

## **TENDER DOCUMENT**

**For**

**“Comprehensive AMC and Networking Support of Computer Systems, Printers and other  
Peripherals installed at Uttar Pradesh Cooperative Bank Ltd, Head Office”**



**e-Bid Reference No. : UPCB/AMC/2020-21/01**

**E-Bid Portal : <http://etender.up.nic.in>**

THE INFORMATION PROVIDED BY THE BIDDERS IN RESPONSE TO THIS TENDER DOCUMENT WILL BECOME THE PROPERTY OF UTTAR PRADESH COOPERATIVE BANK LTD. AND WILL NOT BE RETURNED. RESERVES THE RIGHT TO AMEND, RESCIND OR REISSUE THIS TENDER DOCUMENT AND ALL AMENDMENTS WILL BE ADVISED TO THE BIDDERS AND SUCH AMENDMENTS WILL BE BINDING ON THEM. (THIS DOCUMENT SHOULD NOT BE REUSED OR COPIED OR USED EITHER PARTIALLY OR FULLY IN ANY FORM)

**UTTAR PRADESH COOPERATIVE BANK LTD.  
2, M.G.Marg, Hazratganj, Lucknow – 226001 Uttar Pradesh**

**It will be the responsibility of the bidders to check U.P. Government e-procurement website <http://etender.up.nic.in> for any amendment through corrigendum in the tender document. In case of any amendment, bidders will have to incorporate the amendments in their bids accordingly.**

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## **Short e-Tender Notice**

### **For Comprehensive AMC and Networking Support of Computer Systems, Printers and other Peripherals installed at Uttar Pradesh Cooperative Bank Ltd, Head Office**

e-bids are invited from the experienced and bonafide Company/Firm/Agency for Comprehensive AMC and Networking support of Computer Systems, Printers and other Peripherals installed at UPGB, Head Office. The details for submission of bids will be available in the tender document on the U.P. Government e-procurement website <http://etender.up.nic.in> from 11.09.2020 at 04:00 P.M. UPGB reserves the right to cancel any or all the e-bids/annul the bidding process without assigning any reason. Any amendments to this Notice or TENDER in future shall be uploaded and informed on e-Procurement portal only and shall not be published in News Paper(s).

Ref: UPGB/AMC/2020-21/01

## 1. SCHEDULE OF EVENTS

<b>Sr. No</b>	e-Bid Reference No. : UPCB/AMC/2020-21/01	
<b>1.</b>	Purpose	<b>“Comprehensive AMC and Networking Support of Computer Systems ,Printers and other Peripherals installed at UPCB, Head Office”</b>
<b>2.</b>	Cost of Tender	Rs.2360/- (Rupees Two Thousand Three Hundred Thirty Six Only) To be submitted through NEFT/RTGS Account Detail: Beneficiary Name:U.P Co-operative Bank Limited Bank Name: U.P. Co-operative Bank Limited Account No: 010001000000652 IFSC Code:UPCB0000100
<b>3.</b>	Earnest Money Deposit (EMD)	Rs 25,000/- (Rupees Twenty Five Thousand Only) To be submitted through NEFT/RTGS Account Detail: Beneficiary Name:U.P Co-operative Bank Limited Bank Name: U.P. Co-operative Bank Limited Account No:010052750000001 IFSC Code: UPCB0000100
<b>4.</b>	Publishing Date	11 <sup>th</sup> Sep 2020, 01:00 PM
<b>5.</b>	e-Bid Submission Start Date	11 <sup>th</sup> Sep 2020, 04:00 PM
<b>6.</b>	Date/Time/Place of Pre Bid Meeting	25 <sup>th</sup> Sep 2020, 03:00 PM U.P Co-operative Bank Limited, 9 <sup>th</sup> Floor, Head Office, 2 ,Mahatma Gandhi Marg, Hazratganj Lucknow – 226001
<b>7.</b>	e-Bid Submission End Date	05 <sup>th</sup> Oct 2020, 03:00PM
<b>8.</b>	e-Bid Opening Date and Time	05 <sup>th</sup> Oct 2020, 04:00 PM
<b>9.</b>	Bid Validity	180 days after date of opening of e-bid
<b>10</b>	Place of Opening e-Bids	U.P Co-operative Bank Limited 2 ,Mahatma Gandhi Marg, Hazratganj Lucknow – 226001
	<b>Contact Persons:</b> Name Designation Phone E-mail	Mr. Bipul Raj Verma DGM(IT) 07525006056 itcell@upcbl.in

NOTE: All the required documents must be uploaded by the Bidders electronically in the PDF format. It is suggested that the PDF Files should be made in grayscale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the e-Bid portal

<http://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee, Annexure I to Annexure VIII of the TENDER) schedules/packets can be clubbed together to make single different files for each label. The required electronic documents for each document label of Financial (Annexure A and Annexure B of the Tender-) schedules/packets can be clubbed together to make single different files for each label.

## **2. INTRODUCTION AND DISCLAIMERS**

### **2.1. Purpose of Tender Document**

The purpose of Tender Document is to select Bidder for providing Comprehensive AMC of Computer systems, Printers and other peripherals.

### **2.2. Information Provided**

The Tender document contains statements derived from information that is believed to be relevant at the date but does not support to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with UPCB. Neither UPCB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

### **2.3. Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, UPCB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this Tender Document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of UPCB or any of its officers, employees, contractors, agents, or advisers.

### **2.4. Costs to be borne by Respondents**

All costs and expenses incurred by Respondents in any way associated with the development, preparation and submission of responses including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by UPCB, will be borne entirely and exclusively by the Respondent.

### **2.5. No Legal Relationship**

No binding legal relationship will exist between any of the Respondents and UPCB until execution of a contractual agreement.

### **2.6. Recipient Obligation to Inform Itself**

The Recipient must conduct its own investigation and analysis regarding any information contained in the Tender Document and the meaning and impact of that information.

### **2.7. Evaluation of Bids**

Each Recipient acknowledges and accepts that UPCB may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible firm(s). The Tender Document will not form part of any contract or

arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

## **2.8. Errors and Omissions**

Each Recipient should notify UPCB of any error, omission, or discrepancy found in this Tender Document.

## **2.9. Acceptance of Terms**

A recipient will, by responding to UPCB for Tender Document, be deemed to have accepted the terms of this Introduction and Disclaimer.

## **2.10. Process of Submission of Tender Response**

Documents constituting the e-Bid

There should be two files - one for the Technical eBids and another for the financial eBids.

The e-Bids prepared by the Bidder shall comprise of the following components:

- I. Technical e-Bids – Technical e-Bids will comprise of:
  - a) Fee Details – Include copies of e-Bid Processing Fee Rs.2360/- (Rupees Two Thousand Three Hundred Thirty Six Only) and the EMD Rs.25000/- (Rupees Twenty Five Thousand only) (in the PDF format).
  - b) Bidder's General Information – Include all the columns neatly filled-in and signed Statements as per Annexure –I to Annexure VIII (in the PDF format).
  - c) Qualifications Details – Include copies of required documents in PDF format justifying that the Bidder is technically qualified and fulfills the technical qualification criteria for opening of their Financial e-Bids.
- II. Financial e-Bids – Financial e-Bids will comprise of following two documents:
  - (i) **Financial Bid Letter (Annexure A)** of the Tender
  - (ii) **Financial Bid (Annexure B)** of the Tender

The duly filled-in Annexure I to Annexure VIII of the Technical eBids should be clubbed together under TECHNICAL eBID. in a **single PDF**.

Financials such as Quotations/Rates etc must not be furnished under TECHNICAL eBID otherwise the Bidder's eBids would be disqualified and Bidder's Financial eBid shall not be opened.

The duly filled-in **Annexure A** and **Annexure B** of the Tender- of the Financial eBids should be clubbed together under FINANCIAL eBID in a **single PDF**.

## **2.11. E-Bid Validity Period**

e-Bids shall remain valid for 180 days after the date of opening of e-Bids prescribed by the UPCB. An e-Bid with validity of a shorter period than specified, shall be rejected by the UPCB as non-responsive.

## **2.12. Point of Contact**

Recipients are required to direct all communications related to this Tender Document, through the Tender Document for providing Comprehensive AMC of Computer Systems ,Printers and other Peripherals Nominated Point of Contact person:

**Contact : Mr Bipul Raj Verma**  
**Position : DGM (IT)**  
**Email : itcell@upcbl.in**  
**Telephone : 07525006056**

UPCB will not answer any communication initiated by Respondents later than ten business days prior to the due date for submission of Bid. However, UPCB may, in its absolute discretion, seek additional information or material from any Respondents after the Bid closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should provide details of their Fax, email and full address(s) to ensure that replies to Bid could be conveyed promptly.

If UPCB, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then UPCB reserves the right to communicate such response to all Respondents.

UPCB may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the Bid closes to improve or clarify any response.

### **2.13. Notification**

UPCB will notify all short-listed Respondents in writing as soon as practicable about the outcome of their Proposal. UPCB is not obliged to provide any reasons for any such acceptance or rejection.

### **2.14. Disqualification**

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will be a disqualification.

## **3. BACKGROUND**

### **3.1. Introduction**

Co-operative Banks come under three tier of Short Term Cooperative Credit Structure (STCCS). Following table shows the brief description of STCCS of state of Uttar Pradesh.

#### **i. Three tier Cooperative Credit Structure**

Apex Bank	UPCB	27- Branches 23– Pay Offices 12 – Regional Offices
Central Bank	DCCBs	50 – DCCBs 1260 –Branches
PACS	PACS	7479

### **3.2. About U.P. Co-operative Bank Ltd.**

Uttar Pradesh Co-operative Bank Limited (UPCB) established in 1944 is the apex bank of 3 tier Short Term Cooperative Credit Structure (STCCS) in the State. Beside the State Government 50 district Cooperative Bank and 10 Apex Cooperative bodies is its member. It is a Scheduled Bank. The Bank has 62 offices which includes 27 Branches, 23 pay offices and 12 regional offices (RO). In addition the Bank also regulates The Cadre Authority of the secretaries/senior managers of district cooperative banks and secretaries of primary agricultural credit cooperative societies. The main objective of the bank is to exercise fiscal discipline over district/central cooperative banks, given them professional advise as also to play the role of a balancing center. This apex bank, besides its own financial resources, obtains loans on concessional interest rates from NABARD and through district cooperative banks extends refinance facilities for short term and medium term loans for agricultural production and other allied works. The bank besides agricultural production, extends financial assistance to agriculture-based large and medium processing industries like sugar factories, spinning mills, rice mills, oil mills, vegetable oil mills, solvent extraction plants, cottage industries, cold storage, handloom, agriculture, rural development banks, cooperative housing society, marketing federation, sugar cane society, State Sugar Mills Corporation and NAFED.

#### **4. REQUIREMENTS**

##### **4.1 Objective of the Proposal**

Awarding contract for Comprehensive AMC and Networking Support of Computer Systems ,Printers and other Peripherals installed at Uttar Pradesh Cooperative Bank Ltd. (UPCB), Head Office, Lucknow through Tender document, but not limit to.

##### **4.2 Broad Scope Of Work**

**4.2.1** Uttar Pradesh Cooperative Bank Limited requires comprehensive on-site maintenance and networking support for Computer system, Printer and other peripherals installed at Head Office. The equipment should be maintained in good working order and the AMC vendor should correct any faults and failures in the equipment. As per schedule of requirement Annexure VIII.

The Company shall provide a stationed engineer/ service support personnel at Head Office on all working days during office hours through the contract period. Any change in the technical service personnel shall be promptly informed to the bank.

**4.2.2** AMC vendor shall repair or replace worn or defective parts as per our requirements stated in this document without charging anything extra to the bank other than the comprehensive AMC charges.

**4.2.3** The selected L1 bidder will be awarded AMC contract to provide maintenance services for specified Computer Systems, Printers and other Peripherals located in UPCB, H.O, Lucknow for 2 years, further if services are satisfactory then AMC agreement can be extended upto 3 years on mutual basis.

#### **5. Selection Criteria**

**5.1** The firm should be experienced in computer support services field for at least 3 years.

**5.2** The firm should be currently engaged in similar AMC contract with a minimum of two



banks or financial institutions or government offices in Uttar Pradesh. Self-attested copies of work order to be submitted in this regard along with contact details of the firms for our verification.

- 5.3** The firm should not have been blacklisted by any Govt. Department or Public Sector Undertaking. Also, the firm should not have any adverse records with other banks or our bank.
- 5.4** The firm should have Income Tax PAN, TIN No, GST No. (Self-attested copies of pan card, TIN No, GST No and latest Income tax return to be submitted)
- 5.5** The firm should have a permanent office & service support center in Lucknow. Proof of existence for service centers and man power details with phone number should be attached for our verification.
- 5.6** The Agency must have more than or equal to average turnover of 25 Lakh (Rupees Twenty Five Lakh only) per annum during the last three Financial Years 2016-17,2017-18 & 2018-19.The Agency is required to furnish self-attested and legible copies of Complete Audited Balance Sheets and Profit/(Loss) Statements along with its all Schedules/Annexure for the last three Financial Years 2016-17,2017-18 & 2018-19 and also the Income Tax Returns (ITRs) related to these years.
- 5.7** The Vendor should have executed at least two orders each of Rs.2 lakhs or above for AMC for maintenance of computer hardware and peripherals during the last three years. (The value of the work orders should be calculated on the basis of value paid for maintenance of servers, PCs, notebooks and peripherals).These Work Orders must be supplemented by satisfactory certificates issued by the concerned agency
- 5.8** The vendor should have the capabilities to handle AMC for all brands and makes of computer systems, Printers and other peripherals including networking support. The vendor should be able to provide AMC for all hardware items and support for Operating Systems/ Systems Software.

## **6. EVALUATION OF THE eBIDS**

The evaluation of the eBids shall be carried out by the Committee of Uttar Pradesh Cooperative Bank Ltd. in following two stages - First stage – the Technical eBids Evaluation and the Second Stage – the Financial eBids Evaluation:

### **FIRST STAGE – TECHNICAL eBIDS EVALUATION**

The eBids will summarily be rejected as being non-responsive in any or all of the following cases:-

- 1. Technical eBids not accompanied with the requisite Bid Processing Fee Rs.2360/- (Rupees Two Thousand Three Hundred Thirty six Only) and/or Earnest Money Deposit (EMD) of Rs 25000/(Rupees Twenty Five Thousand only) - or un-signed or incomplete/unfulfilled Annexure I to Annexure VIII of the Technical eBids.
- 2. Technical eBids without accompanying the Support Documents as specified in this Tender document.

3. The Bidding Company/Firm/Agency, which have not furnished the valid Service Tax Registration Certificate/GSTN.
4. The Bidding Company/Firm/Agency which have been blacklisted by any of the State/Central Govt /UT or their Government Departments/ Offices/ Undertakings/ Government Agencies/ Institutions (Self Declaration).
5. The Bidding Company/Firm/Agency tries to influence the Evaluation Committee or any Member thereof.

## **SECOND STAGE – FINANCIAL eBIDS EVALUATION**

The technical bids which qualified is eligible for opening of financial e-bids.

The Financial eBids quoted will be evaluated separately for Scope of Work/ Schedule of Requirements of the Bank (as specified at Annexure B) of the Tender document.

Bidders should quote their price Item-wise for all the items mentioned in the Schedule of Requirements given in the Tender document. The Financial quotes for all the items shall be clubbed together as a single lot and their Total Price shall be considered as the Financial Quote against that particular Scope of Work/ Schedule of Requirements and such Total Price shall be considered for evaluation for the Lowest Price and not the Items-wise lowest price quoted by the bidders.

### **7. Technical Bid**

Firms meeting the eligibility criteria as described in the following sections will be considered for evaluation. The Bank reserves the right to change or relax the eligibility criteria to ensure inclusivity.

Format for Technical Bid:

The Bid must be made in an organized and structured manner in the following form:

- a. Index
- b. Fee Details: Includes scanned copies of UTR No. for Tender Document Fee Rs.2000/- (Rupees Two Thousand Only) and Earnest Money Deposit (EMD) of Rs 25000/- (Rupees Twenty Five Thousand only)
- c. Proposal Submission Form(Annexure I)
- d. General Details of the Bidder ( Annexure II)
- e. Checklist( Annexure III)
- f. Documentary evidence towards proof of eligibility criteria.
- g. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the TENDER for last three financial years.
- h. Proforma for details of service engineers(Annexure IV)
- i. Letter of Indemnity (Annexure V)
- j. Agreement (Annexure VI).

- k. List of Reference (Annexure VII)
- l. Schedule of Requirement (Annexure VIII)
- All the relevant pages of the proposals (except literatures, datasheets and brochures) are to be numbered and signed by authorized signatory on behalf of the Bidder. The number should be a unique running serial number across the entire document.
  - It may be noted that all queries, clarifications, questions etc., relating to this 'Tender Document', technical or otherwise, must be in writing only and should be to the nominated point of contact. The Respondent should provide their E-mail address in their queries without fail.
  - The bidder will submit an undertaking specifying that the bidder has obtained all necessary statutory and obligatory permission to carry out project works, if any.

### 7.1 Minimum Eligibility Criteria

The Bidders required meeting the following 'minimum eligibility criteria' and provide adequate documentary evidence for each of the criteria stipulated below:

**Eligibility criteria for the bidders are as under**

S.no	Criteria	Documents	Please tick	Page No.
1	The bidder should be a registered firm/ company and should have been in-operation.	Copy of the Registration/ certificate of commencement of Business	Yes/No	
2	The firm should have Income Tax PAN, TIN No, GST No. (Self-attested copies of pan card, TIN No, GST No to be submitted)	Copy of certificate	Yes/No	
3	Audited Balance sheet for 2016-17,2017-18 & 2018-19	ITR copies to enclosed	Yes/No	
4	The Bidder should have a Positive Net Worth during the last three financial years.	Financial statements or certificate from Chartered Accountant to be submitted.	Yes/No	
5	The firm should be experienced in computer support services field for at least 3 years.	Copies of work order to be enclosed	Yes/No	
6	The Vendor should have executed at least two orders each of Rs.2 lakhs or above for AMC for maintenance of computer hardware and peripherals during the last	Copies of work order to be enclosed	Yes/No	

	three years.			
7	The firm should be currently engaged in similar AMC contract with a minimum of two banks or financial institutions or government offices in Uttar Pradesh	Copies of work order to be enclosed	Yes/No	
8	The firm should have a permanent office & service support center in Lucknow	Supported by documentary evidence.	Yes/No	
9	The Bidder should not have been blacklisted by any PSU Bank/ UP Government.	Self-certification	Yes/No	
10	Tender Document Fees	Rs.2360/- (Rupees Two Thousand Three Hundred Thirty Six Only) To be submitted through NEFT/RTGS Account Detail: Beneficiary Name:U.P Co-operative Bank Limited Bank Name: U.P. Co-operative Bank Limited Account No: 010001000000652 IFSC Code:UPCB0000100	Yes/No	
11	Earnest Money Deposit (EMD)	Rs 25,000/- (Rupees Twenty Five Thousand Only) To be submitted through NEFT/RTGS Account Detail: Beneficiary Name:U.P Co-operative Bank Limited Bank Name: U.P. Co-operative Bank Limited Account No:0100527500000001 IFSC Code: UP CB0000100	Yes/No	
12	Capabilities to handle AMC for all brands and makes of computer systems, Printers and other peripherals including networking support	Self-certification	Yes/No	

## **8. Terms and Conditions**

### **8.1 Special terms and Conditions**

#### **8.1.1 Call Coordinator**

- i. There should be single person of contact for our BANK to inform down calls and lodge complaints. This person should be a staff of the firm/company and should be reachable over phone and email provided by the company. This person will be known as “Call coordinator” throughout this document.
- ii. Call coordinator should have sufficient experience in Hardware, Networking and Operating Systems troubleshooting field and capable of communicating with the BANK staffs in fluent Hindi.
- iii. Call coordinator shall lodge down-calls as informed by bank and provide a unique docket number for each case. They need to coordinate with their field team to rectify the complaints as per TAT prescribed by the bank, failure of which will attract penalties as mentioned in this Tender document.
- iv. Call coordinator shall 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 are closed only after the required maintenance activities are fully completed.
- v. Call coordinator needs to be well versed with complete procedure to follow in installation of bank’s systems.

#### **8.1.2 Lodging Complaints**

- i. The bank official who is informing the company about the complaint shall be termed “bank contact person”. Bank contact person will inform the complaint details to the call coordinator through email or telephone. The case should be acknowledged and unique docket number to be provided to the concerned immediately.
- ii. If bank lodges complaint pertaining to an item which is not under your AMC should not be refused and need to be attended by the vendor as per Schedule of requirements.
- iii. No amount of remote diagnosis or telephonic support shall be used in response to our complaints. Field team should be promptly assigned to visit the location and rectify the complaint.
- iv. It should be ensured by the vendor that no call is getting closed without confirmation from ‘bank contact person’ as to their satisfaction in the resolution offered. Call coordinator should keep these records for future reference.
- v. Any complaints which 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.

### **8.1.3 Working Days and Hours**

- i. The term “working days” throughout this document would mean all days except Sundays and public holidays as notified from time to time by Govt. of Uttar Pradesh and the term “working hours” would mean the time during 10AM to 6 PM on working days.
- ii. Any work which is pending after working hours should be completed on the immediate next working day. Else it will be treated as a case of non-attendance of complaint for penalty purpose.
- iii. Call coordinator should intimate the bank contact person about the time of visit so that the equipment can be made available for servicing. Bank has the right to deny access if said timings are not adhered to. Same will be treated as a case of non- attendance of complaint for penalty purpose.

### **8.1.4 Maintenance Standards**

- i. Field team visiting our offices should be employees of the firm, the staff strength and posted locations are to be mentioned in your response to our TENDER.
- ii. All repair and maintenance services described herein shall be performed by qualified maintenance engineers who are completely familiar with the equipment which they are dealing with. They shall 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 call coordinator for any technical assistance.
- iii. Field team or any service team shall not unnecessarily contact our office to raise queries on service matters. Maximum concerns should be dealt by the call coordinator or competent alternative in the vendor company. However, the call coordinator may contact us for guidance on any matter which is not yet clarified.
- iv. For OS related issues in which formatting of hard disk is necessary, data backup should be done in advance and need to be restored as per satisfaction of the computer user after formatting. All peripheral equipment should be re-connected, tested and shared after installing the OS.
- v. During installation or repair of computers under AMC, all connected peripherals such as printers and scanners should be installed even if the said equipment doesn't come under your AMC. Installed printers should be shared on the network computers. However peripherals which are both in inoperable condition and not under your AMC may be excluded.
- vi. Vendor should ensure that disks / pen drives used by their engineers during repair / maintenance should be free from any computer virus or malware. In case it is conclusively proved that a computer has been infected through the said means, the expenses incurred by the bank for restoring the computer system and data will be recovered from the vendor by any suitable means.
- vii. Repair work for any faulty equipment shall be carried out at onsite basis. If such repair is unsuccessful, vendor may take the equipment to their 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.

- viii. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

#### **8.1.5 Necessary Reinstallation, Upgradations and Patches**

- i. At any point of time, Bank may at its discretion decide that certain computers should be formatted due to malware, disk space issues, security threat or incompatibility of software. Bank will raise call for Formatting and Reinstallation and such requests should be fulfilled as part of Comprehensive AMC. Formatting and subsequent reinstallation should be done in compliance with maintenance standards terms of AMC.
- ii. Other than during Preventive Maintenance (PM) visit, bank may require all computers to be patched urgently with specific OS and/or Antivirus patches, application updates or upgrades for specific software. Such requests should be fulfilled as part of Comprehensive AMC.
- iii. During periodic PM visits, all computers should be updated. Also latest copy of bank Software to be dumped in every computer as mentioned. This activity will be a part of PM visit and no additional charges will be applicable.

#### **8.1.6 Turn Around Time (TAT), Provision for Standby and Penalties**

Bank expects proper service support during contract period. The Hardware should be set right within 24 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute is provided by the vendor, penalty per day may be charged as under, maximum Rs. 1000.00 per case.

<b>S.</b>	<b>Item</b>	<b>Penalty Amount/Per Day</b>
1	Desktop	100.00
2	Printer	50.00

**The penalty may be recovered from the amount payable to the vendor by the Bank. The vendor can provide substitute equipment for a maximum of 15 days.** Penalties deducted by the bank from quarterly payment for lapses by the vendor as mentioned here will not be reimbursed at any circumstance.

#### **8.1.7 Escalation Details and Changes**

- i. Escalation matrix of company should be shared to the bank for escalating service related concerns.
- ii. The vendor shall promptly inform any changes in key persons of escalation, contact details or any other changes related to the company to the bank.
- iii. It will be the sole responsibility of the company to ensure that no activity pertaining to service support is hindered by the absence of any official. Company may ensure this by appointing sufficient alternate personnel at each level of escalation and informing us.

### **8.1.8 Coverage of AMC**

- i. All parts including monitor, keyboard, mouse, connecting cables, power cords etc. but except consumables should be covered under Comprehensive AMC. If any part needs to be replaced to resolve complaints, the same should be replaced with equivalent or superior part which is compatible. Replacement should be done at no cost to the bank.
- ii. Cost of all spares and labor charges should be borne by the vendor under AMC.
- iii. List of available IT assets at our Head office in Lucknow are given in schedule of requirements. The vendor should go through the entire list and its configuration before quoting.  
No brand/model shall be excluded. The vendor should make available the spare parts of the same OEM or equivalent.
- iv. The list of assets provided is not exhaustive, additions or omissions to be made will be informed to you from time to time and the same should be incorporated in the AMC on quarterly basis. The vendor is required to maintain proper inventory of all assets.
- v. Vendor should not refuse to attend any down call which is lodged for a hardware item that is yet not included in your AMC. In such case, confirmation should be sought from BANK and if permitted, the item should be included in AMC from the current quarter. It may be included for the next due payment.
- vi. backup and re-installation of OS, installation of printers etc. In any case, the machine should be set right in the minimum possible time.
- vii. Configuring, Internet, CBS Software, Antivirus ,Printer etc. Attending and resolving Operating Systems related issues, for hardware under Warranty/AMC, if possible.
- viii. Any other work assigned, related to Computer Hardware.

### **8.1.9 Inventory Of Spare Parts**

The vendor shall maintain onsite an inventory of spare parts which should include at least the following :-

- a. One complete Computer system ( i3 desktop)
- b. CD-ROM – 2
- d. Keyboard – 5
- e. Mouse - 5
- f. SMPS – 5
- h. Deskjet printer -1
- j. Laserjet printer – 1

### **8.1.10- Onsite Support**

- i. The firm shall have to depute one dedicated engineer /service support personnel on site.



#### **8.1.11 Quarterly Preventive Maintenance**

- i. **Preventive Maintenance (PM) should be done for all the assets covered in this AMC contract once in every quarter.** Service personnel should visit the BANK atleast once in 75 days for preventive maintenance during BANK working hours in addition to fault-repair calls. Gap between two consecutive PM for a BANK should not be more than 75 days. Such visits shall be free of cost during AMC. Fault repair calls will not be treated as PM visit.
- ii. All equipment should be serviced using appropriate method for failure free operation. Sufficient spares such as power/VGA cables, optical mouse, USB keyboard, SMPS, etc. shall be carried by service personnel to provide immediate replacement for faulty items.
- iii. Complaints should be lodged for making good all hardware items under your AMC which are found to be not in working condition during PM visit without need for any call to be raised from the bank's end.
- iv. Preventive Maintenance certificate in the prescribed format to be duly filled with all details and handed over to the BANK after PM activity. Consolidated copies of Quarterly PM reports duly attested by DEPARTMENTS OF HEAD OFFICE official for all section should be submitted by the vendor to bank.

#### **8.1.12 Payment Terms**

- i. Bank will make payment for AMC services as per the rates finalized in the tender process. These rates will be frozen during the contract period as per Tender document terms and conditions.
- ii. AMC Payment will be done on quarterly basis at end of each quarter. No advance payment will be done in any case.
- iii. Vendor should submit the payment request along with invoice, soft copy of comprehensive asset details as per our format, bank account beneficiary details and one copy each of PM reports. Payment will be done through electronic fund transfer to the bank account number provided by you.
- iv. Payment will be subject to the provision of tax deductions.
- v. Bank has the right to deduct penalties from the payment as per provisions in term 8.1.6.

#### **8.1.13 Signing of Contract**

- i. If the bank decides so, the vendor which is awarded with the AMC work order will have to execute an agreement with the bank for Comprehensive On-site Annual Maintenance Contract at the approved rates and it shall be signed by authorized signatories of both parties on a stamp paper having value of Rs.200. Vendor has to execute the contract at their own cost.
- ii. In the absence of any formal contract, the copy of work order, the Tender document and other related documents will be treated as contract.
- iii. Bank may terminate the contract by giving 30 days advance written notice without citing any reason whatsoever. In such case, payment will be appropriated till the date of termination

of contract and vendor will not be eligible for payments for the remaining period.

#### 8.1.14- List of Assets for AMC

Below are the types of products, their indicative numbers and make/model which are to be covered. Note that vendor will be not allowed to exempt any make/model from AMC coverage.

S.No	Items	Quantity
1	Lenovo-Thinkcentre Core 2Duo E7500,2.93 GHz, 2 GB RAM, 250 HDD, TFT Monitor, Keyboard, Mouse	30
2	Lenovo-core i3, 4 GB RAM, 500GB HDD, TFT Monitor, Keyboard, Mouse	23
3	HP Compaq, Core 2 Duo 2.2 GHz, 1 GB Ram,160 GB HDD, Monitor, Keyboard, Mouse	1
4	Lenovo Dual Core,2.53 GHz, 1 GB RAM, 160 HDD, Monitor, Keyboard, Mouse	1
	Total	55
	<b>Printer</b>	
1	HP Laserjet 1320	1
2	HP Laserjet 1022	1
3	HP Laserjet 1022 Plus	1
4	HP Laserjet 1020	2
5	HP Laserjet 1020 Plus	15
6	HP Laserjet 1536 DNF	1
7	HP Laserjet M226 DN	1
8	HP Laserjet 1600 DN	1
9	HP Laserjet P1008	1
10	Samsung Spectrum M2876D	2
11	HP Color jet 4645	1
12	HP Laserjet 1007	1

13	HP Laserjet Pro M706N	1
14	HP Laserjet 1606DN	1
15	Lipi Passbook printer	1
	Total	31

The Bank reserves the right to alter the hardware quantities mentioned in offer. The bank also reserve the right to add or delete one or more item from the list of items specified in offer.

## **8.2 General Terms and Conditions**

### **8.2.1 VALIDITY OF CONTRACT**

- i. The contract and the rates will initially be valid for a period of Two year from the date of execution of agreement/start of service whichever is earlier.
- ii. Upon expiry of the period of contract, the same may be renewed for a further period upto 3 Years and upon such terms and conditions as may be mutually acceptable to the Bank and the Bidder.
- iii. If the bidder desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

### **8.2.2 PERFORMANCE SECURITY**

- i. Within 10 days of the Vendor receipt of work order, the Vendor shall furnish a Performance Security in the form of a Bank Guarantee for an amount equivalent to 10% of the contract/work order value issued by a schedule Bank from its branch in Lucknow .
- ii. The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Vendor's failure to complete its obligations under the contract.
- iii. The Performance Bond will be discharged by the Purchaser after completion of the Vendor's obligations including any warranty obligations under the contract.

### **8.2.3 SUB-LETTING**

The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the Purchaser.

### **8.2.4 LIQUIDATED DAMAGES**

- i. The date of the delivery of the services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed no later than the dates specified therein. Extension in delivery period will not be given except in exceptional

circumstances. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the indenter, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.

- ii. In case the Vendor fails to provide services against the purchase order, the same shall be procured from other Vendor at the cost and risk of the Vendor and the excess money will be recovered from any dues of the party.
- iii. For late delivery of services, as liquidated damages, a sum equal to 2% of the price of any services not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Vendor. The Purchaser also reserves the right to cancel the order in such cases and forfeit the EMD/Performance Bank Guarantee and may also debar the Vendor for future purchases.
- iv. LD can be recovered from any dues of the Vendor.

#### **8.2.5 ARBITRATION**

- i. In the event of any dispute arising between Bank and the Vendor in any matter covered by this contract or arising directly or indirectly there from or connected or concerned with the said contract in any manner of the implementation of any terms and conditions of the said contract, the matter shall be referred to the Chairman & Managing Director, UPCB who may himself act as sole arbitrator or may name as sole arbitrator an officer of UPCB notwithstanding the fact that such officer has been directly or indirectly associated with this contract and the provisions of the Indian Arbitration Conciliation Act, 1996 shall apply to such arbitration. The Vendor expressly agrees that the arbitration proceedings shall be held at Lucknow.
- ii. The proceedings of arbitration shall be in English language:
- iii. In case any Vendor wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Lucknow shall have the Jurisdiction.

#### **8.2.6 APPLICABLE LAWS**

This contract shall be interpreted, construed and governed by the laws of the Republic of India and the parties hereby submit to the exclusive jurisdiction of the Court at Luck now and to all Courts at Lucknow having jurisdiction in appeal there from. Any dispute in relation to the contract shall be submitted to the appropriate Court of the Republic of India for determination. The parties to the contract shall continue to fulfill their respective obligations under the contract during the currency of the contract pending the final decision of the Court.

#### **8.2.7 FORCE MAJEURE**

Neither PARTY SHALL BE liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure. Act of God, or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The parties shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall insofar as may be practicable under the circumstances complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned events shall preclude THE VENDOR from

meeting any or all of its obligations hereunder, for a period of more than 3 months, from the date of occurrence of such event, it shall be open to either party to rescind this contract by giving 1 month's notice.

## **8.3 Other Terms and Conditions**

### **8.3.1 Adherence to Terms and Conditions**

The bidders who wish to submit responses to this 'Tender Document' should note that they should abide by all the terms and conditions contained in the 'Tender Document'. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process. A line of confirmation to this effect is required along with Technical Proposal.

### **8.3.2 Other Terms and Conditions:**

'UPCB' reserves the right to:

- Reject any and all responses received in response to the 'Tender Document'
- Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
- To negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time.
- Extend the time for submission of all proposals.
- Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality).
- Select the next most responsive bidder if negotiations with the bidder of choice fail to result in an agreement within a specified time frame.
- Share the information/ clarifications provided in response to 'Tender Document' by any bidder, with any other bidder(s) /others, in any form.
- Cancel the 'Tender Document' / Tender at any stage, without assigning any reason whatsoever.

**Professionalism:** The Bidder should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

**Adherence to Standards:** The Bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities.

The 'UPCB' reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

**PROPOSAL SUBMISSION FORM**

To,  
The Managing Director,  
U.P. Cooperative Bank Limited,  
2M G Marg Hazratganj,  
Lucknow 226 001  
Dear Sir

Ref: Submission of e-Bid against your **e-Bid Reference No: UPCB/AMC/2020-21/01**

1. Having examined the e-bid document, we, the undersigned, herewith submit our response to your **e-bid reference No. UPCB/AMC/2020-21/01** for providing Maintenance Services to UPCB in full conformity with the said e-bid document.
2. Our proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
3. We would like to declare that we are not involved in litigation with any Central/State/UT Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
4. We hereby declare that we have not been blacklisted by any of the State/Central Govt/UT or their Departments/Offices/Undertakings/ Government Agencies/ Institutions.
5. We declare that any Central/State/UT Government Department/Office/Organization/ Institution etc have not charged us with any fraudulent activities.
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will indulge in bribery or any prohibited acts and behavior and we shall be responsible for any such acts.
7. 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."
8. We understand that UPCB is not bound to accept any or all the e-Bids received in response to this e-bid.
9. In case we are selected by the UPCB as Maintenance Services providing Agency, we shall provide full assistance/co-operation required by UPCB officials for performing their auditing and inspection functions. We understand that our non-cooperation for the same shall be ground for termination of services.
10. We agree to abide by all the terms and conditions of the e-bid document and also all the terms and conditions of the Contract that will be issued by UPCB in case we are awarded the contract by the UPCB for the Annual Maintenance Services.

Regards,  
Yours sincerely

Authorized Signature:  
Name and Title of Signatory:

Seal of Bidder Company

## ANNEXURE -II

### TECHNICAL PROPOSAL SUBMISSION FORM

#### Details of the Bidder.

- 1) Name and Address of the Firm/ Company
- 2) Registered Address of the Firm/ Company
- 3) Year of Formation / Incorporation
- 4) Local / Contact Address
- 5) Contact Person a) Name: b) Designation: c) Phone: d) Fax: e) Cell No: f) E-mail
- 6) Sales Tax, Service Tax Registration Number, Income Tax PAN number ,GSTN.
- 7) Name and address of Company
- 8) Brief description of the main and subsidiary business line of the company.
- 9) No of Years of Experience of the company in AMC business.
- 10) Company's financial indicators for the last 3 years.

Particulars	FY2016-17	FY2017-18	FY 2018-19
Net Profit			
Total Turnover			
Revenue earned AMC business			

**ANNEXURE-III****Checklist** The following documents/items are enclosed –

<b>S.no</b>	<b>Criteria</b>	<b>Documents</b>	<b>Page No (In Bid Document)</b>	<b>Please tick</b>
1	The bidder should be a registered firm/ company and should have been in-operation.	Copy of the Registration/ certificate of commencement of Business		Yes/No
2	The firm should have Income Tax PAN, TIN No, GST No. (Self-attested copies of pan card, TIN No, GST No to be submitted)	Copy of certificate		Yes/No
3	Audited Balance sheet for 2016-17,2017-18 & 2018-19	ITR copies to enclosed		Yes/No
4	The Bidder should have a Positive Net Worth during the last three financial years.	Financial statements or certificate from Chartered Accountant to be submitted.		Yes/No
5	The firm should be experienced in computer support services field for at least 3 years.	Copies of work order to be enclosed		Yes/No
6	The Vendor should have executed at least two orders each of Rs.2 lakhs or above for AMC for maintenance of computer hardware and peripherals during the last three years.	Copies of work order to be enclosed		Yes/No
7	The firm should be currently engaged in similar AMC contract with a minimum of two banks or financial institutions or government offices in Uttar Pradesh	Copies of work order to be enclosed		Yes/No
8	The Bidder should have its own Repair Centre situated in Lucknow.	Supported by documentary evidence.		Yes/No
9	The Bidder should not have been blacklisted by	Self-certification		Yes/No



	any PSU Bank/ UP Government.			
10	Tender Document Fees	Rs.2360/- (Rupees Two Thousand Three Hundred Thirty Six Only) To be submitted through NEFT/RTGS Account Detail: Beneficiary Name:U.P Co-operative Bank Limited Bank Name: U.P. Co-operative Bank Limited Account No: 010001000000652 IFSC Code:UPCB0000100		Yes/No
11	Earnest Money Deposit (EMD)	Rs 25,000/- (Rupees Twenty Five Thousand Only) To be submitted through NEFT/RTGS Account Detail: Beneficiary Name:U.P Co-operative Bank Limited Bank Name: U.P. Co-operative Bank Limited Account No:010052750000001 IFSC Code: UP CB0000100		Yes/No
12	Capabilities to handle AMC for all brands and makes of computer systems, Printers and other peripherals including networking support	Self-certification		Yes/No

**ANNEXURE- IV****Details of Service / Support centre and Technical staff**

(A) Detail of service/support centre directly owned by the company/firm in Lucknow

S. No.	Area	Address of service centre	Name and contact details of Centre head
1			
2			
3			

S. No.	Service Centre	Engineer Name	No. of years' experience with Firm	Mobile no.

**Date:**

**Signature**\_\_\_\_\_

**Name**\_\_\_\_\_

**Letter of Indemnity**

**The Managing Director,  
U.P. Cooperative Bank Ltd.,  
2-M.G. Marg, Hazratganj, Lucknow – 226001.**

Sir,

We refer to our quotation dated ..... for Comprehensive Annual maintenance of Hardware installed at UPCB, H.O. We, \_\_\_\_\_ (Company) hereby undertake to indemnify U.P. Cooperative Bank Ltd. and agree to protect and hold the Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc. The Bank undertakes to: (i) give prompt notice to the Vendor concerning the existence of the indemnifiable event; (ii) grant authority to the Vendor to defend or settle any related action or claim; and, (iii) provide, at the Vendor's expense, such information, cooperation and assistance to the Vendor as may be reasonably necessary for the Vendor to defend or settle the claim or action. Bank's failure to give prompt notice shall not constitute a waiver of the Bank's right to indemnification and shall affect the Vendor's indemnification obligations only to the extent that the Vendor's rights are materially prejudiced by such failure or delay. Notwithstanding anything to the contrary set forth herein, (i) the Bank may participate, at its own expense, in any defence and settlement directly or through counsel of its choice, and (ii) the Vendor shall not enter into any settlement agreement on terms that would diminish the rights provided to the Bank or increase the obligations assumed by the Bank under this Agreement, without the prior written consent of the Bank. If the Vendor elects not to defend any claim, the Bank shall have the right to defend or settle the claim as it may deem appropriate, at the cost and expense of the Vendor, and shall be entitled to deduct from payments to the Vendor such costs and expenses as may be incurred by the Bank provided however should the amount payable to the Vendor be insufficient to recover the expenses incurred by the Bank, the Vendor shall promptly reimburse the Bank for all costs, expenses, settlement amounts and other damages. In the event of any loss or damage on account of error in reconciliation, the Vendor shall be liable to the Bank for each such event and in respect of each occasion at which such event occurs. If the Bank is in a position to recover a part of or the entire amount of loss suffered by the Bank from its insurance claims and provided that the Vendor has reimbursed the Bank for the entire loss, the amount recovered by the Bank from the insurer shall be refunded to the Vendor. The Vendor is also liable to bear any losses for failure on part of the Vendor that bank or customer suffers owing to lapses in reconciliation or due to occurrence of any fraudulent transactions going unnoticed on account of reconciliation failure, security procedures or standards. The Vendor shall adequately compensate the bank for any loss occurred to the bank due to any system / procedure / service lacuna of the outsourced agency.

**Yours faithfully**

**(Authorized signatory and company stamp)**

**Full name and Designation of authorized signatory**

**DRAFT PROFORMA FOR AGREEMENT ON  
NON JUDICIAL STAMP PAPER OF RS 200/-  
AGREEMENT**

This agreement made between U.P. Cooperative Bank Ltd. having its Head Office at 2, M.G. Marg, Hazratganj, Lucknow-226 001. U.P. (hereinafter called "Bank") and M/s (name and address of vendor) (hereinafter called "Contractor or the vendor").

Whereas the BANK is desirous that Contractor/Vendor executes AMC - computers and Peripherals services as per tender document (hereinafter called "the Services") and the Bank has accepted the Bid by the Vendor for execution and completion of such services.

NOW THIS AGGREETMENT WITNESSETH as follows:

1. This contract will be valid for period ..... to ..... for hardware mentioned in Annexure VI of the tender document.
2. As on date of contract, the contract if valued of Rs. .... (In ..... words Rs.....) AMC charges.
3. Further, the number of hardware items may be increased or decreased during the perion of AMC which may be included of excluded from the list and the location of the equipment's may also be changed. The rate quoted will also be applicable for the items included or excluded during the AMC period.
4. Tender form no.- .....  
Technical and Commercial bids submitted by the vendor, AMC related order issued by bank, under which this agreement is signed shall be deemed to form and constred as part of this Agreement.

Authorized Signatory of "First Party"

Authorized Signatory of "Second Party"

Signature :

Signature :

Name and Address :

Name and Address :

Witness for "First Party"

Witness for "Second Party"

Signature :

Signature :

Name and Address :

Name and Address :

## ANNEXURE- VII

### LIST OF CUSTOMERS FOR REFERENCE

Details of at least ONE bank or financial institution or government offices in Lucknow in which you have provided similar AMC services. (Self-attested copies of work order to be submitted in this regard along with contact details of the firms for our verification)

SNo	Name and complete Postal Address of the Customer	Details of the services provided to the customer during last 3 years	Whether reference Letter enclosed
1			
2			
3			

(Enclose necessary documentary proof)

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

**ANNEXURE-VIII****SCHEDULE OF REQUIREMENT**

**Name of the Organization: - U.P. Cooperative Bank Limited, Head Office, 2 MG Marg,  
Hazratganj, Lucknow-226001**

S.No	Items	Quantity
1	Lenovo-Thinkcentre Core 2Duo E7500, 2.93 GHz, 2 GB RAM, 250 HDD, TFT Monitor, Keyboard, Mouse	30
2	Lenovo-core i3, 4 GB RAM, 500GB HDD, TFT Monitor, Keyboard, Mouse	23
3	HP Compaq, Core 2 Duo 2.2 GHz, 1 GB Ram, 160 GB HDD, Monitor, Keyboard, Mouse	1
4	Lenovo Dual Core, 2.53 GHz, 1 GB RAM, 160 HDD, Monitor, Keyboard, Mouse	1
	Total	55
	Printer	
1	HP Laserjet 1320	1
2	HP Laserjet 1022	1
3	HP Laserjet 1022 Plus	1
4	HP Laserjet 1020	2
5	HP Laserjet 1020 Plus	15
6	HP Laserjet 1536 DNF	1
7	HP Laserjet M226 DN	1
8	HP Laserjet 1600 DN	1
9	HP Laserjet P1008	1
10	Samsung Spectrum M2876D	2
11	HP Color jet 4645	1

12	HP Laserjet 1007	1
13	HP Laserjet Pro M706N	1
14	HP Laserjet 1606DN	1
15	Lipi Passbook printer	1
	Total	31
1	Networking Switch	6

Note : The above Quantity of Items in the Schedule of Requirements may vary at the time of signing of the Contract and The rate of AMC quoted will be taken as base for additional machines to be brought under AMC during the contract period, if decided by the bank.

### Sample Format for Quarterly PM Report

**Name of Section:**

**Date of Visit:**

<b>SN o</b>	<b>Company / Make</b>	<b>Asset ID / Serial Number</b>	<b>Working (Yes/No)</b>	<b>Antivirus Definition Date</b>
1				
2				
3				
4				
5				
6				
7				

**Signature of Official:**

**Section Seal:**



**Financial Bid Letter**

From:

(Registered name and address of the bidder.)

To:

**The Managing Director,  
The U.P Cooperative Bank Limited,  
Head Office,  
2, M.G. Marg, Hazratganj,  
Lucknow – 226001,**

Sir,

Having examined the bidding documents and amendments there on, we the undersigned,  
Bid  
to provide services/execute the works in conformity with the terms and conditions of the  
bidding document and amendments there on, for the following project in response to your  
Tender UPGB/AMC/2020-21/01 Dated.....

We undertake to provide services/execute the above project or its part assigned to us in  
Conformity with the said bidding documents for an estimated sum of  
Rs.....(Total  
bid Amount in words and figures with all taxes) in accordance with the schedule of prices  
attached herewith made by Uttar Pradesh Co-operative Bank Limited.

If our bid is accepted, we undertake to;

1. Provide services/ execute the work according to the time schedule specified in the bid document
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which Remain binding upon us during the entire bid validity period and bid may be accepted anytime before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive,  
nor to

Place:

Date:

Bidder's signature

Seal

**ANNEXURE- B****FINANCIAL BID**

**Name of the Organization:** - U.P. Cooperative Bank Limited, Head Office, 2 MG Marg,  
Hazratganj, Lucknow-226001

**Comprehensive AMC Service Rates for 2 Year**

<b>S No.</b>	<b>Product Type</b>	<b>Approx No of Units Under AMC (A)</b>	<b>Rate per Unit for AMC service for Two year (inclusive of all charges and taxes ) (B)</b>	<b>Amount (A) x (B)</b>
1	Desktop Computer (PC)	55	Rs.	Rs.
2	Printers	31	Rs.	Rs.
3	Switch	6	Rs.	Rs.
<b>Net Annual Payment for Comprehensive AMC Total=</b>				<b>Rs.</b>

**Total Cost for TWO Year :**

**In figures: Rs.** \_\_\_\_\_

**In words: Rupees** \_\_\_\_\_

Note:

1. The Total cost includes all taxes, GST, duties and levies.
2. Cost comparison will be on the basis of total cost of Net AMC calculated as explained above.
3. AMC will be paid on quarterly in arrear basis subject to satisfactory services rendered by the vendor.
4. The rate of AMC quoted will be taken as base for additional machines to be brought under AMC during the contract period, if decided by the bank.

**(Authorized signatory and company  
stamp)**

**Full name and Designation of authorized  
signatory**