



उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

REF: RORASR/01/P&E/2025-26/ 1890

Date: 08.10.2025

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF BUNDLE NOTE COUNTING
AND LOOSE NOTE COUNTING CUM AUTHENTICATION MACHINES**

Sealed quotations are invited from reputed manufacturers, companies, or firms for the on-site Comprehensive Annual Maintenance Contract (CAMC) of Bundle Note Counting Machines and Loose Note Counting cum Authentication Machines installed at the various branches and offices of Uttar Pradesh Gramin Bank within the Ballia District, under the administration of the Regional Office, Ballia-II.

Key Dates and Information:

- **Last Date and Time for Bid Submission:** 31.10.2025, up to 5:00 PM
- **Date and Time of Bid Opening:** 01.11.2025 at 03:00 PM
- **CAMC Effective Date:** Commencing from 01.12.2025
- **Address for Communication and Bid Submission:** The Regional Manager, Uttar Pradesh Gramin Bank, Regional Office, Ballia-II, Haibatpur, Near Krishna Talkies, Ballia - 277001

1. Eligibility Criteria

To be eligible to bid, firms/companies must meet the following criteria:

1. Possess adequate turnover and facilities for the servicing and maintenance of Note Counting and Authentication Machines.
2. Have a minimum of three years of experience in providing Comprehensive Annual Maintenance Contracts to Public Sector Banks (PSBs) and other financial institutions.
3. Be registered with the Sales Tax Department for work contracts and must provide a Permanent Account Number (PAN) and Goods and Services Tax Identification Number (GSTIN) with the bid.
4. Maintain a strong team of technical staff capable of resolving service calls within 24 hours.
5. Not be blacklisted by any Public Sector Undertaking (PSU), Bank, or Government Department. A self-declaration on the company's letterhead must be submitted with the bid.

2. Other Conditions

1. The contract shall be valid for a period of one year from the date of allotment. The Bank reserves the right, at its sole discretion, to extend the contract after the expiry of the CAMC, subject to satisfactory reports from all branches/offices.
2. The contract is for comprehensive on-site maintenance.
3. All replacement parts must be original and of the best quality, compatible with the brand and model of the machine. The vendor is required to maintain a sufficient inventory of spare parts. A standby machine must be provided if a repair is expected to exceed 36 hours.
4. **The firm must assign at least one dedicated resident (Ballia) engineer to manage all service requests from our branches on all bank working days. An alternative engineer must be provided in the absence of the designated one.**
5. It is the vendor's responsibility to ensure all machines function satisfactorily throughout the contract period and are handed over in working condition upon its expiry. The vendor will be liable for rectifying any damages found even after the contract period.



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Regional Office, Ballia II, Haibatpur, Near Krishna Talkies, 277001

[Handwritten signature]



6. **Service Level and Penalty:** In the event of an engineer's unavailability, a substitute must be provided immediately. Failure to meet the uptime guarantee will result in a penalty of ₹250 per day.
7. The Bank reserves the right to:
 - o Reject any or all proposals.
 - o Waive or amend any formalities or inconsistencies in the proposal format.
 - o Extend the tender submission deadline.
 - o Share information or clarifications provided by any bidder with others.
 - o Withdraw, postpone, or cancel the tender at any stage without assigning any reason.
8. Conditional tenders will be rejected outright.
9. Any deviation from the conditions laid out by the Bank will not be accepted.
10. The entire tender document must be signed and stamped as a mark of acceptance of the terms and conditions.

3. Payment Terms

1. CAMC charges will be paid quarterly on a pro-rata basis, upon submission of satisfactory service reports from all branches.
2. No advance payment will be made.

4. Bid Submission

- Sealed tenders must reach the Uttar Pradesh Gramin Bank, Regional Office, Ballia-II, Haibatpur, Near Krishna Talkies, Ballia – 277001 by 5:00 PM on 20.10.2025.
- Bids must be submitted in person or via registered post.
- The bid must be submitted in two separate envelopes as detailed below.

Envelope 1: Technical Bid

This envelope must be superscribed: **"TECHNICAL BID FOR CAMC OF NOTE COUNTING & AUTHENTICATION MACHINES"** and must contain the following documents (duly self-attested with the firm's stamp):

1. Details of infrastructure for providing services.
2. Proof of a minimum of three years of experience in the maintenance of similar equipment.
3. Attested photocopy of the firm's registration document, along with GSTIN certificate.
4. Attested photocopy of the PAN card.
5. A self-declaration on the company's letterhead stating that the firm has not been blacklisted.
6. Completed Annexures I, II, III-A, III-B, IV, and V.
7. The entire tender document, duly signed and stamped on each page.

Envelope 2: Price Bid

This envelope must be superscribed: **"PRICE BID FOR CAMC OF NOTE COUNTING & AUTHENTICATION MACHINES"** and must contain:

1. The price bid in the prescribed format (Annexure-VI) only.

Both envelopes must be placed inside a third sealed envelope, superscribed: "TENDER FOR CAMC OF NOTE COUNTING & AUTHENTICATION MACHINES".

5. Right to Reject Bids

- The Bank reserves the right to accept or reject any quotation or cancel the entire process without assigning any reason.



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- Quotations with incredibly low values, intended to subvert the tender process, will be rejected.
- The contract of a selected bidder may be terminated due to unsatisfactory performance.

6. Request for Information

All queries relating to this tender must be submitted in writing or via email to: pe.rorasr@barodauprrb.co.in. For any clarifications, please contact the Regional Office at the address provided above.

Disclaimer

This Request for Proposal (RFP) has been prepared solely to enable Uttar Pradesh Gramin Bank to select a vendor for the comprehensive annual maintenance contract of its note counting and authentication machines. This document does not constitute a recommendation, offer, or invitation to enter into a contract.

Note:

- The L-1 bidder will be determined based on the total cost of ownership for all items combined.
- Applicable taxes will be extra as per prevailing rates. TDS will be deducted as applicable.
- Hardware currently under warranty will be included in the CAMC after the warranty expires, with charges calculated on a pro-rata basis.
- The CAMC rate includes the cost of services of resident engineers, as well as their travel, lodging, and boarding expenses.
- The quantities mentioned are indicative and may vary.
- Preventive maintenance must be carried out once every quarter.
- The cost of the CAMC must include the cost of replacement parts for all machines covered under the contract.

Yours Faithfully,

(MOHD. RAFI HAIDER)

Regional Manager

BALLIA II



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Annexure-I
Pre-Qualification Profile
(To be filled by the Bidder)

Particulars	Details
Name of the Firm/Company	
Address (Head Office)	
Contact Phone No.	
Year of Establishment	
Name(s) of Proprietor / Partners / Directors	1. 2. 3. 4.
Details and Value of major work undertaken during the last 3 years with reputed financial organizations/banks	1. 2. 3.
List of other major customers (Work Order / Experience / Service certificate to be enclosed)	
PAN Number (Attach copy)	
GSTIN Number (Attach certificate)	
Details of Infrastructure Available	
Authorized Seller/Dealership (Yes/No, if yes, provide details)	
Any other relevant information (with documents)	

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:



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Annexure-II

Bid Support Criteria Checklist

(To be filled by the Bidder)

Criteria	Response (Yes/No)
Is the Firm/Company registered under the Companies Act? (Certificate attached)	
Are documents for GSTIN and PAN furnished?	
Does the Firm/Company have its own office/branch/support setup within Fatehpur district? If not, will a dedicated resident staff be provided for support? (Provide details in a separate letter)	
Does the firm have strong support of technical staff to resolve calls within 24 hours?	
Has the Firm/Vendor been in the CAMC business for at least 3 years? (Supporting documents attached)	
Does the Firm/Company have a minimum of 3 years of experience in the maintenance of Note Counting Machines? (Supporting documents attached)	

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:



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Annexure-III-A

List of Major Contracts Undertaken During the Last 3 Years

(To be filled by the Bidder)

S.No.	Name and Address of Client	Contact No. of Client	Period Of CAMC (From - To)	Districts Covered	Value Of CAMC (in ₹)
1.					
2.					
3.					
4.					
5.					

Notes:

1. Purchase Order (PO) / Satisfaction certificate issued by the client must be enclosed for each contract listed.
2. The work should have been executed by the bidding firm/company.

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:



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Annexure-III-B

List of Support Engineers Available in Ballia-II Region

(To be filled by the Bidder)

Sr.No.	Name of Engineer	Address and Contact No.
1.		
2.		
3.		
4.		
5.		

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:



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Annexure-IV

Escalation Matrix for Service-Related Issues

(To be filled by the Bidder)

Escalation Level	Contact Person Name	Designation	Mobile No.	Email Address
First Level				
Second Level				
Third Level				
Regional Level				

Any change in the above details must be communicated to the Bank immediately.

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:



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Annexure-V

Undertaking

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

To,
The Regional Manager
Uttar Pradesh Gramin Bank
Regional Office,
Ballia-II

Dear Sir,

Subject: Request for Proposal for Comprehensive Annual Maintenance Contract of Note Counting/Authentication Machines

Having examined the Proposal Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Comprehensive Annual Maintenance Contract in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

We agree to abide by this proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We undertake that in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India, namely the "Prevention of Corruption Act 1988".

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

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:



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TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED FOR CAMC

S.No.	Items With Brief Details	Estimated Quantity	Cost per Unit (A) (in ₹)	Total CAMC Cost for all Units (Quantity x A) (in ₹)
1.	Bundle Note Counting Machine			
2.	Loose Note Counting cum Authentication Machine	29		
	GRAND TOTAL			

Notes:

1. The quantities mentioned are indicative; the exact quantity will be provided in the Work Order. CAMC charges will be paid on a pro-rata basis.
2. **Equipment which are currently under warranty will be included on pro rata basis after expiry of warranty or whenever needed.**
3. The quoted rate will be for CAMC services for a period of one (1) year.
4. The L-1 vendor will be determined based on the **Grand Total** cost of CAMC for all items.
5. Quoted rates must be inclusive of all charges, including service charges, travel, boarding, and any other expenses of the engineer. No extra charges will be payable.
6. Preventive maintenance must be carried out once per quarter (a visit certificate countersigned by the Branch Head is compulsory).
7. GST will be paid as per prevailing Government of India norms.

Place:

Date:

(Signature of Authorized Signatory & Seal)

Name:

Designation:

