



उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

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

REF: UPGB: ROCHAN: P.E.: RFP: IT-EQUIP:365:2022-23

Date: 17.02.2026

Request for proposal: CAMC contract for maintenance and service of Computer Hardware and Peripherals.

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of computer hardware and peripherals installed at various branches/offices of our Bank located in Chandauli District under control of Regional office of Regional Office, Chandauli.

CAMC EFFECTIVE DATE : From 01.04.2026

Date of Commencement of tender	17.02.2026
Date of Pre-Bid Meeting	24.02.2026, 11:00 AM through Virtual Mode
Place of Pre-Bid Meeting	Through virtual Mode, interested bidders may email us on pe.rochan@barodauprrb.co.in for their participation up to 23.02.2026 till 5:00 PM
Last date and time for submission of Bids	13.03.2026 till 03:00 P. M.
Date and time of opening of Technical Bid	13.03.2026 (03.30 P. M.)
Date and time of opening of Financial Bid	20.03.2026 (03.30 P. M.)
Last Date of Submission of EMD	EMD should be submitted in physical mode at <u>Uttar Pradesh Gramin Bank, Regional office - Chandauli, H. No. 10 & 10/1, Nai Basti (Chandhasi), Post- Pandit Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101</u> before last date of submission of bid.
Contact Details	Mob- 9450240760 E-mail pe.rochan@barodauprrb.co.in

Communication address :-

THE REGIONAL MANAGER,
Uttar Pradesh Gramin Bank
Regional Office
H. No. 10 & 10/1, Nai Basti (Chandhasi),
Post- Pandit Deen Dayal Upadhyay (Mughalsarai),
District- Chandauli, Pin-232101
E-mail Address: pe.rochan@barodauprrb.co.in

Eligibility Criteria:

- The participating firm must have an experience of not less than 3 years in field of Annual Maintenance Contract in PSBs and Financial Institutions.
- There should not be any unsatisfactory report from any organization against the participating.
- The firm should have been registered with Government Department and shall provide PAN/GSTIN No. with the bid.
- The firm should have its support office at Chandauli/Varanasi.
- The firm/Company should not have been blacklisted by any Public Sector/Bank/PSU/Government Department in the past.
- The bidder should have adequate turnover/facilities for services/maintenance of computer hardware and peripherals.

क्षेत्रीय कार्यालय , म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पं० दीन दयाल उपाध्याय (मुगलसराय), जिला- चन्दौली, पिन कोड-232101
Regional Office, H. No. 10 & 10/1, Nai Basti (Chandhasi), Pt. Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101

Email: pe.rochan@barodauprrb.co.in





उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

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

Payment Terms:-

- 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.
- No advance payment shall be made in any case.
- TDS to be deducted as applicable.

Other Terms and Conditions:-

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/ Pay Order drawn in favour of "Uttar Pradesh Gramin Bank, Regional Office- Chandauli" payable at Chandauli. Earnest Money Deposit will not carry any interest.

- The Earnest Money Deposit of unsuccessful bidders will be refunded accordingly in due course.
- The Earnest Money Deposit of the successful bidder shall be refunded one month after successful completion of CAMC tenure subject to renewal of CAMC if any.
- Under the Government guidelines "Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018" interested MSEs firms may submit their quotation with all relevant documents and valid certificate for relaxation of EMD.

The Earnest Money Deposit will be forfeited if:

- The successful bidder withdraws from the CAMC without any notice to the bank before completion of CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- The bidder violates any of the provisions of the terms and conditions of this TENDER specification.
- Earnest Money Deposit will be refunded for the unsuccessful bidders within one month from the date of opening of bids.

✓ **Successful bidder will have to deposit 10% of total CAMC Value (Including EMD) by the way of Demand Draft/Banker's Cheque/ Pay Order drawn in favour of "Uttar Pradesh Gramin Bank, Regional Office Chandauli" payable at Chandauli as security deposit. Security Deposit will not carry any interest.**

>> Bids must be submitted either through registered post or by hand at Regional Office, Chandauli.

>> The bid must contain two Envelopes as per procedure given below.

FIRST ENVELOPE SHALL CONTAIN THE DOCUMENTS GIVEN BELOW:

- Annexure - 'A' and 'C' duly filled with all details
- Details of infrastructure in order to provide proper services.
- Attested photocopy of document w.r.t. registration of firm along with GSTIN No.
- Photo copy of duly attested PAN.
- Photo copy of duly attested GSTIN.
- Income tax Return for the last three years.
- Certificate/document w.r.t. Experience.
- The entire tender document shall be duly signed by the vender as a mark of acceptance of terms and condition of the tender document.





उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

- All the documents should be self-attested along with stamp of the Firm.
- Historical documents (Attested photocopy) regarding Pre-Qualification Criteria.
- Demand Draft / Banker's Cheque / Pay Order drawn in favour of "Uttar Pradesh Gramin Bank, Regional Office Chandauli" payable at Chandauli.

>> 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.

>> IT MUST BE MENTIONED ON ENVELOPE "DOCUMENT SUBMITTED FOR BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERAL".

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

- The price must be submitted on the prescribed format (Annexure-B) along with document.
- Price bid will not be accepted on any other format or document.

IT MUST BE MENTIONED ON ENVELOPE "PRICE BID OF CAMC OF COMPUTER HARDWARE AND PERIPHERAL".

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "BID FOR CAMC OF COMPUTER HARDWARE AND PERIPHERAL".

Terms and Conditions:-

- The Rate with the selected vendor will be valid up to a period of three Year from the date of acceptance of the rates.
- The contract will be effective for a period of one year i.e. from 01.04.2026 to 31-03-2027 and may be renewed on expiry for further period of next year if required and satisfactory report received from branches.
- 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.
- **The contract will be on comprehensive onsite maintenance.**
- 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 includes repairing/replacement of the computer spares parts like mother board, SMPS, Hard disk, processors, monitors, RAM etc.
- CMOS Battery, adapters, carriage assembly, plastic/ rubber items such as printer Knobs, sprockets, belts, pulley, lever, spring, carriage rods, ribbon masks, tractors, scanning assemblies, scanner lamp, scanner glass, Teflon sheet of laser printer, printer heads etc. are also to be covered in AMC.
- The vendor will be required to provide maintenance for Operating Systems, Installation or Re-Installation of Operating Systems, Installation/ Updating of Anti-Virus Software's, Installation, configuration of peripherals and cleaning of system as required by the Bank from time to time. The Bank will provide all the required software. The rates quoted should cover onsite maintenance of the operating system, software installation (banking tool kits), computer data backup, pre-emptive actions against virus spread, detection/removal of virus.
- The vendor should provide two dedicated resident engineer, out of which one will act as single point contact over phone, He will be responsible for point contact over Phone, Email and/or Web portal for managing all





उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

requests for services, logged by our Branches on all bank working days during the office hours i.e. from 10:00 AM to 06:00 PM.

- All the calls lodged should be attended within 48 hours.
- The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- 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.
- 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.
- The list of computer and peripherals as given in Annexure-B is the tentative list.
- 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.
- 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.
- The Bank shall not consider any request in change of rates of CAMC due to any reason whatsoever, during the period of the contract.
- The Bank is fully empowered to change any of these conditions, if wanted, at any point of time.
- Bank reserves the right to accept or reject any quotation without assigning any reason whatsoever.
- Bank is not bound to accept lowest or any proposal received.
- Final decision will be taken after analysing cost must satisfy minimum wage criteria for field engineer.
- The vender will have to monitor the calls till its resolution. A single point of contact should be available to the I.T. Department and branches for regular contact on a single tracking point from where all the complaints will be managed. The vender will be required to provide the bank/Help desk call resolution statistics on monthly basis including new/pending complaints.

The details provided should include:

1. Complaint No.
 2. Complaint Date and Time
 3. Nature of complaint
 4. Date and time of first visit with report verified by branch
 5. Present status of complaint
 6. Date of resolution of complaint
- Any dispute will be under Chandauli jurisdiction.
 - Evaluation of offers: Each vender acknowledge and accepts that the bank may in its sole and absolute discretion apply whatever criteria it deems appropriate in the selection of organization not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a vender. The vender unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation or warranty given in this RFP document.





उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

- Acceptance of terms: A bidder will, by responding to the bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.
- All paper included in the 'Technical Bid' and 'Price Bid' must be stamped and signed by authorized signatory under company seal. If any of the paper remains unsigned the bid is liable to be rejected.
- Field engineer contact details along with Aadhar and Identity proof must be submitted.
- Fresh inventory needs to be carried out by AMC vender after getting tender.
- CAMC confirmation will be done after review of performance of successful bidder after 45 days.
- **Penalty for lack of service support**

Bank expects proper service support during contract period. The hardware should be set right within 48 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute/standby system of similar or higher capacity in good working condition is provided by the vender, the penalty per day may be charged as under:-

Sr. No.	Hardware Items	Penalty amount (In rupees)
1	Desktop PC	100.00
2	Passbook Printer	75.00
3	Laser Printer/Scanner/DMP	50.00

The above penalty shall not exceed 25% of the CAMC cost per year for the affected hardware unit. The penalty may be recovered from the amount payable to the vender by the Bank. The vender can provide substitute/standby equipment for a maximum of 15 days. In case vender could not repair/replace the hardware items within 15 days, the Bank can get it repair from outside agency and cost of repair will be recovered from CAMC payment in addition to penalty amount.

Yours Faithfully

REGIONAL MANAGER





उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

Annexure-A

Pre-Qualification Profile

1	Name of the Firm/Company	
2	Address (Head Office)	
3	Phone No.	
4	Year of Establishment	
5	Name of Proprietor or Name of Partner/Director/Associates	1. 2. 3. 4.
6	Details and Value of major AMC taken up during the last 3 yrs with reputed financial organisations/banks	
7	List of other major customers (Work Order/ Experience/ Service certificate to the effect from the customers are to be enclosed)	
8	PAN Number (for TDS)	
9	GSTIN No. (Certificate attached)	
10	Annual Turnover/Net Profit/Loss per year	
11	Any other relevant information with documents	

ESCALATION MATRIX

Delivery/ Service related Issue:

First Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
2.				
Second Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				
Third Level				
SN.	Name	Designation	Mobile No.	Email- Address
1.				

Any change in designation will be informed by us immediately

Signature of Authorised Signatory



क्षेत्रीय कार्यालय, म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पं० देन दयाल उपाध्याय (मुगलसराय), जिला- चन्दौली, पिन कोड-232101
Regional Office, H. No. 10 & 10/1, Nai Basti(Chandhasi), Pt. Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101



उत्तर प्रदेश ग्रामीण बैंक UTTAR PRADESH GRAMIN BANK

(सरकार के स्वामित्वाधीन अनुसूचित बैंक)

(Scheduled Bank Owned by Government)

ANNEXURE-B

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES.

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	CAMC Rate (Rs.) (incl. of all Charges)(GST Extra as applicable)	Total Cost (Rs.) (GST Extra as applicable)
1	PC (HP/ACER/HCL/Wipro/Lenovo/Dell etc.)	140		
2	Passbook Printer (Lipi/TVS/Epson PLQ-20/30/35 etc.)	50		
3	Scanner (All makes and models)	57		
4	Document Printer (Samsung/HP/Canon/Epson etc.)	72		
5	Dot Matrix Printer (All makes and models)	16		
• GST will be paid extra as applicable.			TOTAL	

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given by successful vender after visit of all branches/office. 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 vender will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 5.
- Hardware which is under warranty at present may be given into CAMC 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 Branch Heads is Compulsory).

Signature of Authorised Signatory



क्षेत्रीय कार्यालय, म० नं० 10 & 10/1, नई बस्ती (चन्धासी), पं० दीन दयाल उपाध्याय (मुगलसराय), जिला- चन्दौली, पिन कोड-232101
Regional Office, H. No. 10 & 10/1, Nai Basti (Chandhasi), Pt. Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101

Email:pe.rochan@barodauprrb.co.in



उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

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

Annexure-C

Eligibility Profile:

Bid support criteria	Yes/No (If yes, Address of own/support office set-up within Chandauli/Varanasi)
Firm/Company must have its own office/branch/support set-up within Chandauli/Varanasi district. In case the vender does not have its own set-up, at least two dedicated staff should be resident in the region for providing support. Details of which should be mentioned clearly in a separate letter being provided in the BID.	
Strong support of technical staff to resolve call within 24 hour	
DD/Cheque No.....of Rs..... Datetowards EMD.	

Signature of Authorised Signatory



क्षेत्रीय कार्यालय, म० नं० 10 & 10/1, नई बस्ती (चन्दासी), पं० दीन दयाल उपाध्याय (मुगलसराय), जिला- चन्दासी, पिन कोड-232101
Regional Office, H. No. 10 & 10/1, Nai Basti (Chandhasi), Pt. Deen Dayal Upadhyay (Mughalsarai), District- Chandauli, Pin-232101