

UCO BANK

Zonal Office, Jorhat, ZIT Department
T. N. Sarma Path, Nehru Park, Jorhat (Assam)- 785001
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OFFER FOR EMPANELMENT OF VENDORS FOR ANNUAL MAINTENANCE OF EXISTING HARDWARE (PC/PRINTER/SCANNERS ETC.) AT THE BANK BRANCHES UNDER ZONAL OFFICE, JORHAT (ASSAM).

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Invitation for Tender offers

A) UCO Bank invites sealed tender offers from eligible, reputed and interested Firms/ Companies for empanelment of Vendors for annual maintenance of existing hardware (PC/Printer/scanners etc.) at the Bank Branches under Zonal Office, Jorhat Zone.

A complete set of Tender document to be downloaded by the eligible Tenderer from the website www.ucobank.com under Tenders & Notices Section.

B) Tender reference:

Tender Reference	
Cost of Tender Documents	Rs. 500.00 (Rupees Five Hundred only) (Non refundable) cost of Tender Document is to be submitted with Eligibility Bid (Part-I of Tender documents) in the form of Pay Order/Demand Draft in favour of UCO Bank, Zonal Office, Jorhat, payable at Jorhat.
Advertisement in News Papers and Bank's website on.	Advertisement published on 21.05.2022 Tender will remain live on Bank's website from 21.05.2022, to 10.06.2022. (20 Days)
Last Date & Time for Submission of Tender	10.06.2022 upto 4:00 PM at Zonal Office, Jorhat
Date and Time of Opening Bid	13.06.2022 at 10:00 AM at Zonal Office, Jorhat.
Validity of Tenders	90 (Ninety) days from the date of opening.
Address of Communication	UCO Bank Zonal Office, Jorhat, ZIT Department, T. N. Sarmah Path, Nehru Park, Jorhat (Assam)- 785001.
Contact Number	0376-2309677
E-mail	Email-zojorahat.zit@ucobank.co.in zo.jorahat@ucobank.co.in,

C) Bidder required to submit their applications to the undersigned in sealed cover superscribing "Empanelment of Vendor for AMC of Existing Hardware (PCs/Printers/Scanners etc.) at the Bank branches under Zonal Office, Jorhat" with Vender's complete address and contact number.

(1) Eligibility bid- to include profile of the company.

a) List of major existing clients, Registration number and GST details etc. as per **Appendix-I** point wise. Attach documents wherever required.

b) **EMD shall be Rs- 10,000/-(Ten thousand only)** to be deposited along with tender document through Demand Draft, Bankers Cheque or Pay Order in favour of **UCO Bank, Zonal Office, Jorhat. EMD shall be retained for a period for one year from the date of issue of work order in case of L1 selected tenderer. No interest shall be paid on the EMD. The EMD submitted by other tenderers will be returned back.**

(2) Financial Bid: AMC rate per branch (inclusive of all taxes, levies etc.)



D) In case the date of last date of issuance and/ or the date of receipt and opening of tender are declared as **holiday/ Bandh call/ etc**, the respective date shall be treated as deferred/re-scheduled to the next working day correspondingly.

E) It may be noted that the requirement given in this RFP is indicative only .

F) **Tender/Offers sent through Fax and E-mail will not be accepted.**

G) Bank reserves the right to accept / reject in part or full any or all offers without assigning any reason whatsoever and without any cost or compensation therefore. Any decision of UCO Bank in this regard shall be final, conclusive and binding on the Offerer/ Tenderer.

H) Rate contract for AMC of hardware will be for the period **of one (1) year but as per performance the work order may be renewed or terminated. In case of termination, the work order shall be allotted to another empanelled Vendor for the next period.** Offered AMC rates will be fixed and non negotiable. Also, the work order may issued to more than one empanelled vendor, defining their area of operation separately.


Note: **Branches under Jorhat Zone comprise in three states (Assam-52, Nagaland-06 and Arunachal- 02) are widely dispersed.** The requirements mentioned above pertain to the entire region and not to the particular centre where ZO is located.

J) For any other queries, vendors may contact on **0376-2309677** on working days between 10 A.M. to 5 P.M.

L) Please read carefully all points of this RFP and Signature of company on each page with seal (encrypted Designation with name of the company) as token of acceptance and mandatorily deposit with the tender documents.

M) Bank reserves the right to award the contract works to single service provider or can engage 02 service providers on negotiable rates on part basis. Even bank can offer the contract to L-2 or L-3 bidder on negotiable rates if L-1 bidder fails to provide the service within stipulated time.

P) Empanelment of vendors may be restricted to maximum **five vendors** in accordance with merit towards fulfillment of Eligibility criteria, Technical specifications and satisfactory demonstration of **"software and hardware" services.**


Zonal Manager
UCO Bank Zonal Office,
Jorhat, ZIT Department,
T. N. Sarma Path, Nehru Park,
Jorhat (Assam)- 785001.





INSTRUCTIONS TO BIDDERS AND GENERAL TERMS & CONDITIONS

1. Reputed service providers specializing in providing and installation of hardware/OS for at least last 3 years in the field **as on 31st March, 2022** will be considered.
2. Ability to undertake the work and maintenance of all branches throughout Jorhat zone.
3. Ability to commence service within 15 days from date of placement of order.
4. The components/ parts/ accessories used in the hardware peripherals shall have to be original, new & no refurbished/duplicate/used components/parts shall invoke the performance in case the accessories shall be accepted by the Bank.
5. If L1 bidder fails to comply the work order, Bank can consider to offer work order to L2 bidder on Rates & terms and conditions that of L1 bidder.
6. **Any defects in the work are to be rectified immediately by the vendor free of cost.**
7. The Firm should have at least one of its own office and service centre functioning in Jorhat District for not less than one year as on the date of commencement of issue of Quotation/ Invitation. **Supplier's own Branches are preferable to agents.**
8. Firms should submit an undertaking (on their letter head) that they have not been blacklisted by any of the Govt. Authority or PSUs/PSBs duly signed by authorized signatory with company seal.
9. Bank reserves the right to reject any/all bids without assigning any reason thereto.
10. Bank is not responsible for late receipt of application or its damage in transit.
11. Any dispute arising in this matter will be settled in the jurisdiction of Jorhat.
12. Vendor should have adequate technician/staff at Jorhat to attend the complaint and breakdown within 24 hour in branches under Jorhat Zone. Give the exact number of technician working in your concern and their contact nos.
13. The Bank reserves the right to reject any or all bids at any point of time prior to the issuance of purchase order without assigning any reasons whatever.
14. If, during the warranty period, any system as whole or part(s) thereof fails more than once within a quarter, the vendor has to ensure that an equivalent new equipment(s) replace it at free of cost.
15. The selected Bidder will not outsource **for** maintenance work to any third party & will arrange attending all complaints through its own service/ support infrastructure or through their principles.
16. The Bank shall impose a penalty up to 10% of the bill(s) if the vendor fails to maintain the above standard of maintenance. Penalty shall be deducted from bill(s) payable by the Branch(s)/ Zonal office.
17. The vendor should arrange to issue Identity Cards to the technicians/staffs. The technician/staffs will carry their ID cards during the Branch visit.
18. Terms of payment: Payment to be released from the Branch after submission of final bill / Invoice and Installation Certificate.
 - i) The vendor will submit the Bill & Certificate of above work at concerned Branch, after completion of the work.



- ii) The contract can be terminated by this Office at any time without assigning any reason, if the work of the contractor is found unsatisfactory. In this connection, the decision of the Zonal office Jorhat shall be final.
19. On completion of the said work, you shall brief the Branch functionaries identified by the Branch Head in handling the items satisfactorily. Thereafter, the relevant bill for the work should submit to the Branch Head, whose upon verification of the bill shall release the same.


Zonal Manager

UCO Bank Zonal Office,
Jorhat, ZIT Department,
T. N. Sarma Path, Nehru Park,
Jorhat (Assam)- 785001.



FORM OF TENDER

The Zonal Manager

UCO Bank Zonal Office
T. N. Sarma Path, Nehru Park,
Jorhat (Assam)- 785001.

Sir,

1. We have carefully examined all the contents incorporated in the various parts of this Tender Document for empanelment of AMC vendor for existing Hardware/Software in branches/Offices in Jorhat under jurisdiction of UCO Bank, Zonal Office, Jorhat and taken note of all the terms & conditions stated in the Tender Document in its various parts.

2. We enclose a Pay Order / Demand Draft for Rs. 500/- (Rupees Five Hundred only) drawn in favour of UCO Bank and Payable at Jorhat as Tender Cost (P.O/DD No..... Date..... Issuing Bank..... Branch.....).

3. We enclose a Pay Order / Demand Draft for Rs 10,000/- (Rupees Ten Thousand only) drawn in favour of UCO Bank and Payable at Jorhat as EMD (P.O/DD No..... Date..... Issuing Bank..... Branch.....).

4. Our PAN for Income Tax is _____. We are registered with GST Authorities and our registration numbers are _____ & GST Number _____.

For and on behalf of

(With seal)

Signature _____

Name _____

Designation _____

DULY AUTHORIZED SIGNATORY

_____ day of _____ 2022

**APPLICATION FORMAT FOR VENDOR FOR SUPPLY, INSTALLATION AND MAINTENANCE OF
HARDWARE/SOFTWARE AT THE BANK BRANCHES UNDER ZONAL OFFICE, JORHAT.**

1. Name of Applicant
(Company/Firm/Individual/Agency) :
2. Registered Address of the Applicant
with Telephone No., FAX & E-mail ID :
3. Address of the Applicant in Jorhat
with Telephone No., FAX & E-mail ID :
4. Year of Establishment :
5. Status of the Applicant(whether
Proprietary/Private Ltd./Public Limited/
Co-operative Society/Public sector/
Autonomous body/Govt. Department) :
(Enclose copies of relevant documents)
6. Name of Proprietor/Directors/Partners/
Controlling body:
 - i)
 - ii)
7. Whether registered with the Registrar
of Companies/Registrar of Firms/Registrar
of Co-operative societies. If so, Please
mention the number of such registration and
date **(Enclose copies of relevant documents)** :
8. Whether registered for GST.
If so, please mention the GST
registration number and furnish a copy
of such registration certificate :
- 8.1. Details of Permanent
Account Number:
(Enclose photocopy of PAN Card) :
9. **Whether empanelled with other PSU Banks/
/Govt. Depths./PSUs/Autonomous bodies. If so,
Please furnish documentary proof of any three,
the following particulars** :

(Enclose copies of relevant documents)

Sl No.	Name of Organization/ Institution	Date of Empanelment	Validity

10. Number and name of staff in Jorhat and posted when:
(Please attach a list)

11. Detailed Particulars for the works done in past three years:

Name of the PSU Banks /Govt./Deptts./PSUs/Autonomous bodies.	Value of work order	Month & Year of work order

(Enclose copies of relevant work orders)

12. Rate of AMC per branch: Rs. _____ (Rs. _____ per Quarter).

The particulars furnished in the application are true to the best of my/our knowledge & belief. I/we understand that if any of the particulars is found incorrect, even at a later stage, my/our empanelment will be cancelled.

Date:

Signature of Applicant

APPENDIX- I

**ELIGIBILITY CRITERIA OF VENDORS FOR SUPPLY, INSTALLATION AND MAINTENANCE OF
HARDWARE/SOFTWARE**

1. Vendor should have a Certificate of Registration with Registrar of Companies or Registrar of Firms or have a letter of proprietorship.
2. Vendor should provide the latest Income Tax Assessment Order, GST and PAN/ TAN Number.
3. Vendor should provide the latest Audited Balance Sheet Preceding 3 Years.
4. Vendor should provide total annual turnover for last 3 years.
5. **Vendor should provide the name and address of banker with solvency certificate not older than one year. This certificate is to be issued other than UCO Bank Branches.**
6. Vendor should have a local and functional Office in the State of Assam i.e. Jorhat. Give postal address and landline contact number for visiting of our official for assurance about it.
7. Vendor should be registered under the appropriate authority for GST.
8. **The vendor has to give a written undertaking that your technician/staffs will provide training to the Branch staff for operations of the hardware/software items at the time of installation on every visit.**
9. Vendor should have AMC of hardware/software to at least three Nationalized/ Private Banks/PSU in the state of Assam.
10. **If vendor supply/ installed the products other than/ inferior quality to as shown in demonstration then the amount of Performance security will be forfeited by Bank.**
11. Vendor should confirm that instance of failure of the device during installation/maintenance, then penalty can be imposed on Vendor.
12. Vendor/Dealer should submit authorization certificates from Manufacturer Company for supply / maintenance of the equipment which they offered.

by *[Signature]*
[Signature]

