



Date: 03.07.2025

Notice

UCO Bank, Zonal Office, Lucknow invites AMC proposals from prospective vendors for maintenance of Computer peripherals like Desktops, Laser Printers, Passbook Printers & Scanners etc (not covered under warranty/ AMC support) installed at various branches/ Offices under Lucknow Zone. There are 71 branches in Lucknow Zone spread in Lucknow, Raebareli, Barabanki, Sitapur, Hardoi, Lakhimpur districts.

AMC contract will be for a period of one year from 15.07.2025 to 14.07.2026 which may be extended for not more than 12 months upon Bank's discretion considering satisfactory performance of the vendor.

Interested vendors may submit their proposals in attached format/ annexures to following address latest by 17.07.2025 till 3 PM:

UCO Bank Zonal Office
B-1/122, Vineet Khand, Gomti Nagar
Lucknow – 226010





1. General Terms and conditions:-

1. Intending applicants are required to submit their full bio-data giving details about their organization, experience, technical personnel, competence and adequate evidence of their financial standing etc.
2. Vendors have good infrastructure presence in UP State.
3. Vendor will be responsible for providing Comprehensive AMC services at the branch location.
4. Spares used for replacement should be of reputed brands.
5. A Security deposit of Rs.10000/- should be submitted to UCO Bank Zonal office, Lucknow, payable at Lucknow.
6. Security deposit will be forfeited if vendor fails to provide AMC services as per the bank's norms. Security deposit of all other firms who participate in Tendering and not empaneled as L1 vendor, will be returned to the firms.
7. Service calls should be resolved up to the satisfaction of branch within 4 hours after receipt of complaint calls from branches/ office within City; and for Rural branches, call should be resolved within 24 hours after complaint received.
8. A report of IT hardware inventory like Desktop, Laser Printer, Passbook Printer etc installed in branches to be submitted to zonal office within two months after receipt of work order.
9. Engineer should perform Preventive Maintenance of each hardware item taken under AMC at least once in a quarter.
10. AMC invoice for each of the branch(s) will be submitted by Vendor to the concerned Branch Head, payment for which will be released half yearly by branch after completion of the subject period upon submission of invoice and service call reports and(or) preventive maintenance reports.
11. No extra payment shall be claimed on any account whatsoever including spare replacement.



2. Eligibility Criteria:-

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 31.03.2025



- 2.3 The firm/vendor should have service support centers in Lucknow and Raebareli districts and must be capable to provide services at branches in following locations -
- a) Lucknow
 - b) Raebareli
 - c) Barabanki
 - d) Lakhimpur
 - e) Sitapur
 - f) Hardoi
- 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 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 in PSU Banks /Financial Institutions handling over 500 Computers and Peripherals (i.e. Laser Jet Printers, Passbook Printers, Dot Matrix Printers and flatbed Scanners) in last 3 financial years i.e. 2022-23, 2023-24, and 2024-2025. (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) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS (not under warranty) of BRANCHES AND OFFICES under Lucknow 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) 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 Lucknow (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 Engineers (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 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 will be competent enough to install or rectify all equipment under their AMC 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, all connected peripherals such as printers, scanners and Biometric Devices should be installed even if the said equipment doesn't come under AMC. Installed printers should be shared on the network computers. However, peripherals which are both in inoperable condition and not under AMC may be excluded.
- 3.14 Repair work for any faulty equipment 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 The following activity also to be completed by the FE while formatting of the Desktops 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, BMC Client, DLP agent with all OS related patches/ service packs.
 - 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.
- 3.16 Installation/reinstallation of Operating System after formatting of the Desktops/Laptop due to any reason whatsoever during AMC 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. 3.15.
- 3.17 The vendor will ensure that the 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.
- 3.18 All the items i.e. Hardware (not under warranty) & Software 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
- 3.19 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.
- 3.20 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 terms for the number of days exceeding 3 days.
- 3.21 The vendor will have to ensure upgradation of System software, on the hardware covered under this agreement, 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.
- 3.22 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 will be done by vendor in old and new premises respectively, at no extra cost to bank.
- 3.23 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.
- 3.24 Vendor has to also provide above mentioned 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.**
- 3.25 RE 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.
- 3.26 Any 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.
- 3.27 The 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.

4. CONTRACT PERIOD

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

- i. The Bank will not pay any advance for Annual Maintenance Charges of Computer Hardware and Peripherals.
- ii. After updation of branchwise inventory and performing preventive maintenance of first quarter, vendor will raise invoice of AMC for one year and submit the same to respective branches alongwith PM and call reports.





- iii. Payment will be released by respective branches on half yearly basis after receipt of invoice alongwith original copies of all the call reports/ preventive maintenance reports.
- iv. Bills and Invoices shall be paid by Branches, 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.
 - c) Further in such an event the EMD furnished by the bidder while participating in the tender process shall be forfeited.
 - d) Tax deduction at source (TDS) and Tax on GST as per relevant provisions of Finance Act from time to time.

6. 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.
- 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 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 his 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.

7. 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 Lucknow and courts in Lucknow shall only have jurisdiction to determine the same.





8. JURISDICTION

The court at Lucknow 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.

9. 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.

10. 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.

- 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.
- 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.
- 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.
- The Vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.





11. 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.





Annexure - 1

Proposal Forwarding Letter

Ref no.:

Date:

The Zonal Manager,
UCO BANK ZONAL OFFICE,
B-1/122, Vineet Khand, Gomti Nagar, Lucknow - 226010
E-MAIL: zo.lucknow@ucobank.co.in

Dear Sir,

Sub: Your RFP for "ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS" Ref. No. UCO/ZOL/ZITC/2025-26/262 dated 03.07.2025

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 / Financial Bids by the Bank we undertake to take AMC of the Computer Hardware and Peripherals of Lucknow Zone.

We are submitting Earnest Money/ Security Deposit in the form of DD/ Pay Order valid for a period of 90 days in favor of UCO Bank, payable at Lucknow for an amount of 10,000/-

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 Bidder

A. 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

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

	2023-24	2024-25
Net Worth		
Turnover		

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

C. 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, Lucknow,
B-1/122, Vineet Khand,
Gomti Nagar, Lucknow – 226010

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, Lucknow,
B-1/122, Vineet Khand,
Gomti Nagar, Lucknow – 226010

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 31.03.2025	Relevant Document should be submitted	
4	Bidder should have service support centers with qualified engineers in 2 districts i.e. Lucknow and Raebareli.	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	certificate regarding the same	



SN	Criteria	Documents to be submitted	Compliance Yes/No
	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 Agreement.	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 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.	An undertaking to this effect must be submitted in their 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 in PSU Banks /Financial Institutions handling over 500 Computers and Peripherals (i.e. Laser Jet Printers, Passbook Printers, Dot Matrix Printers and flatbed Scanners) in last 3 financial years i.e. 2022-23, 2023-24, and 2024-2025. (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 BID

List of Items for AMC

SN	Item	Approx Qty.	Unit Amount	Total Amount	GST (@18%)	Total (In Rs)
1	Desktop	355				
2	Laser Printer	120				
3	Dot Matrix Printer	10				
4	Passbook Printer	50				
5	Flatbed Scanner	95				
6	Laptop	5				
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.
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.

Date: _____

Signature of Authorized Signatory

Place: _____

Name of Signatory:

Designation:

Seal of Company



Districtwise List of Branches under Lucknow Zone

SN	DISTRICT	NO. OF BRANCHES
1	LUCKNOW	40
2	RAEBARELI	19
3	BARABANKI	6
4	HARDOI	2
5	LAKHIMPUR	2
6	SITAPUR	2
TOTAL		71