONE”

COVER NO –2

“FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF BRANCHES/ ADMINISTRATIVE OFFICE UNDER AYODHYA ZONE”

The name and address of the bidder shall necessarily be written on the cover. The sealed covers should be addressed and delivered (by post/by hand) to the following address by 17.08.2026, 03:00 PM.

UCO Bank, Zonal Office,
3rd Floor, Shiva Palace
Devkali Bypass Road
Ayodhya – 224001 (U.P.)
Telephone: 05278-299018
Email: zo.ayodhya@uco.bank.in

Late tenders shall not be entertained. To avoid any possible delay in delivery by postal authorities/couriers, the bidders are advised to hand over the tenders personally.

10.2 COST OF TENDER

Bid Application Fee / Tender Fee (non-refundable) of **Rs.500/-** (Rupees Five hundred only) in the form of Demand Draft/ Pay Order favoring UCO Bank, payable at Ayodhya should be enclosed.

10.3 EARNEST MONEY DEPOSIT (EMD)

The EMD of **Rs 10,000/-** should be in the form of DD/ Pay Order of any scheduled bank drawn in favor of the UCO Bank payable at Ayodhya.

Bids received without the EMD or Bid application fee will be rejected. EMD of the bidder is liable for forfeiture as per the terms of the tender document in case of any default. The EMD shall bear no interest. The EMD should be kept in a separate cover superscripting as “EMD” and stapled to the **“Envelope No. 1 – Technical bid”**.

“Exemption from submission of Tender Fee and EMD shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village

Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME.

Bids received without Tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.

To qualify for Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the Bid documents. MSME firms who are in the process of obtaining registration will not be considered for Tender Fee / Cost exemption.

The EMD amount of the unsuccessful bidders will be returned after completion of the tender process. For successful bidder, EMD amount will be given back after submission of Performance Bank Guarantee.

10.4 PERFORMANCE BANK GUARANTEE (PBG)

While executing the Agreement, the successful bidder has to submit a Performance Bank Guarantee, amounting **5%** of Final/Total order value rounded up to nearest thousand which should be valid up to 1 year. In case vendor submits any false information or declaration letter during the tender process or contract period, Bank shall invoke the EMD/ Performance Bank Guarantee (PBG) submitted by the bidder to recover penalty/damages.

In case vendor fails to perform the contract to the satisfaction of the Bank, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.

11. BID FEATURES

11.1 LANGUAGE OF BIDS

All bids and supporting documentation shall be submitted in English only.

11.2 CURRENCY OF THE BIDS

All costs and charges related to the bid shall be expressed in Indian Rupees only.

11.3 PERIOD OF BID VALIDITY

- The Bids shall be valid for a period of 12 months from the date of submission of bids which can be extended at Bank's discretion for further 12 months. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.
- The Bank in case of non-adherence to the Format or partial submission of bid will not evaluate the bid,
- Each bid shall be made in the legal name of the bidder, each page of it shall be serially numbered, signed and duly stamped by the bidder or a duly authorized person to sign on behalf of the Bidder.

- Interlineations, erasure or overwriting shall be valid only if these are initialed by the person(s) signing the bid.
- Executive(s) representing the bidder should be duly authorized to sign the bid, interacting with the Bank for all sorts of communication.

11.4 FORMAT AND SIGNING OF BID

Each bid shall be made in the legal name of the bidder and shall be signed and duly stamped by the Bidder or a person duly authorized to sign on behalf of the Bidder.

12. BID ESSENTIALS - CONTENTS OF DOCUMENT TO BE SUBMITTED

The bidder shall submit the following:

➤ TECHNICAL BID

1. Duly filed Annexure-1 (Tender Offer Forwarding Letter)
2. Duly filed Annexure-2 (Track record of past experience with Banks)
3. Duly filed Annexure-3 (Details of Head Office / Branch Office of bidder)
4. Duly filed Annexure – 4 (General Details of the Bidder)
5. Duly filed Annexure-5 (Undertaking by Bidder regarding blacklisting)
6. Duly filed Annexure-6 (Undertaking by Bidder regarding satisfactory service)
7. Duly filed Annexure-7 (Technical Bid Form /Response to eligibility criteria)
8. Company/firm Profile.
9. Declaration from company's/firm authorized person regarding services will be provided by company only not from any dealer / subcontractor.
10. Copy of GST Registration Certificate.
11. Copy of PAN Card.
12. Address and contact details of service centres in Gorakhpur and Amethi along with details of staff posted in both centres
13. Other information - Any other relevant information, which is necessary to be furnished, must be provided.
14. EMD in the form of Demand Draft
15. Cost of Tender/ Bid Application fee in the form of Demand Draft

➤ FINANCIAL BID

1. Price Bid as per Financial Bid Format (Annexure-8).

Note: Bank reserves the right to accept/reject the tender in the instance bidder fails to furnish any of the above pointed documents.

13. PRE-BID MEETING:

Date:- 07.08.2026, Timing:- 4 PM, Venue – UCO Bank Zonal Office, Ayodhya

14. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

Prospective bidders may seek clarification on the RFP document by letter/ e-mail till 07.08.2026 at the address mentioned in Document's bid details Table.

Further, at least 7 days time 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 prospective bidders, modify the RFP contents by amendment. Clarification /Amendment, if any, will be notified on Bank's website www.uco.bank.in .

15. BID OPENING

- a) The Bank will open the technical bids, in the presence of Bidders' representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned below:-

UCO Bank, Zonal Office,
3rd Floor, Shiva Palace
Devkali Bypass Road
Ayodhya – 224001 (U.P.)

- b) The bidders' representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.
- c) The Financial bid shall be opened in the presence of Bidders' representatives, whose bids are considered as responsive as per the technical and other qualification criteria as underlined in the bid document and who choose to attend the Financial bid opening process.
- d) No offer can be modified or withdrawn by a Bidder after submission of Bid/s.
- e) If any of the Bidders or all the Bidders, who submitted Bids, are not present during the specified date and time of opening, the Bank will proceed further with opening of the Bids in their absence.
- f) The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of tender and subsequent clarifications, whether technical specifications as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per this tender requirement.
- g) The Bank may reject any proposal not containing all the requirements called for in various Annexure. Technical Bid must contain required/ relevant information on all the items including optional items, if any, without fail.
- h) Bank has the right not to entertain any correspondence on any matter relating to this tender like technical responsiveness/ non-responsiveness of the Bidders etc. Bank's decision will be final in this matter.

16. BID EVALUATION

- The tenders received within the due date and time only will be considered for evaluation.
- The Technical bids shall be opened and the qualifications of the bidders will be evaluated to ensure meeting the minimum pre-qualification criteria.

- Technical bids of the bidders who satisfy the prequalification criteria will be evaluated for compliance of other terms and conditions.
- The price bids of only the successfully qualified bidders whose technical bids are found acceptable will be opened subsequently on the date that will be conveyed to them.
- To assist in the scrutiny, evaluation and comparison of offers/bids, UCO BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder/tenderer.
- The L1 will be determined on the basis of the lowest price. However, UCO Bank does not bind itself to accept the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by them through or in connection with their submission of tenders, even though the Bank may elect to modify/withdraw the tender.

Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.

17. SELECTION OF BIDDER

- a) **Lowest bidder will be determined on the basis of total cost of ownership as per the Annexure 8**
- b) The bidder shall keep the price valid for entire contract period and no request for enhancement in the prices during the contract period will be entertained by the Bank under any circumstances.
- c) The Financial bids submitted by the service providers will be evaluated as per price quoted and the Service provider, whose Financial bid has been determined as the lowest, will be named as L1 and the second lowest will be named as L2 and so on.

18. NOTIFICATION OF AWARD

The acceptance of a tender, subject to contract, financial considerations & compliance with all the terms and conditions will be communicated in writing by means of placing order at the address supplied by the bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified at under mentioned address and written confirmation of such notification obtained:

19. SIGNING OF CONTRACT

The successful bidder shall be required to enter into a contract with UCO Bank within 7 days of the award of the tender or within such extended period as may be specified by Zonal office. The contract will be valid for twelve months which can be extended to 12 months unless terminated by the Bank before that date.

20. SERVICE LEVEL AGREEMENT (SLA)

- a. Response within 4 Hrs. in City & within 24hrs in rural area
- b. Resolution within 24Hrs in city and 48 Hrs in rural area.
- c. The vendor has to carry out the preventive maintenance (PM) equipment once in a quarter as per clauses in the AMC/FMS agreement, failing which penalty will be charged as per the relevant clauses relevant clauses in the AMC/FMS agreement).
- d. Quarterly Review of services provided by selected vendor(s) will be done by the Bank. If Bank finds that services are being unsatisfactory, the contract will be terminated.
- e. Rate must be quoted for AMC/FMS period for 12 months.
- f. No separate Outstation charges will be paid during period.
- g. Work Order will be issued by our office as per finalized rates and contract terms.
- h. The penalty for delayed service of equipment's will be collected as per Agreement.
- i. GST Tax/ Work Contract Tax / Education Cess on AMC/FMS if any paid by vendor on the AMC/FMS amount, will be reimbursed to the vendor on claiming the same in the invoice/Bill as per Bank guidelines from time to time.
- j. The TAX (IT TDS and GST TDS) on AMC/FMS charges at the prevailing rate will be deducted at source from all the AMC/FMS vendors while releasing the payment to them irrespective of the amount of such payment. The TDS deducted shall be on actual AMC/FMS amount excluding tax portion.
- k. Vendor has to also provide software support for those systems which are under warranty, provided such support is not covered under terms & conditions of warranty. Vendor has to provide such support for computer hardware (covered under warranty) at no extra cost to the Bank.
- l. Vendor must resolve the hardware problem, if occurs, within 24 Hrs (48 Hrs in case of rural branch) and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.
- m. Vendor has to provide services as per the scope of work mentioned in this RFP document.
- n. Jurisdiction: All disputes and controversies between UCO Bank Zonal Office, Ayodhya and Vendor shall be subject to the exclusive jurisdiction of the Courts in Ayodhya and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.
- o. Penalty Clause: Vendor must resolve the hardware problem, if occurs, within 24hrs and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.

- p. Vendor must maintain adequate spare parts as 3 to 5 spare hardware parts (each type) available in standby for any of the situation. If vendor fails to resolve the problem within 24 hours (48 hours in case of rural branch) of information, nor any standby hardware is provided to the branch, penalty of **Rs 300/- per day** (pertaining to that particular branch/ office from where the issue has been reported) would be applicable and deducted from bill. Any call closed without resolution will be treated as unresolved call and penalty clause will be applicable for those calls. Penalty will be calculated from the day of reporting the issue/problem. If the issue remains unresolved for more than 5 days no payment of AMC/FMS of that quarter will be made corresponding to that branch.
- q. In the event of weeding out of the older machine in the office, the same shall be removed from the contract and the rates shall be reduced accordingly on prorata basis.
- r. Bank reserves to itself the right of altering the requirements of the work by adding to or omitting any items of work (or) having portions of the same carried out without prejudice to the contract.
- s. The Vendor shall not be entitled to any compensation for any loss suffered by him on account of executing the work, whatever the cause may be, including those arising out of modifications to the work entrusted to him or in any subcontract connected therewith or in awarding contracts for other trades of the project or in commencement or completion of such works or for any other reason whatsoever and the Bank shall not be liable for any claim in respect thereof. The Bank does not appear liability for any sum besides the tender amount, subject to such variations as are provided for herein.
- t. The Vendor shall not disclose directly or indirectly any information, IT Assets and details of the Bank's infrastructure/ system / equipment's etc. which may come to the profession or knowledge of the vendor during the course of discharging its contractual obligations in connection with the agreement, to any third party and shall at all times hold the same in strictest confidence. The Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Vendor shall not publish, permit to be publish, or disclose ant particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the vendor and the Bank shall be entitled to claim damages and pursue legal remedies.

21. PRICE:

- i. Prices shall be quoted in Indian Rupees.
- ii. The vendor must quote price inclusive of duties and charges related to dispatch, packing, installation etc.
- iii. GST shall be payable extra.
- iv. Price should not be subject to fluctuation of the rupee against foreign currencies or for any other reason(s). The price shall remain firm throughout the period of this contract.
- v. In case there is a change in the Government norms, taxes etc during the contract period or presentation of invoices on the Bank, whichever is later, the same shall be borne by the supplier.
- vi. Price quoted shall remain firm for acceptance during the validity period stated in the General Information and Instructions to Bidders.

22. ENFORCEABILITY:

The decision of the Bank in arriving at the conclusion of breach of conditions and/or default of Vendor will be accepted by the vendor without any demur and the Bank will be at liberty to enforce these conditions/rights.

23. PAYMENT TERMS

- i. The Bank will not pay any advance for Annual Maintenance Charges/ First Level Maintenance Support of Computer Hardware and Peripherals.
- ii. After updation of branchwise inventory and performing preventive maintenance of first quarter, vendor will raise invoice of AMC & FMS for one year and submit the same to Zonal Office alongwith PM and call reports.
- iii. 25% payment will be released by Zonal Office within 30 days after receipt of invoice alongwith original copies of all the call reports/ preventive maintenance reports.
- iv. From second quarter onwards, vendor will claim 25% of invoice value in each quarter by submitting call reports/ preventive maintenance reports of respective quarter. Above quarterly payments will be released by Zonal Office after receipt of 25% claim of Invoice alongwith original copies of all the call reports/ preventive maintenance reports.
- v. Bills and Invoices shall be paid by Zonal Office, subject to compliance of the following:
 - a) Satisfactory service as per the parameters mentioned in the terms and conditions of the tender.
 - b) Various parameters set out by the Bank and duly committed by the bidder, while participating in the tender process, must be complied with. If the bidder does not conform to the specifications as per technical bids, the order stands automatically cancelled and the bidder shall not be entitled for any payment. Further in such an event the EMD furnished by the bidder while participating in the tender process shall be forfeited.
 - c) Tax deduction at source (TDS) and Tax on GST as per relevant provisions of Finance Act from time to time.

24. TERMINATIONS

- a. The Bank at its option without prejudice to its rights under the Contract, is entitled to terminate the Contract at any time by giving 15 days written notice to the contractor in the following circumstance:
 - I. In case the Bidder does not comply with any of his obligations/undertakings under this Contract.
 - II. If the Bidder refrains from implementing any of the instructions received from the Bank within the stipulation of this Contract.
 - III. In case of any breach of the terms and conditions of this contract by the bidder.
- b. If the Vendor becomes bankrupt or insolvent or causes or suffers any receiver to be appointed for its business or any assets thereof, compounded with its Creditors, or being a corporation, commence to be wound up for the purpose of amalgamation or

reconstruction, or carry on its business under a Receiver for the benefit of its Creditors, the Bank shall be at liberty to terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by giving notice in writing to the Supplier or to the Receiver or Liquidator or to any person in whom the Contract may become vested or give such Receiver, Liquidator or other person the option of carrying out the Contract subject to their providing guarantee for amount to be specified by the Bank.

- c. In the event of such termination, Bank may invoke Performance Bank Guarantee submitted by the vendor and the Bank shall have the right to terminate vendor while denying any future empanelment.

25. SETTLEMENT OF DISPUTES

- i. Should any dispute or difference of any kind whatsoever arise between the Bank and the bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- ii. All disputes arising out of (or) in any way connected with this agreement shall be deemed to have arisen at Ayodhya and courts in Ayodhya shall only have jurisdiction to determine the same.

26. WAIVER:

Non-enforcement by either party of any of the provisions of this Contract shall not construe or constitute as a waiver of the provision itself or any subsequent breach thereof. The validity of the Contract shall not be affected, should one or more of its stipulations be or become legally invalid and such stipulation is severable from and not fundamental to the obligations of either party to this Contract. In such a case, the parties shall negotiate in good faith to replace the invalid clause by an agreed stipulation which is in accordance with the applicable Indian Law and which shall be as close as possible to the party's original intent.

27. STATUTORY AND OTHER REGULATIONS:

The vendor shall comply with all the statutory obligations of the Government of India / State Governments and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-compliance of statutory obligations by the vendor.

28. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India.

29. ASSIGNMENT

The whole of the works included in the contract shall be executed by the Bidder and shall not directly or indirectly transfer, assign or sublet the contract or any part, share or interest therein without written consent of the Bank.

30. INDEMNITY

Bidder shall indemnify, protect and save UCO Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of stationary material supplied by him.

31. PUBLICITY

Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank.

32. FORCE MAJEURE

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of god or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of UCO Bank either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify UCO Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by UCO Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period not less than the duration of delay. If the duration of delay continues beyond a period of three months UCO Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem notwithstanding the above the decision of UCO Bank shall be final and binding on the bidder.

33. JURISDICTION

The court at Ayodhya only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of the contract in the event of placement of order.

34. BRIBES AND GIFTS

Any bribe, commission, gift or advantages given, promised or offered by or on behalf of the bidder or his parties, agents or servant or anyone his or their behalf to any officer, servant, representatives or agent of the Bank or any other person on his or their behalf in relation to the obtaining or to the execution of this or any

other contract with the Bank shall in addition to any criminal liability which the bidder may incur subject the bidder to the cancellation of this and all other contracts with the Bank and also to payment of any loss or damage resulting from any such cancellation thereof. Any question or dispute as to the commission of any offence under the present clause shall be settled by the Bank in such manner and on such evidence or information as the Bank may think fit and sufficient and the Bank's decision shall be final and conclusive.

35. THE SEXUAL HARASSMENT OF WOMEN AT WORK PLACE

The Vendor shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013.

- a) In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the bank shall ensure appropriate action under the said Act in respect to the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Complaints Committee constituted by the Bank.
- c) The Vendor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the Vendor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the vendor is proved.
- d) The Vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

36. OWNERSHIP AND RETENTION OF DOCUMENTS

- UCO BANK shall own the documents, prepared by or for the selected bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by UCO BANK, the Vendor shall deliver to UCO BANK all documents provided by or originating from UCO BANK and all documents produced by or from or for the Vendor in the course of performing the Service(s), unless otherwise directed in writing by UCO BANK at no additional cost.
- The bidder shall not, without the prior written consent of UCO BANK store, copy, distribute or retain any such Documents.
- The bidder shall preserve all documents provided by or originating from UCO BANK and all documents produced by or from or for the bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of UCO BANK in this regard.

Tender Offer Forwarding Letter

Annexure - 1

Ref no.:

Date:

The Zonal Manager,
UCO BANK ZONAL OFFICE,
3rd Floor, Shiva Palace,
Devkali Bypass Road, Ayodhya – 224001 (U.P.)
E-MAIL: zo.ayodhya@uco.bank.in

Dear Sir,

Sub: Your RFP for "Annual Maintenance Contract (AMC) & First Level Maintenance Support (FMS) For Undertaking Maintenance of Computer Hardware And Peripherals of branches/offices situated under Ayodhya Zone of the Bank"
RFP Ref. No. UCO/ZOA/2026-27/67 dated 31.07.2026

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for "ANNUAL MAINTENANCE CONTRACT (AMC) & FIRST LEVEL MAINTENANCE SUPPORT (FMS) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS" mentioned in the RFP document forming Eligibility being parts of the above referred Bid.

In the event of acceptance of our Eligibility / Financial Bids by the Bank we undertake to take AMC/FMS of the Computer Hardware and Peripherals of Ayodhya Zone.

We are submitting Tender Fee & Earnest Money Deposit in the form of DD/ Pay Order valid for a period of 90 days in favor of UCO Bank, payable at Ayodhya for an amount of Rs.500/- & 10,000/- respectively.

We will submit security deposit of 5% of the tender amount in the form of BG (in approved Format) up to contract period.

We agree to abide by the terms and conditions of this tender offer till the entire contract period and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of contract period.

Until a Work order is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Signature of Contractor/Bidder/Bidder Witness,
Name & address:

Full Postal Address including Telephone No & Mobile No:

TRACK RECORD OF PAST EXPERIENCE WITH BANKS

Name of the Bidder

Period of Contract (in Years)	Contact Person of Client Organization (Name, Tel, No, Fax, Address)	Satisfaction Performance Letter from Organization Attached in Technical Bid (Yes / No)

SEAL OF THE COMPANY/FIRM SIGNATURE OF THE BIDDER

Place:

DATE:

DETAILS OF HEAD OFFICE / BRANCH OFFICE OF BIDDER

SN	Place	Postal Address	Contact Details (including Name of Incharge and his/her contact No., email ID etc)	Service Facilities Available (Describe)	No. of Employee	Jurisdiction
1.						
2.						
3.						
4.						
5.						

SEAL OF THE COMPANY/FIRM SIGNATURE OF THE BIDDER

Place:

DATE:

(All details are mandatory. Wherever the space is insufficient, separate sheet may be used to furnish the details)

General Details of the BidderA. PROFILE OF BIDDER

1. NAME OF BIDDER:
2. Location
 - Regd. Office:
 - Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years
6. Names of Banker / s

C. FINANCIAL POSITION OF BIDDER FOR THE LAST TWO FINANCIAL YEARS

	2024-25	2025-26
Net Worth		
Turnover		

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

B. PROPOSED SERVICE DETAILS IN BRIEF

- Description of service :
 - Details of similar service provided to banks in India specifying the number of Banks and branches

Details of Experience in implementation of similar orders

Govt/PSU/Banks/Pvt organizations		
Name of Organization	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references

Place:
Date:

Signature of Bidder: _____
Name: _____
Business Address:

SEAL OF THE COMPANY / FIRM

Undertaking By Bidder

Place:

Date:

To
The Zonal Head,
UCO Bank,
Zonal Office, Ayodhya,
3rd Floor, Shiva Palace
Devkali Bypass Road, Ayodhya – 224001 (U.P.)

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

We _____ (Bidder name), hereby undertake that-

- As on date of publication of RFP, we are not blacklisted or otherwise debarred by any Bank/Financial Institution/Central Government/State Government/any Central or State Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority.
- 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

Undertaking By Bidder

Place:

Date:

To
The Zonal Head,
UCO Bank,
Zonal Office, Ayodhya,
3rd Floor, Shiva Palace,
Devkali Bypass Road, Ayodhya – 224001 (U.P.)

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 have not been debarred by UCO Bank from participating in future tenders.
- As on date, no contract has been awarded by UCO Bank to our company

OR

- As on date, all the contracts awarded by UCO Bank have been satisfactorily completed/ are being satisfactorily undertaken.

Yours faithfully,
Authorized Signatories
(Name, Designation and Seal of the Company)

Date

Technical Bid Form / Response to Eligibility Criteria

SN	Criteria	Documents to be submitted	Compliance Yes/No
1	This RFP document is open to all Indian company or registered partnership firm or an LLP governed by the limited Liability partnership Act, 2008 that are eligible to perform business in India under relevant Indian Laws as in force at the time of bidding and fulfilling below mentioned eligibility criteria	Relevant Document of Company/ Partnership firm/ LLP	
2	In case of company, bidder should be a registered company under Company Act 1956 or 2013 and amendments thereafter with Registrar of Companies in India.	Relevant Document of registration.	
3	Bidder should be in existence in India for minimum of three years as on 31.03.2026.	Relevant Document should be submitted	
4	Bidder should have service support centers with qualified engineers in 2 districts i.e. Gorakhpur and Amethi.	Address, Contact Details, Qualification and experience of the engineers available in both districts should be submitted.	
5	The bidder should have positive net worth in last 2 financial years as per latest balance sheet. Relevant data should be submitted in Annexure 4.	Submit Annexure 4.	
6	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. (as per Annexure 6)	An undertaking to this effect must be submitted in their letter head as per Annexure - 6	
7	All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.	Submit documentary proof	
8	The Bidder must provide services directly from their firm/company, not from any dealer / subcontractor. 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 & FMS Agreement.	certificate regarding the same on company's letterhead should be attached	
9	The Bidder should not have been black-listed or otherwise debarred by any Bank/Financial Institution/Central Government/State Government/any Central or State	An undertaking to this effect must be submitted in their	

SN	Criteria	Documents to be submitted	Compliance Yes/No
	Undertaking or Corporation/Reserve Bank of India or any other Regulatory/Statutory Authority as on date of the publication of this RFP. An undertaking to this effect must be submitted in their letter head as per Annexure 5.	letter head as per Annexure - 5.	
10	The Bidder must have GST registration Number.	Submit copy of GST registration	
11	The service engineers should be covered under Central Govt. minimum wages act with provident fund facilities.	Submit documentary proof	
12	The Bidder should have executed minimum three projects of undertaking AMC/FMS in PSU Banks /Financial Institutions handling over 300 Computers and Peripherals (i.e. Laser Jet Printers, Passbook Printers, Dot Matrix Printers and flatbed Scanners) in last 3 financial years i.e. 2023-24, 2024-25, and 2025-2026. (Bidder needs to submit certificate from client organization or copy of purchase orders).	Please submit certificate from client organization or copy of purchase orders	
13	The companies or firms, bidding for the above tender, shall not be owned or controlled by any director or officer/employee of the bank or the relative having the same meaning as assigned under section 6 of the Companies Act 1956. (A certificate denying the ownership of Agency/Firm/Manufacturer/ Dealer by any director or officer/employee of the bank or their relatives having the same meaning as assigned under section 6 of the Companies Act 1956 issued by the CEO or Director of the Firm to be submitted along with the Bid).	certificate regarding the same on company's letterhead should be attached	

Date: _____
Place: _____

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

FINANCIAL BIDList of Items for AMC/FMS

SN	Item	Approx Qty.	Unit AMC (including FMS) Amount	Total Amount	GST (@18%)	Total (In Rs)
1	Desktop (Not Under warranty)	102				
2	Laser Printer	60				
3	Dot Matrix Printer	5				
4	Passbook Printer	45				
5	Flatbed Scanner	15				
6	Laptop	1				
Sub Total (A)						
SN	Item	Approx Qty.	Unit FMS Amount	Total Amount	GST (@18%)	Total (In Rs)
1	Desktop (Under warranty)	188				
Sub Total (B)						
Total Cost of Ownership (A+B)						

Please read following important points carefully before filling in details

Important Points

1. Calculation of Commercial Score of the bidders and determining of the L1 Bidder will be decided on the basis of least amount quoted under Total cost of Ownership.
2. For the items list mentioned under above Table, please note the items are irrespective of Hardware make and peripherals; it may be of any brand.
3. Offered prices will be valid for a period of 12 months from the date of issuance of work order which may be extended further for period of 12 months.
4. Assets tagging with Bidder sticker with machine serial no., Bidder contact number, e-mail address etc. to be under taken for identifying the hardware under AMC/FMS.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Districtwise List of Branches under Ayodhya Zone

SN	DISTRICT	NO. OF BRANCHES
1	GORAKHPUR	15
2	AMETHI	10
3	AYODHYA	6
4	SULTANPUR	3
5	AMBEDKAR NAGAR	2
6	GONDA	2
7	KUSHINAGAR	2
8	BAHRAICH	1
9	BALRAMPUR	1
10	BASTI	1
11	DEORIA	1
12	MAHARAJGANJ	1
13	SANT KABIR NAGAR	1
14	SHRAWASTI	1
15	SIDDARTH NAGAR	1
TOTAL		48