



उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)
(Scheduled Bank Owned by Government)

Ref No: UPGB/ROBHN/IT/18/2025-26

Date: 02-12-2025

RE-TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AND PERIPHERALS FOR THE PERIOD 01.01.2026 to 31.12.2026

Request For Proposal: CAMC For Maintenance And Service of Computer Hardware And Peripherals.

UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE, BHINGA invites sealed tender/bids for Comprehensive AMC on-site maintenance of computer hardware and peripherals installed at 65 locations (64 branches+ Regional Office) of our Bank located in Bahrach and shrawasti District under control of Regional Office Bhinga. The Request for proposal" RFP will be available on bank's website <https://upgbank.com/> under tender section.

1. Schedule Of Events And Bid Details:

SN	Event	Date & Time
1	Tender issuing date	02-12-2025
2	Last date and time for submission of bid	26-12-2025
3	Start date of RFP document from Bank's website https://upgbank.com/tender.php	02-12-2025
4	Date and time of technical bid opening	29-12-2025 03:00 PM (Subject to availability of Tender Committee Members)
5	Date and time of financial bid opening	To be intimated to technically qualified bidders
6	Address for communication & bid submission	Uttar Pradesh Gramin bank, Regional Office Bhinga First Floor, District and Session Court, Gate Number 1 , Purey Khairi, Bhinga, District Shrawasti, Pin Code-271831
7	(Pre-Bid query) Contact Details	Mr. Sahil Kumar, Assistant Manager -IT (9838471312) & Mr. Prahlad Vats, Senior Manager, P&E (7003462802)
8	Email address for Pre-bid queries (Pre-bid Queries can be raised by 06-12-2025)	Itcell.RoBhinga@aryavartbank-rrb.com

2. Eligibility Criteria:

- a) The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be 25.00 lakh or above. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turn-over details for the relevant period shall be provided with the bid.
- b) The firms/companies should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
- c) The firm must have been registered with Sales Tax Department for Work contract and shall provide PAN/GSTIN Number with the bid.
- d) The firm must have its support office preferably at Bahrach ,Bhinga or Lucknow.

क्षेत्रीय कार्यालय: प्रथम तल (जिला एवं संसदन्यायालय के गेट संख्या 1 के सामने) गाम-पूर्येही, पोस्ट भिनगा, जिला-शावस्ती 271831

Regional office: 1st floor, (In front of District and Session Court Gate No. 1) Vill-Purey Khari, Post- Bhinga, Dist- Sharavasti 271831



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- e) The Firm/Company should not have been blacklisted by any public sector/ Bank /PSU/Government Department in the past. A self-declaration letter by the bidder (Annexure-D), on the company's letter head should be submitted along with bid.
- f) The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. An undertaking (Annexure - D) in this regard signed by the authorized person of the firm/company must be submitted with the bid.

3. Payment Terms:

- a) Comprehensive Annual Maintenance Charges shall be paid on pro-rata basis at the end of each quarter after submission of satisfactory service report from all the branches.
- b) No advance payment shall be made in any case.
- c) Bank reserves the right to deduct the penalties and other amounts from the amount claimed in the invoice at the time of actual payment against the invoice submitted by the vendor.

4. Earnest Money Deposit (EMD):

Earnest Money Deposit of Rs.25,000.00 {Rupees Twenty-Five Thousand Only) has to be submitted by the way of Demand Draft/Banker's Cheque/FDR Pay Order drawn in favour of "Uttar Pradesh Gramin Bank" payable at Bhinga. Earnest Money Deposit will not carry any interest.

- a) The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
- b) The Earnest Money Deposit of the successful bidder shall be returned after submission of performance security deposit.
- c) The Firms/companies registered under MSE are exempted for EMD as per the latest Govt guidelines. The bidder should present their Govt. approved certificate in technical bid for such exemption.
- d) The Earnest Money Deposit will be forfeited if:
 - I. The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
 - II. The bidder violates any of the provisions of the terms and conditions of this TENDER specification.
 - III. Earnest Money Deposit will be refunded for the unsuccessful bidders after finalization of tender process.

5. Bid Submission Process:

- a) Bids must be submitted either through registered post/courier or by hand to hand at IT/PE department, Regional Office, Bhinga.
- b) The bid must contain two Envelopes as per procedure given below.
 - i. First envelope shall contain the documents given below:
 - a) Annexure - A (Pre-Qualification Profile) duly filled with all details
 - b) Annexure - B (Support Process & Escalation Matrix)
 - c) Annexure - C(Proposal Form For Technical Bid)
 - d) Annexure - D (Declaration/Undertaking)
 - e) Self-attested copy of registration of firm
 - f) Self-attested copy of PAN and GSTIN registration certificate
 - g) CA Certificate for financial turnover of last 3 financial years

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- h) Documentary proof of experience (work orders, completion certificates)
- i) This entire RFP document (all pages) signed and stamped
- j) All the documents should be self-attested by authorized signatory along with stamp of the Firm.
- k) Demand Draft/Banker's Cheque / Pay Order drawn (EMD) in favour of "Uttar Pradesh Gramin Bank" payable at Bhinga.
- l) **"TECHNICAL BID FOR CAMC OF COMPUTER HARDWARE AND PERIPHERALS, RO BHINGA" MUST BE MENTIONED ON THE ENVELOP.**

If any of the above documents is/are either not submitted Or submitted but not duly attested, the bid will be rejected & price bid will not be opened.

II. Second envelope must contain documents given below:

- a) This sealed envelope must contain only the consolidated financial Bid (Annexure E), duly filled signed by authorized signatory and stamped.
- b) **"PRICE BID FOR CAMC OF COMPUTER HARDWARE AND PERIPHERALS, RO BHINGA" MUST BE MENTIONED ON THE ENVELOP**

Both two envelopes must be kept in third sealed envelope and super scribed "BID FOR CAMC OF COMPUTER HARDWARE AND PERIPHERALS, RO BHINGA, TENDER REF NO:UPGB/ROBHN/IT/18/2025-26 DATED 28-08-2025".

6. Scope Of Work:

- a) The contract will be effective for a period of one year and may be renewed on expiry for up to six months or as per bank's requirement, if service feedback from branches found satisfactory.
- b) Maintenance charges include all taxes and government levies as applicable or becoming applicable later due to operation of or under any existing or new laws. The taxes & govt. levies whatsoever be borne by the vendor.
- c) The contract will be on comprehensive onsite maintenance.
- d) The maintenance service includes preventive and corrective maintenance of the computer hardware & peripherals. Preventive maintenance should be carried out on quarterly basis. Preventative maintenance include cleaning of internal circuit board, HDD data defragging & creating space, Lubricating printer shaft, scanner etc. and all other measures necessary for proper functioning of the system. Corrective maintenance include repairing/replacement of the computer spares parts like mother board, SMPS, Hard disk, processors, RAM, monitors etc. and repairing/replacement of logic card, power card, power supply etc. of peripheral devices.
- e) CMOS Battery, adapters, carriage assembly, plastic/ rubber items such as printer Knobs, sprockets, belts, pulley, lever, spring, carriage rods, ribbon masks, tractors, rollers , scanning assemblies, scanner lamp, scanner glass, Teflon sheet of laser printer, printer heads ,Mylar strap etc. are also to be covered in CAMC.
- f) The vendor will be required to provide maintenance for Operating Systems, Installation/up gradation or Re-Installation of Operating Systems, Software/hardware up gradation/Installation/Re-installation/configuration(Including Finacle software, Active directory, and Network access control, Aadhaar Authentication, CKYC, CTS software ,various application software like MSOffice, outlook-MMS, Java and Internet browser, proxy configurations& settings Or any other software/utility as per bank's requirement) and updation of Anti-Virus Software, Installation and configuration of peripherals as required by

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the Bank from time to time. The Bank will provide all the required software and additional hardware (in case of up gradation) if required. The rates quoted should cover onsite maintenance of the operating system, software installation (banking tool kit), and computer data backup, pre-emptive actions against virus spread, detection/removal of virus and all the activity mentioned in the document.

- g) **Software Support For Desktops Under Warranty:** Vendor will be required to provide maintenance for Software/hardware Upgradation/Installation/Re-installation/configuration (Including Finacle software, Active directory, and Network access control, Aadhaar Authentication, CKYC, CTS software, various application software like MSOffice, outlook-MMS, Java and Internet browser, proxy configurations & settings Or any other software/utility/tool kit as per bank's requirement) and Updation of Anti-Virus Software, Installation and configuration of peripherals as required by the Bank from time to time. The Bank will provide all the required software
- h) The vendor should provide a **helpdesk to act as a single point of contact over Phone, Email, WhatsApp and/or Web portal** for managing all requests for services, logged by our Branch/offices on all bank working days during the office hours i.e. from 09:30 AM to 06:00 PM. The vendor must provide a **complaint number for new service request over Phone/ Email/ WhatsApp**. Registration and tracking of complaint over internet through web portal is also preferable.
- i) The vendor will be required to provide call resolution statistics on fortnightly basis including pending calls with all relevant details or as and when required by the bank.
- j) The successful bidder will provide **one dedicated resource person for the region as resident engineer**. The working hours of the resource will be from 09:30 AM to 6 PM on all working days.
- k) The Service engineer(s) provided by the firm shall not be changed frequently. However, if found incompetent by Bank, shall be changed by the firm immediately. In any other scenario Service engineer(s) shall be changed after consulting/taking consent from the bank.
- l) **The vendor is required to resolve the call / complaint within 48 hours of logging the same in any case i.e. either repair or replacement of faulty parts.**
- m) The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- n) The services of the engineers/resources may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The bidder shall ensure that on such occasions also the engineers/resources are deputed/available with no extra cost.
- o) It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract.
- p) Bank may decide to add or remove certain computers or peripherals from the CAMC at any point of time during the contract .Payment for any Inclusion/deletion of computer, printer, scanner, and other peripherals during the CAMC period will be calculated on pro-rata basis. No advance payment of CAMC charges will be made in any case. **The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all branches.**
- q) The cost associated with the services of engineers required for the execution and fulfilment of this Annual Maintenance Contract (AMC) are included in the total AMC amount. No separate or additional payment will be made for the engineers' services under any circumstances.
- r) Bidders/Vendors are expected to quote reasonable rates so that they can provide very good maintenance services.

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- s) The list of computer and peripherals as given in Annexure-E is the tentative list the final list will be provided by the Bank in Purchase Order (P.O).
- t) While shifting any hardware/part of hardware out of the Bank's premises for repairs, the vendor will have to arrange for temporary replacement of the respective hardware/part before shifting of hardware/part of hardware.
- u) CAMC vendor has to maintain sufficient stock of spare parts and must provide the replacement parts including hard disks, CD-Drives, power supplies, cards, memory, monitors, CPUs etc. within a reasonable period and in no case more than 48 hours.
- v) Final decision will be taken after analysing cost.

7. **Penalty Clause :**

- I. Vendor has to resolve the complaints to the satisfaction of the bank/branch within T+1 days. If the complaint is not resolved in T+1 days, then penalty will be levied from the day of 1st complaint and/or intimation
- II. Penalty is levied as below irrespective of the cost and AMC rate of the hardware concerned.
 - a. If not resolved by 2nd day: Penalty of Rs.100/- per day per item for peripherals and Rs.200/- per day per item for Desktop from the date of complaint even if the issue related to configuration support.
 - b. If engineer does not visit branches/offices for preventive maintenance during any quarter: 100% of the AMC cost of all the equipment of the respective branch/office. Even after levying of such penalty the vendor has to provide continued AMC services to such branch/office for the remaining portion of the AMC period.
 - c. Penalty for non-stationing and unavailability of the engineers: If dedicated service engineers are not provided/absent/on leave without substitute thereof, and/or if they are not available at the specified promised locations, then a penalty of Rs.500/- per day per engineer shall be levied that shall be deducted from the quarterly bill submitted by the vendor and/or from the performance security deposit Money in addition to the Penalty for Deficiency of Services. In case of leave / absence of Service Engineer, alternative arrangements should be provided by the contractor.
 - d. In order to avoid and the minimize the penalty regarding hardware repairing issues, the vendor may provide alternate standby hardware free from which is in good working condition within T+1 days of the complaint to the Bank branch/office to ensure smooth and uninterrupted working of the Bank. In such cases also the vendor should complete repairing (and re-installation) of the affected hardware within 7 days from the date of the respective complaint.
 - e. If any hardware declared unrepairable by the AMC vendor company, Bank shall take second opinion from outside party (other vendor/s) and if found repairable then the repairing cost including part replacement expenses along with suitable penalty for the time/days lapsed shall have to be borne by the vendor and such penalty amount and other repairing charges shall be recovered from the amounts payable (AMC) to the vendor.

8. **Other Terms and Condition :**

- a) The Vendor shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country.
- b) The Vendor will provide insurance cover to its workmen / resident engineers / technicians in the Bank. The workmen / engineer or his legal heirs shall not claim any insurance benefit

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from the Bank in case workmen / engineer suffer any loss or damage to his body or life or property while working in the Bank premises.

- c) CAMC contract will be reviewed after one month and may be discontinued if services for redressal of complaints found unsatisfactory.
- d) The Vendor will not subcontract or permit anyone other than the authorized company Personnel to perform any of the work, services or other performance required under this Agreement without the prior written consent of the Bank
- e) CAMC contract may be terminated by the bank by giving one month's notice of such termination to the vendor.
- f) Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. CAMC vendor should keep sufficient spares at regional office location of the bank and should provide the replacement parts including hard disks, CD Drives, power supplies, cards, memory, monitors etc. within a reasonable period and in no case more than 48 hours.
- g) The bank reserves the right to give the order to L-2 Vendor if L-1 vendor is not providing satisfactory services.
- h) The vendor will have to enter into necessary contract with the Bank (format will be shared after completion of tender process)
- i) In case the vendor is not able to accept the contract after it is awarded to him or if he is not able to do the work after accepting the contract, he will be liable to pay the damage to the Bank including the extra rate, which the Bank will have to pay to any other vendor for getting such work done.
- j) The above act of backing out would automatically debar the vendor from any further dealing with the Bank and the EMD amount would also be forfeited.
- k) The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all of the tenders/bids without assigning any reason thereof whatsoever. The Bank can stop, stagnate and discontinue the tender process at any stage or time without assigning any reasons whatsoever. In such case no papers are returnable to the bidders/vendors. The Bank reserves the right to rescind the orders issued regarding work orders and other letters of intent issued regarding selection of vendor/s and/or awarding of AMC and also reserves the right to terminate the AMC even during the currency of the AMC period without assigning any reasons whatsoever.
- l) The vendor shall certify that the repair and maintenance Services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this contract.
- m) After finalization of L-1 rates and selection of L-1 vendor, the vendor/s (whom the maintenance services are offered to) will have to visit, at their own cost, all the branches and offices falling under Uttar Pradesh Gramin Bank, Regional Office-Bhinga's services area for physical asset listing/verification and have to prepare and submit a branch-wise/office-wise list of inventory mentioning branch/office name, item name, item make & model, item serial number and with a Unique Serial Number within 15 DAYS of the commencement of AMC contract, to arrive at the actual AMC value, at his own cost. The list must be approved by concerned branch Head under his seal and signature. Necessary changes shall be made to the list as per Bank's requirement. The final CAMC amount shall be arrived at on the basis of the list so submitted by the vendor after necessary corrections. Vendors/Bidders to note this hardware list may differ from the tentative quantities given in bid, as there may be variation. During this period the vendor should attend calls of the branches. Otherwise entire AMC amount shall not be payable. If this pre-AMC activity is not being conducted by

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the L-1 vendor, it will be assumed that vendor is agree to accept all the hardware under CAMC.

- n) Bank reserves the right to get any hardware repaired by any third party vendor in case the vendor is not able to give immediate service as per the requirement of the Bank. Even after this, the vendor has to give continued services. At its discretion, the Bank can recover such expenses incurred, towards such repairing of Hardware from other parties in case of emergency and necessity and when the vendor's service are not prompt, from the CAMC amount.
- o) The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the CAMC or to any property of the Bank even if it is not covered by the CAMC.
- p) The Bank reserves the right to terminate the agreement of CAMC, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- q) The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.
- r) The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- s) **Bank is not bound to accept under-quoted bids.**
- t) Any dispute will be under Sitapur jurisdiction.
- u) In case the hardware is to be moved from place to place (i.e., from branch to workshop etc.), the vendor has to take full responsibility of the safety of the hardware and hardware items and the vendor is solely responsible for arrangements for insurance etc., at their own cost.
- v) In case of chargeable calls, Bank will pay the chargeable call's invoice amount. Bank reserves the right to cross check the rate/cost of the services/spare part claimed/changed by the bidder under a chargeable call. Further, in case of variation in rates/cost from standard open market rate, Bank may ask quotation from three independent firms from open market and the lowest rate/cost of the three quotations/rates will be paid to the bidder for the work/services/spare part against the invoice submitted by the bidder.
- w) In case of hardware upgradation requirement, bidder needs to upgrade the hardware covered under CAMC (viz. additional RAM requirement for the Desktop). Bank reserves the right to cross check the rate/cost of the up gradation. In case of variation in rates/cost from standard open market rate, Bank may ask quotation from three independent firms from open market and the lowest rate/cost of the three quotations/rates will be paid to the bidder for the up gradation work against the invoice submitted by the bidder.
- x) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.

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**Note# Performance Security Deposit @10 % of final tender value needs to be submitted in form of DD in favour of "UTTAR PRADESH GRAMIN BANK" payable at Bhinga after allotment of work.**

**Yours Faithfully,**

(Amit Varshney)  
Regional Manager

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**Annexure-A**

**Pre-Qualification Profile**

| 1                   | Name of the Firm/Company                                                                                                                                         |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------|---------------------|--------|-------------------------------|--|--|--|--|--|--|--|--|--|
| 2                   | Address (Head Office)                                                                                                                                            |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 3                   | Phone No.& Email Id                                                                                                                                              |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 4                   | Year of Establishment                                                                                                                                            |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 5                   | Status of the Firm<br>(Company/firm/proprietorship)                                                                                                              |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 5                   | Name of Proprietor or Name of Partner/Director/Associates                                                                                                        | 1.<br>2.<br>3.<br>4.                                                                                                                                                                                                                                                        |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 6                   | Details and Value of major CAMC taken up during the last 3 yrs with reputed financial organisations/banks (enclose certificates/proofs in support of your claim) | <table border="1"> <thead> <tr> <th>Name of Institution</th> <th>Period</th> <th>Value of work done (in lakhs)</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td></tr> </tbody> </table> |                                           |                                                                                      | Name of Institution | Period | Value of work done (in lakhs) |  |  |  |  |  |  |  |  |  |
| Name of Institution | Period                                                                                                                                                           | Value of work done (in lakhs)                                                                                                                                                                                                                                               |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
|                     |                                                                                                                                                                  |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
|                     |                                                                                                                                                                  |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
|                     |                                                                                                                                                                  |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 7                   | PAN Number (for TDS)                                                                                                                                             |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 8                   | GSTIN No. (Certificate attached)                                                                                                                                 |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 9                   | Annual Turnover last 3 financial years (attach CA Certificate)                                                                                                   | Year                                                                                                                                                                                                                                                                        | Total Turnover of the year (amt in lakhs) | Annual Turnover from AMC services / Maintenance of computer hardware and peripherals |                     |        |                               |  |  |  |  |  |  |  |  |  |
|                     | 2022-23                                                                                                                                                          |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
|                     | 2023-24                                                                                                                                                          |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
|                     | 2024-25                                                                                                                                                          |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 10                  | DD no. .... of Rs..... Date..... towards Earnest Money Deposit.                                                                                                  |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |
| 11                  | Any other relevant information with documents                                                                                                                    |                                                                                                                                                                                                                                                                             |                                           |                                                                                      |                     |        |                               |  |  |  |  |  |  |  |  |  |

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

क्षेत्रीय कार्यालय: प्रथम तल (जिलाएवं सत्रन्यायालय के गेट संख्या 1 के सामने) ग्राम-पूरेखोरी, पोस्ट भिंगा, जिला-शारावस्ती 271831

Regional office: 1<sup>st</sup> floor, (In front of District and Session Court Gate No. 1) Vill-Purey Khari, Post- Bhinga, Dist.- Sharavasti 271831



**उत्तर प्रदेश ग्रामीण बैंक**  
**UTTAR PRADESH GRAMIN BANK**

(गारकर के स्थानिक अनुशृण्ठित बैंक)  
 (Scheduled Bank Owned by Government)

**Annexure-B**

**Support Process & Escalation Matrix Delivery/ Service related Issue**

- a) Complaint Lodging phone Number: .....
- b) Complaint Lodging Email ID:.....
- c) Complaint Lodging WhatsApp No.....

**Escalation Matrix:**

| <b>First Level</b>  |             |                    |                   |                       |
|---------------------|-------------|--------------------|-------------------|-----------------------|
| <b>SN.</b>          | <b>Name</b> | <b>Designation</b> | <b>Mobile No.</b> | <b>Email- Address</b> |
| 1.                  |             |                    |                   |                       |
| 2.                  |             |                    |                   |                       |
| <b>Second Level</b> |             |                    |                   |                       |
| <b>SN.</b>          | <b>Name</b> | <b>Designation</b> | <b>Mobile No.</b> | <b>Email- Address</b> |
| 1.                  |             |                    |                   |                       |
| <b>Third Level</b>  |             |                    |                   |                       |
| <b>SN.</b>          | <b>Name</b> | <b>Designation</b> | <b>Mobile No.</b> | <b>Email- Address</b> |
| 1.                  |             |                    |                   |                       |

Any change in designation will be informed by us immediately

**List of Support Engineer/Service engineer available for the Region-**

| <b>Sr.No.</b> | <b>Name</b> | <b>Address and Contact Person.</b> |
|---------------|-------------|------------------------------------|
| 1.            |             |                                    |
| 2.            |             |                                    |
| 3.            |             |                                    |
| 4.            |             |                                    |
| 5.            |             |                                    |

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

श्रीमान कार्यालय; प्रथम तल (जिलाएवं संस्कारन्यायालय के गेट रांच्या । में सामने) शाम-पूर्वोत्तरी, पोस्ट बिनगा, जिला-शारावस्ती 271831

Regional office: 1<sup>st</sup> floor, (In front of District and Session Court Gate No. 1) Vill-Purey Khar, Post- Bhinga, Dist- Sharavasti 271831



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(Scheduled Bank Owned by Government)

**Annexure-D**

**Declaration/Undertaking**

**(To be included in Technical Bid)**

Date: .....

To:  
The Regional Manager,  
Uttar Pradesh Gramin Bank,  
Regional Office-Bhinga

Sir,

**Re: Undertaking For Non-Blacklisting, Under Liquidation And Bankruptcy**

This is in reference to your above cited tender reference number ..... dated .....  
Regarding comprehensive onsite Annual maintenance contract for maintenance of computer hardware  
and peripherals.

We hereby declare that, we are not blacklisted by any Banks, financial institutions, Government's  
institutions / departments, RBI, NABARD etc. in the past anywhere in India.

We also declare that, we are not be under liquidation, court receivership or similar proceedings, and also  
not be bankrupt.

Thanking you.

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

क्षेत्रीय कार्यालय: प्रथम तल (जिलाएवं सत्रन्यायालय के गेट संख्या १ के सामने) ग्राम-पूरेखीरी, पोस्ट भिनगा, जिला-शारावस्ती 271831

Regional office: 1<sup>st</sup> floor, (In front of District and Session Court Gate No. 1) Vill-Purey Khar, Post- Bhinga, Dist- Sharavasti 271831



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 (Scheduled Bank Owned by Government)

**ANNEXURE-E**

**TENTATIVE QUANTITY OF THE EQUIPMENT PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT 64 LOCATIONS (63 BRANCHES + 01 REGIONAL OFFICE)**

| S.No.        | Items With Brief Details of Config./Make/Model                                                                        | Estimated Quantity | CAMC Rate/Quantity (incl. of all taxes) | Total Cost |
|--------------|-----------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------|------------|
| 1            | Desktop : ACER/Dell -dual core/Core i3/core i5/AMD,3/4GB or more RAM, 320GB – 1TB Hard Disk And /Or SSD or equivalent | 100                |                                         |            |
| 2            | Passbook printer Epson : PLQ20/30, Olivetti : pr2plus or equivalent                                                   | 64                 |                                         |            |
| 3            | Scanner HP , Canon : LIDE 110/120/300 Epson : V19/V39, or equivalent                                                  | 64                 |                                         |            |
| 4            | Laser ,ink tank/inkjet , HP , Canon , Epson , Brothers, or equivalent                                                 | 70                 |                                         |            |
| 5            | MFP (HP :1005,126a,1136) CANON 3010 or equivalent                                                                     | 1                  |                                         |            |
| 6            | CTS Scanner : ARCA LS150, and or equivalent                                                                           | 6                  |                                         |            |
| 7            | Desktop (under ACER- Warranty) For Software Support only                                                              | 180                |                                         |            |
| <b>TOTAL</b> |                                                                                                                       |                    |                                         |            |

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Purchase Order (P O). The CAMC charges of hardware will be paid on pro-rata basis as and when the hardware will be included in the CAMC.
- The quantity is estimated and may vary.
- The lowest vendor will be awarded as per total cost of CAMC
- L1 will be decided as per CAMC rate/quantity.
- Hardware which is under warranty at present may be given into AMC after expiry of warranty of such hardware. CAMC Charge will be calculated on pro-rata basis for remaining CAMC Period.
- CAMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned by the Branch Compulsorily).

**Place-**

**Date-**

**Signature of Authorized Signatory & Seal**

क्षेत्रीय कार्यालय: प्रथम तल (जिलाएवं सत्रन्यायालय के गेट संख्या १ के सामने) गाम-पूरेखीरी, पोस्ट भिनगा, जिला-शारावस्ती 271831

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उत्तर प्रदेश ग्रामीण बैंक  
UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)  
(Scheduled Bank Owned by Government)

**Annexure-C**

**PROPOSAL FORM FOR TECHNICAL BID**

Date: .....

To:  
The Regional Manager,  
Uttar Pradesh Gramin Bank,  
Regional Office-Bhinga,

Sir,

**Re: Request for proposal for Comprehensive Annual Maintenance Contract of the computer hardware and peripherals**

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to carry 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.

If our Proposal is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 10 percent of the Bidding Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Proposal and the rates quoted therein.

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 "Prevention of Corruption Act 1988".

We understand that the Bank is not bound to accept the lowest or any Proposal received.

Place-

Date-

**Signature of Authorized Signatory & Seal**

क्षेत्रीय कार्यालय: प्रथम तल (जिलाएवं सत्रन्यायालय के गेट संख्या १ के सामने) ग्राम-पूरेखरी, पोस्ट भिनगा, जिला-शारावस्ती 271831

Regional office: 1<sup>st</sup> floor, (In front of District and Session Court Gate No. 1) Vill-Purey Kharl, Post- Bhinga, Dist- Sharavasti 271831