

**Tender For PROPOSAL  
FOR  
ANNUAL MAINTENANCE CONTRACT (AMC) FOR  
UNDERTAKING OF MAINTENANCE OF  
COMPUTER HARDWARE AND PERIPHERALS**

**Tender reference no: - UCO/ZO-JOR/ZIT/01/2024-25**

**IMPORTANT DATES**

<b>DATE OF ISSUE OF TENDER</b>	<b>29.04.2024</b>
<b>LAST DATE OF SUBMISSION OF TENDER</b>	<b>28.05.2024 3 PM</b>
<b>DATE OF OPENING OF TENDER</b>	
<b>Pre-BID Meeting</b>	<b>21.05.2024 5 PM</b>
<b>Eligibility BID Opening Date</b>	<b>28.05.2024 4 PM</b>
<b>Commercial BID Opening Date</b>	<b>28.05.2024 5PM</b>

**ADDRESS:**

**UCO BANK,  
Jorhat ZONAL OFFICE,  
T. N Sharma Path, Choladhara  
Jorhat-785001  
M: 9051067765  
E-MAIL: [zojorahat.zit@ucobank.co.in](mailto:zojorahat.zit@ucobank.co.in)**

## NOTICE INVITING TENDER

To  
All Eligible Tenderers

**Subject: Non-Comprehensive Annual Maintenance Contract (AMC) For Undertaking Maintenance Of Computer Hardware And Peripherals of branches at Assam, Arunachal Pradesh and Nagaland under Jorhat zone.**

- a) Bank invites offers for Non-Comprehensive Annual Maintenance Contract (AMC) For Undertaking Maintenance of Computer Hardware and Peripherals for **branches at Assam, Arunachal Pradesh and Nagaland under Jorhat zone.**
- b) Tender documents are available on UCO Bank website [www.ucobank.com](http://www.ucobank.com)
- c) Key dates for the tender is as follows:

<b>Date of Issue of Tender</b>	<b>29.04.2024</b>
<b>Last date and time for Submission of Bid</b>	<b>28.05.2024 3 P.M</b>
<b>Date of opening of Technical/Eligibility Bids</b>	<b>21.05.2024 4 P.M</b>
<b>Date of opening of Commercial Bids</b>	<b>21.05.2024 5 P.M</b>

- d) 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:

**"BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office under Jorhat Zone"**

- e) The Bank will open the 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

**ADDRESS:**

**UCO BANK, Jorhat ZONAL OFFICE,  
T. N Sharma Path, Choladhara  
Jorhat-785001 M: 9051067765  
E-MAIL: [zjorahat.zit@ucobank.co.in](mailto:zjorahat.zit@ucobank.co.in)**

- f) Commercial Bid should only indicate prices filled as per Annexure 3 provided in the tender documents along with terms and conditions.
- g) 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 Jorhat, Assam invites sealed bids from the Bidders /Companies for **ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF Computer Hardware and Peripherals (i.e. Desktops, Printers and Scanners) of various branches and Administrative Office located in Assam, Nagaland and Arunachal Pradesh under Jorhat zone”**.

### Service area:

All the branches of Assam, Nagaland and Arunachal Pradesh.

## 2. ELIGIBILITY CRITERIA FOR THE BIDDERS

### 2.1 GENERAL QUALIFICATIONS

1. This tender document is opened to all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.
2. Firm/Company declared by Central Governments / State Governments/ Public Sectors to be ineligible to participate on account of corrupt, fraudulent or any other unethical business practice shall not be eligible during the period for which such ineligibility is declared simultaneously the companies blacklisted by any such Government Department/established Institutions shall also be ineligible for the tender.

### 2.2 MINIMUM ELIGIBILITY CRITERIA

1. Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of Proprietorship.
2. In case of company, bidder should be a registered company under Company Act with Registrar of Companies in India.
3. Vendor should provide the Valid GST and PAN/TAN number.
4. Vendor should have a local and functional Office in the state of Assam or Nagaland or Arunachal Pradesh. Details should be mentioned in the tender document.
5. Vendor should be registered under the appropriate authority for GST.
6. Vendor should have an existing AMC contract of Desktops PCs (Hardware or Software) for a period of 1 year with any Nationalized or Private Banks/ Govt Financial Institutions which are having Regional/ Circle/ Zonal Office within the state of Assam.
7. 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.
8. The bidder will be empaneled for providing maintenance services for **24 months**. Initial period for 12 months which can be extended for another 12 months as per performance review on yearly basis.
9. Bidder should have dedicated mobile/landline number and email ID for registration of Complaints.
10. 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 Period.

11. The Bidder / Company should not be blacklisted from any Bank, central/state Govt. offices.

**3. SCOPE OF WORK: -**

The work is for ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS of BRANCHES under Jorhat zone.

1. Bidder has to collect the inventory at the branches which should be duly verified by Branch Manager and submit to Zonal Office.
2. The vendor has to provide support and service to the PCs installed at different locations (within 12 hours) on receipt of call from the concerned departments / users on all working days of the bank from 9:30 am to 6:30 pm and follows it up till the problem is resolved.
3. The vendor has to ensure that all the computers with accessories do work efficiently, reliably and safely.
4. The vendor has to provide regular maintenance service (preventive maintenance) to the desktops at least once in a quarter irrespective of whether the PCs have gone out of order or not. Relevant call reports should be submitted with the invoices while claiming payment.
5. The performance of the vendor on quality of service provided by them will be reviewed by the department 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.
6. During the Annual Maintenance Contract (AMC) period, the vendor will have to undertake non – comprehensive (excluding cost of spare parts) 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 a.m. to 6:30 PM notwithstanding the fact whether on such days the selected vendor's office remains opened or not.
7. The period of contract will be initially for one year which may be extended at mutually agreed terms for another 12 months.

## **INSTRUCTION TO BIDDERS**

### **1. TENDER AND BID SUBMISSION**

- a) Bids are invited from all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.
- b) The Tender can also be downloaded from the Bank's website, i.e., <http://www.ucobank.com>.
- 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.

### **2. AUTHORITY TO SUBMIT BIDS:**

- i The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.
- ii The letter should also indicate the complete name and designation of the designated personnel.
- iii Necessary resolutions/authority/ Power of Attorney available shall be enclosed.

### **3. 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.

### **4. BID SUBMISSION**

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

**"BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office of Jorhat ZONE"**

The name and address of the bidder with contact number shall necessarily be written on the cover. The sealed covers should be addressed and delivered (by post/by hand) to the following address by 14.05.2024.

#### **ADDRESS:**

**UCO BANK, ZONAL OFFICE,  
T. N Sharma Path, Choladhara  
Jorhat-785001 M: 9051067765  
E-MAIL: [zjorahat.zit@ucobank.co.in](mailto:zjorahat.zit@ucobank.co.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.

### **5. BID FEATURES**

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.

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.

## 6. BID ESSENTIALS - CONTENTS OF DOCUMENT TO BE SUBMITTED

The bidder shall submit the following:

1. Fully filed Annexure-1,
2. Annexure 2 – (Eligibility BID)
3. Annexure 3 (Commercial BID)
4. All pages of bid document must be signed and stamped.
5. Company/firm Profile.
6. Declaration from company's/firm authorized person regarding services will be provided by company only not from any dealer / subcontractor.
7. Copy of GST Registration Certificate.
8. Copy of PAN Card.
9. Copy of Existing AMC Contract for reference
10. Other information -Any other relevant information, which is necessary to be furnished, must be provided.

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

## 7. BID OPENING

- a) The Bank will open the 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,  
T. N Sharma Path, Jorhat-785001**

- 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) No offer can be modified or withdrawn by a Bidder after submission of Bid/s.
- d) 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.
- e) 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.
- f) 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.

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

- 8. Selection of Bidder: Lowest bidder will be determined on the basis of total cost of ownership will be as per the Annexure 3 after fulfilling the Eligibility Criteria.**
9. 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.

## **10. SLA (Service Level Agreement)**

- Response within 12 Hrs. (in City & within 24 hrs in rural area)
- Resolution within 24 Hrs in city and 48 Hrs in rural area.
- The vendor has to carry out the preventive maintenance (PM) equipment once in a quarter as per clauses in the AMC agreement.
- 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 with 1 month notice.
- No separate Outstation charges will be paid during period.
- Work Order will be issued by our office as per finalized rates and contract terms.
- Vendor must resolve the hardware problem, if occurs, within 48hrs and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.

## **11. PAYMENT TERMS**

I. The Bank will not pay any advance for Annual Maintenance Charges of Computer Hardware and Peripherals. Bills and Invoices shall be prepared by the Bidder and submit it to Zonal Office on quarterly basis along with the copy of PM reports. Invoice amount will be paid by the bank within 30 days from the date of submission of the bill, subject to compliance of the following:

- a) Satisfactory service as per the parameters mentioned in the bid, general terms and conditions of the tender.
- b) Produce relevant files-Preventive Maintenance branch wise.
- c) Tax deduction at source (TDS) and Tax on GST as per relevant provisions of Finance Act from time to time.

## **12. 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 30 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.

**Ref no.**

**Date**

**The Zonal Manager,  
UCO BANK,  
Jorhat Zonal Office**

Dear Sir,

**Sub: Your RFP for "ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS" dated 29.04.2024**

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) 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 / Commercial Bids by the Bank we undertake to take AMC of the Computer Hardware and Peripherals of Jorhat Zone.

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.

We enclose the following:

Dated this      day of 2024

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

Full Postal Address including Telephone No & Mobile No:

## Annexure 2

### (Eligibility BID)

#### General Details of the Bidder

##### A. Profile of Bidder

1. Name of bidder:
2. Location: -  
Regd. Office (Address): -  
  
Local Office (Address): -
3. Date of incorporation & Date of Commencement of business:
4. GST and PAN/TAN number: -

##### B: Proposed Service details in brief

Description of service :

Details of Existing AMC Contracts with PSU/Pvt Banks within the state of Assam/Nagaland/Arunachal Pradesh

Name of the Bank	Address of the Bank (AMC Issuance Office)	Total number Branches under AMC	Period of Contract /AMC Validity Period

N.B. Enclose copies of Purchase Orders/Work Order as references

Place:

Date:

SEAL OF THE COMPANY / FIRM

Signature of Bidder: \_\_\_\_\_

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

Business Address:

**Annexure 3**

**COMMERCIAL OFFER for Jorhat (61 Branches and Zonal Office)**

**Table-A: List of Items for AMC**

Sr. No	ITEM	Approx. Qty.	Unit Amount	Amount	GST (@18%)	Total (in Rs.)
1	Desktops	400				
2	Laser Printers	75				
4	Scanners	65				
Total Cost of Ownership						

**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 (Table A).**
- 2. 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.**

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

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

Signature of Authorized Signatory Name of Signatory:

Designation:

Seal of Company

**Annexure 4**

List of Branches under Jorhat Zone			
SL No	Branch Name	District	State
1	Bandardewa	Papum Pare	Arunachal Pradesh
2	Itanagar	Papum Pare	Arunachal Pradesh
3	Charali	Biswanath	Assam
4	Gohpur	Biswanath	Assam
5	Helem	Biswanath	Assam
6	Gingia	Biswanath	Assam
7	Sonari	Charaideo	Assam
8	Mangaldai	Darrang	Assam
9	Sipajhar	Darrang	Assam
10	Kharupetia	Darrang	Assam
11	Dhemaji	Dhemaji	Assam
12	Silapathar	Dhemaji	Assam
13	Dibrugarh	Dibrugarh	Assam
14	Duliajan	Dibrugarh	Assam
15	Namrup	Dibrugarh	Assam
16	Khowang	Dibrugarh	Assam
17	Tengakhata	Dibrugarh	Assam
18	Mankota	Dibrugarh	Assam
19	Lepatkata	Dibrugarh	Assam
20	Golaghat	Golaghat	Assam
21	Hojai	HOJAI	Assam
22	Lanka	HOJAI	Assam
23	Jorhat	Jorhat	Assam
24	Titabar	Jorhat	Assam
25	Jail Road, Jorhat	Jorhat	Assam
26	Jorhat Zonal Office	Jorhat	Assam
27	Dokomoka	Karbi Anglong	Assam
28	Barapathar	Karbi Anglong	Assam
29	North Lakhimpur	Lakhimpur	Assam
30	Bordoloni Tiniali	Lakhimpur	Assam
31	Jengrai	Majuli	Assam
32	Nowgong	nagaon	Assam
33	Haiborgaon	Nagaon	Assam
34	Sivasagar	Sibsagar	Assam
35	Dikhowmukh	Sibsagar	Assam
36	Nazira	Sibsagar	Assam
37	Tezpur	Sonitpur	Assam
38	Rangapara	Sonitpur	Assam
39	Jamugurihat	Sonitpur	Assam
40	Thelamara	Sonitpur	Assam
41	Balipara	Sonitpur	Assam
42	Dhekiajuli	Sonitpur	Assam
43	Panchmile	Sonitpur	Assam
44	Gorubandha	Sonitpur	Assam
45	Mission Charali	Sonitpur	Assam
46	Tinsukia	Tinsukia	Assam
47	Bordubi	Tinsukia	Assam
48	Jagun	Tinsukia	Assam

49	Digboi	Tinsukia	Assam
50	Margherita	Tinsukia	Assam
51	Rangagora Road	Tinsukia	Assam
52	Udalguri	Udalguri	Assam
53	Mazbat	Udalguri	Assam
54	Kalaigaon	Udalguri	Assam
55	Khairabari	Udalguri	Assam
56	Khagrabari	Udalguri	Assam
57	Chumukedima	Chumukedima	Nagaland
58	Dimapur	Dimapur	Nagaland
59	Diphupar	Dimapur	Nagaland
60	Naharbari	Dimapur	Nagaland
61	Kohima	Kohima	Nagaland
62	Kohima Sectt Rd	Kohima	Nagaland