

# **Part I (Technical Bid)**

## **TENDER DOCUMENT**

**FOR**  
**MPLS VPN Connectivity in**  
**Uttar Pradesh Cooperative Bank**  
**& District Cooperative Banks in the state of**  
**Uttar Pradesh**



**उत्तर प्रदेश कोआपरेटिव बैंक लि०**

**Tender Document No: COOP BANK/CBS/2012-2013/02**

**Issued to:**

**No. of pages**

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### **Instructionstothebidder**

U.P. Cooperative Bank Limited, Head Office 2 Mahatma Gandhi Marg Lucknow- 226001 on behalf of 15 District Cooperative bank invites sealed offers (technicaland financial) for selecting the ‘Service Provider for implementation of MPLS VPN Connectivity in UP CB and 15 DCBs across the State of Uttar Pradesh. The scopeoftheprojectisasdescribedinthis ‘Tender Document’.

The detailsofthetenderaregivenbelow:

Sr. No	Bid Reference No. :	
1.	Purpose	MPLS VPN Connectivity in Uttar Pradesh Cooperative Bank & District Cooperative Banks in the state of Uttar Pradesh
2.	Cost of Tender	Rs.5000/-(Five Thousand Only)
3.	Earnest Money Deposit (EMD)	Rs.1000000/-(Ten Lakh Only)  To be submitted as Demand Draft in favour of “Uttar Pradesh Cooperative Bank Limited”, payable at Lucknow.
4.	No. of Envelopes (Non window, sealed) to be submitted	Two (2) Envelopes  <b><u>Envelope 1 containing:</u></b>  1. Technical Bids  (Submit 1 hard copy and 1 soft copy in CD)  2. DD towards cost of tender & EMD.  <b><u>Envelope 2 containing:</u></b>  Financial bid (Only one bid to be kept).
5.	Last Date and time of submission	4 <sup>th</sup> March, 2013 (Monday); 4:00 PM
6.	Venue, Date and Time of opening of Bids, except Financial bids.	At 4:30 PM, on last date of bid submission,  U P Cooperative Bank Limited (Head Office) 9 <sup>th</sup> Floor, Meeting Hall Mahatma Gandhi Marg, Lucknow – 226001

7.	Pre-bid meeting	February 21st 2013 at 12:00 PM, U P Cooperative Bank Limited (Head Office) 9 <sup>th</sup> Floor, Meeting Hall Mahatma Gandhi Marg, Lucknow – 226001
8.	Response to clarification / pre bid meeting to be put on web site	February 27 <sup>th</sup> 2013
9.	Bid Validity	6 months from the last date of submission.
10.	Address for submission of Bids	The Managing Director U P Cooperative Bank Limited Mahatma Gandhi Marg, Lucknow – 226001
11.	Tender Document can be downloaded from	<a href="http://www.upcbl.in">www.upcbl.in</a>
12.	No of sites where connectivity is required	Approximately 529
13.	Estimated value for 3 years	Approximately Rs.5 Cr.
14.	Contact Persons :	
	<b>Name &amp; Designation</b>	<b>Phone</b>
	Mr. Pankaj Pandey Manager – IT U P Cooperative Bank Limited	09415530582
		<b>E-mail</b> pankajpandeyupcbtender@yahoo.com

Please note that all the information desired needs to be provided only in the form and formats specified in this Tender Document.

1. Response should contain only the desired information. Incomplete information in these areas may lead to rejection of bids.
2. UPCB reserves the right to change the dates mentioned above. Changes and clarification, if any, related to Tender Document will be posted on web site. Bidders must have close watch on website during the intervening period before submitting response to Tender Document.
3. Bidders must plan for presentation and site visit well in advance as UPCB will undertake the same immediately after submission of bids.
4. Bidders may please note that under no circumstances last date of submission of the bids will be extended by UPCB.

## GLOSSARY

<b>DC</b>	<b>Data Center</b>
<b>DR</b>	Disaster Recovery
<b>PoP</b>	Point of Presence
<b>CPE</b>	Customer Premises Equipment
<b>CoS</b>	Class of Service
<b>NOC</b>	Network Operation Center
<b>EMD</b>	Earnest Money Deposit
<b>OEM</b>	Original Equipment Manufacturer
<b>UPCB</b>	Uttar Pradesh Cooperative bank limited
<b>DCB</b>	District Cooperative bank
<b>Bank</b>	UPCB / DCB

# **1. Introduction and Disclaimers**

## **1.1. Purpose of Tender Document**

The purpose of Tender Document is to short list a Service Provider for providing MPLS VPN connecting all locations/offices of the Bank.

## **1.2. Information Provided**

The tender document contains statements derived from information that is believed to be relevant at the date but does not purport 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 BANK. Neither BANK 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. Neither BANK nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

## **1.3. Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, BANK 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 Documenter 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 BANK or any of its officers, employees, contractors, agents, or advisers.

## **1.4. 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 BANK, will be borne entirely and exclusively by the Respondent.

## **1.5. No Legal Relationship**

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

## **1.6. 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.

## **1.7. Evaluation of Offers**

Each Recipient acknowledges and accepts that BANK may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(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.

## **1.8. Errors and Omissions**

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

## **1.9. Acceptance of Terms**

A Recipient will, by responding to BANK for tender document, be deemed to have accepted the terms of this Introduction and Disclaimer.

## **1.10. Tender Document**

Recipients are required to direct all communications related to this Tender Document, through the Nominated Point of Contact person:

**Contact: Pankaj Pandey**

**Position: Manager (IT)**

**Email: [pankajpandeyupcbtender@yahoo.com](mailto:pankajpandeyupcbtender@yahoo.com)**

BANK may, in its absolute discretion, seek additional information or material from any respondents after the Tender Document 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 contact person, telephone, fax, email and full address(s) to ensure that replies to Tender Document could be conveyed promptly. If BANK, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then BANK reserves the right to communicate such response to all Respondents. BANK may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the Tender Document closes to improve or clarify any response.

## **1.11. Notification**

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

## **2. Background**

### **2.1.About Cooperative banks Short Term Cooperative Credit Structure (STCCS)**

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

#### **Three tier Cooperative Credit Structure**

Apex bank	UPCB	28 –Branches 39- Pay Offices 17 -Regional Offices
Central bank	DCCBs	50 –DCBs 1349-Branches
PACS	PACS	7479

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

Uttar Pradesh Co-operative Bank Limited established in 1944 is the apex bank of Cooperative Credit Societies 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 79 offices including 28 branches, 34 pay offices and 17 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 advice 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 Cooperative and NAFED.

#### **DCCBs**

There are 50 DCCBs in the state of UP. The main objective is to provide agriculture (STCCS) in form of cash and fertilizer inputs through their affiliated PACS. There are 1349 no of branches in the state with 7479 PACS affiliated to them. DCCBs mobilize their resources through deposits and by obtaining refinance from NABARD through APEX bank. They also exercise financial discipline over the affiliated societies and ensuring smooth flow of credit. The DCCBs also provide loans to diversified sectors e.g. Salary earner societies, sugar mills, consumer durables, personal loan, taxi loan etc... . The main aim of DCCBs is to keep their cost of fund at the minimum and earning from the interest at the highest to increase their financial margin. In

lack of computerization the DCCBs are not only losing their prime customers but as well as they are unable to implement the ALM system to take advantage of deregulated interest rate regime. In other words the management of funds is also being adversely affected.

## PACS

There are 7479 PACS in the state of UP. The PACS are lower tier of 3 tier STCCS delivery system. The main function of PACS is to provide crop loan to its member in form of cash & kind (Agriculture inputs). Their main source of fund is borrowing from DCCBs by which they are affiliated. They also take deposits from the members. They also act as purchase centre for various crops (Wheat, Paddy etc).

## 2.2. Present Setup

There are 50 DCCBs in the state of UP with its around 1349 branches and One Apex Cooperative bank at state level (UPCB) with its 28 branches. UPCB & 15 DCBs has been covered under CBS system. Each bank has its own Data centre thus 16 independent data centre are there in the state. Presently UPCB has connectivity of MPLS VPN with BSNL in its 12 branches covered under CBS and DCBs having leased line connectivity with BSNL.

At all locations/offices the LAN is based on Layer 2 switches. The switches used at all locations are unmanaged. All switches are property of BANK and are under Warranty/AMC with respective vendors.

## 2.3. Project Objectives (SCOPE of Work)

The minimum specified scope of work to be undertaken by the bidder is to be performed as per the terms and conditions mentioned in the different parts of this document, any further amendments issued in this regard and the contract to be signed by the successful bidder subsequently.

To provide MPLS VPN connectivity in UPCB & 15 DCBs (i.e. 16 Data Centre and 513 branches).

This service includes:

- a. Design and engineer MPLS connectivity for Uttar Pradesh Cooperative Bank Ltd.
- b. The bidder is also required to provide all necessary hardware for suitable connectivity as well as their installation and commissioning at the respective pops/branches (Recommended Router specification is mentioned at (Annexure VI).
- c. The data center (DCCB) connected on a minimum 4 Mbps MPLS VPN preferably on Fiber/RF. The bidder is required to quote for 4 Mbps MPLS VPN.
- d. The branch connected on a minimum 256 Kbps MPLS VPN.
- e. In future, when all the DCCBs will be covered in CBS, a dedicated bandwidth of 100 Mbps MPLS VPN will be required for core site and DR site separately as well from the dedicated port of ISP router. **The bidder is required to give a separate quote for these links**
- f. The service provider is expected to provide the MPLS VPN connectivity in the offices/Branches proposed to be opened in future also during the contract period at the same Financials.

The period of service will be for 5 years.

The Bidder [Service Provider] to upgrade bandwidth from the initial contracted value to higher/lower value based on operational requirements.

Bank expects the bidder to develop a detailed project plan for supply, installation and commissioning of the MPLS links for the Bank's Data Centre, DR-site and the branches/offices identified by the Bank on leased basis as mode of connectivity to connect our Data Centre.

Further the selected bidder should coordinate with the existing link service provider/equipment vendor for integration of their link with the existing communication equipment/links available in the sites. In case of any integration problem with the existing network / vendor, the selected bidder will be responsible for resolving the same.

The bidder is advised to carry out a complete site survey before the submission of the bid to ensure that the connectivity designed is as per the requirement of the TENDER DOCUMENT.

The bidder is also required to study the existing connectivity provided by BSNL as well as interfaces such as modems, cards etc. presently being used in the network and accordingly submit their bid.

The bidder would ensure that the connectivity provisioning does not violate regulations as laid by Govt. of India/TRAI in respect of such links /networks.  
The system shall be subjected to inspection at various stages.

### **Customer support**

i. The bidders shall be required to provide customer support system for 24x7x365 so as to address the complaints/provide any assistance as well as to provide the reports on daily, weekly, monthly and yearly on the availability of the circuits. The said support system shall be responsible for the following but not limited to:-

- a) Post implementation services
- b) Management of service level commitments
- c) Connectivity monitoring, management and reporting
- d) A help desk

ii. The bidder is also required to provide escalation matrix and shall depute a designated service account manager for this project who shall be acting as a nodal officer and shall be stationed at a central location preferably in the Core at Lucknow . The bidder is also required to depute one nodal officer at each DCCBs.

The selection process consists of three phases viz.

- 1) Minimum Eligibility Criteria.
- 2) Technical Evaluation and

3) Financial Evaluation. Evaluation Criteria proposed to be adopted would be based on Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Financial Bid Score a weightage of 30.

- a) It may also be noted that all the activities in the IT operation are subject to audit /inspection by both internal/external auditors/NABARD.
- b) Selected Bidder [Service Provider] must take same into consideration while delivering the desired services.

### **3. Instruction to Bidders**

The Bidder [Service Provider] is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

#### **3.1. Amendment to the bidding document**

- a) At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- b) The amendment will be posted on Banks website [www.bank.in](http://www.bank.in). [www.upcbl.in](http://www.upcbl.in)
- c) All Bidders [Service Provider] must ensure that such clarifications have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.
- d) In order to allow prospective Bidders [Service Provider] reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.

#### **3.2. Language of Bid**

The bid prepared by the Bidders [Service Provider], as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

#### **3.3. Documents Comprising the Bid**

- a) The bid consists of two bids viz., technical Bid and Financial Bid.
- b) Documents comprising the **TECHNICAL BID** as per **Annexure –I** (Hard & Soft Copy in MS Word). Any technical Bid containing price information will be rejected.
- c) Masked Price Bid listing all the components as listed in Financial Bid, without indicating the price as per **Annexure -V**.
- d) Soft copy of minimum eligibility criteria, technical bid and masked price bid.

- e) Documents comprising the **FINANCIAL PROPOSAL** should be:
1. Complete Financial bid as per **Annexure –IV**.
  2. Soft copy of Financial bid

Price bids containing any deviations or similar clauses may be summarily rejected.

### 3.4. Bid Currency

Bids to be quoted in Indian Rupee only.

### 3.5. Earnest Money Deposit (EMD)

- a) All the responses must be accompanied by a refundable interest free security deposit of Rs10,00,000/- (Rs. Ten lakh only), in the form of Demand Draft / Bankers Cheque in favour of “Uttar Pradesh Cooperative Bank limited” Bank of India” payable at Lucknow.
- b) Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- c) Request for exemption from Security Deposit will not be entertained.
- d) The EMD amount of all unsuccessful bidders would be refunded after the selection of successful bidder within 30 days
- e) The end of the bid validity period, including extended period (if any), Or; validity period need to decide by the bank
- f) Receipt of the signed contract from the selected Bidder.
- g) Successful Bidder [Service Provider] will be refunded the EMD amount only after submission of performance guarantee.
- h) The bid security may be forfeited:
  - a. If a Bidder [Service Provider] withdraws its bids during the period of bid validity
  - b. If a Bidder [Service Provider] makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
  - c. In case of successful Bidder [Service Provider], if the Bidder [Service Provider] fails to :
    - i. Sign the contract  
OR
    - ii. Furnish performance guarantee

### 3.6. Implementation schedule

Bidder [Service Provider] to implement MPLS VPN at all the locations within **9 WEEKS FROM THE DATE OF PURCHASE ORDER**.

- a) In the event of non-implementation at any locations/offices as proposed in the response to Tender Document, the Bidder [Service Provider] to provide temporary connectivity till the proposed connectivity is implemented. In parallel the Bidder to ensure that the proposed connectivity is provided within one month.
- b) In the event of non-provision of proposed connectivity even after extension period of one month, penalty at 1% of the annual value for the link will be charged for every weeks delay subject to a maximum of 10%.
- c) All cost towards providing temporary connectivity has to be borne by the Bidder[Service Provider].
- d) Exercise of signing of contract will be parallel activity. While both the parties will endeavor in quick signing of contract, Bidder [Service Provider] must stick to the schedule mentioned above irrespective of signing of contract

### 3.7. Performance Guarantee

The selected Bidder will be required to provide a 10% margin of the annual contract value as Performance Guarantee, in the form of bank guarantee from a scheduled Financial bank. The performance guarantee should be valid till at least three months period beyond the expiry of the annual contract period and for another 3 months for BANK to claim the amount from guarantor bank. The Guarantee is to be provided annually.

### 3.8. Period of Validity of Bids

- a) Prices and other terms offered by Bidders must be firm for an acceptance period of six (6) months from date of closure of this Tender Document.
- b) In exceptions circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

### 3.9. Format and Signing of Bid

- a) Each bid shall be in two parts:
  - i. Part I: Consists of TECHNICAL BID and Masked Financial Bid [price bids without any price].
  - ii. Part II: covering only the FINANCIAL BID
- b) The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- c) Any interlineations', erasures or overwriting shall be valid only if they are initialed by the person signing the Bids.

### **3.10. Sealing and Marking of Bids**

- a) The Bidder [Service Provider] shall seal the envelopes containing Technical and Financial Bid separately.
- b) The envelopes should be NON-WINDOW, each super scribed with “IMPLEMENTATION OF MPLS VPN –TECHNICAL BID / FINANCIAL BID ” as the case may be.
- c) Envelop shall be addressed to the Bank at the address given below:

**The Managing Director  
Uttar Pradesh Cooperative Bank Limited  
Head Office, 2 M.G.Marg,  
Lucknow-226001**

- d) All envelopes should indicate on the cover the name and address of bidder along with contact number.
- e) If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.

### **3.11. Deadline for submission of Bids**

- a) The bids must be received by the Bank at the addressed specified, no later than **4/03/2013**
- b) In the event of the specified date for the submission of bids, being declared holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- c) The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### **3.12. Late Bids**

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

### **3.13. Modification and/or Withdrawal of Bids:**

- a) The Bidder [Service Provider] may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.
- b) The Bidder[Service Provider] modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.
- c) No bid may be modified after the deadline for submission of bids.
- d) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its EMD.

- e) Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

### **3.14. Opening of Bids by the Bank**

- a) On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder [Service Provider] representatives.
- b) The Bidder [Service Provider] name and presence or absence of requisite EMD, Tender Document cost and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening. No bid shall be rejected at bid opening, except for late bids which shall be returned unopened to the Bidder.
- c) Bids that are not opened at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

### **3.15. Clarification of bids**

During evaluation of Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

### **3.16. Preliminary Examinations**

- a) The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/documents attached and the bids are generally in order.
- b) The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- c) Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from or objections or reservations to critical provisions, such as those concerning Bid security, performance security, qualification criteria, insurance, Force Majeure etc. will be deemed to be a material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. The Bank would also evaluate the Bids on technical and functional parameters including possible visit to inspect live site/s of the bidder, witness demos, bidders presentation, verify functionalities / response times etc.
- d) If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- e) The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

### **3.17. Bid Evaluation**

Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Financial Bid Score a weightage of 30.

Bank may waive off any minor infirmity or nonconformity or irregularity in abid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder

## **4. Service Level Requirement**

This SLA describes the Service Levels applicable to the MPLS VPN Service. Non-achievement of a Service Level may attract penalties, as set out in this SLA.

### **4.1. Definitions:**

As used in the context of MPLS VPN Service, the following words shall have the meanings defined in this Clause 2. Solely as used in the context of MPLS VPN Service, the words defined in this Clause 2 shall supersede any conflicting definition set forth elsewhere in the Agreement.

“**Class Of Service (CoS)**” means the standard of service which determines different prioritization of VPN traffic on the Bidders backbone and hence determines packet delivery guarantee.

“**CPE**”, means any router (including cables, connectors and software) supplied by service provider as part of the MPLS VPN Service and installed at locations. This also includes any other hardware installed for connectivity purpose.

“**Month**”, means a calendar month.

“**Normal Business Hours**” or “**NBH**” means BANK normal business hours, which are generally from 9:00 A.M. to 9:00 P.M., unless otherwise specified in the Agreement.

“**Outage**”, means the non-availability of the MPLS-VPN Service at a Location, which prevents BANK location from sending or receiving data using the MPLS-VPN Service.

“**PLR**” or “**Packet Loss Ratio**” means the ratio between the number of IP packets sent by source router and the number of packets actually received by the destination router. The Packet Loss Ratio is expressed as a percentage.

“**Site Availability**”, means the virtual communication link availability, expressed as percentage, between a Location and a PE Router to which the CPE Router disconnected, including Access Circuit and the part of service provider Network that provides connectivity for the Location.

“**Scheduled Maintenance**”, means maintenance scheduled by service provider to occur during low Network traffic basically after office hours to implement generic changes to, or generic version updates of, the Network.

“**SLA**”, means this service level agreement for the MPLS-VPN Service.

### **4.2. Service Level Agreement**

#### **Service Level Agreement**

- a) Successful Bidder shall depute designate Service Manager to function as a single point of contact. The said manager should be supported by team of numbers of trained network engineers each to maintain and manage the connectivity. The bidder shall provide the comprehensive plan along with the bid with regard to the manpower deployed.

b) The following service level shall be maintained by the successful service provider.

- i. For Core and DR site of 100 Mbps MPLS Link.  
The successful bidder shall sign a Service Level Agreement with UPCB to ensure an uptime of 99.5% for the link. If the uptime is found less than 99.5% and up to 98.5% for Core and DR sites then the amount equivalent to the  $((99.5\% - \text{Uptime}\%) * 2)\%$  for that quarter will be deducted from the total per annum cost of the bandwidth as penalty. In case, the uptime is found less than 98.5% and up to 90.5% then the amount equivalent to the  $(99.5\% - \text{Uptime}\%)^2\%$  for that quarter will be deducted from the total per annum cost of the bandwidth as penalty.
- ii. For DCCB of 4 Mbps MPLS Links.  
The successful bidder shall sign a Service Level Agreement with UPCB to ensure an uptime of 99% for the link. If the uptime is found less than 99% and up to 97 % forces, then the amount equivalent to the  $((99\% - \text{Uptime}\%) * 2)\%$  for that quarter will be deducted from the total per annum cost of the bandwidth as penalty. In case, the uptime is found less than 97% and up to 90% then the amount equivalent to the  $(99\% - \text{Uptime}\%)^2\%$  for that quarter will be deducted from the total per annum cost of the bandwidth as penalty.
- iii. For Branches of 256 Kbps MPLS Link.  
The successful bidder shall sign a Service Level Agreement with UPCB to ensure an uptime of 98% for the link. If the uptime is found less than 98% and up to 96 % for DCCBs, then the amount equivalent to the  $((98\% - \text{Uptime}\%) * 2)\%$  for that quarter will be deducted from the total per annum cost of the bandwidth as penalty. In case, the uptime is found less than 96% and up to 88% then the amount equivalent to the  $(98\% - \text{Uptime}\%)^2\%$  for that quarter will be deducted from the total per annum cost of the bandwidth as penalty.
- iv. The reports for the uptime should be provided by the successful bidder and shall be further validated by the UPCB. The responsibility of providing the necessary reports lies with the selected bandwidth of service provider.
- v. If the average of this weekly uptime for any site is found less than 96% for any four (4) consecutive week's period, then UPCB can take the penal action against successful bidder including but not limited to the revoking of the Performance Bank Guarantee. The report of each week should reach UPCB by the end of the next week.
- vi. During the period of the contract, the successful bidder will attend/rectify the defects at site within 1 hours in the case of the Core connectivity at Lucknow, for DCCB within 2 hrs and not later than 4 hrs at the branch level from the time/date complaints are reported to the successful bidder or its representatives on the help desk so established by the successful bidder for this purpose.
- vii. In case the reported problem is not resolved within 4 hours at such locations, the same shall be termed as nonperformance and the following penalties shall be imposed.

c) Availability / Uptime:

**S.N. Category Uptime**

1 Category 'A' 99%

2 Category 'B' 98%

For the first three months till the network is stabilized the availability / uptime for Category A should be 96%. Thereafter the same should be as specified above.

d) Class of Service [CoS]

1 Category 'A' Premium Real Time

2 Category 'B' Premium Real Time

3 Category 'C' Premiums Non Real Time

4 Category 'D' Businesses

Applicable only when Bank goes for Video Conferencing with CoS as Premium Real Time / Non Premium Real Time

SN	Class of Service	Max Jitter
1	Premium Real Time Traffic	<15 ms
2	Premium Non Real Time Traffic	<25 ms

e) Packet Loss [CPE to CPE]

**S.N. CoS Packet Loss**

1 Premium Real Time and  
Premium Non Real Time

<= 0.5%

2 Business <= 1%

f) Service Delivery [Implementation]: Maximum six weeks from the date of order.

g) Helpdesk facility: Dedicated toll free number, mail, portal for priority service.

h) Penalty Clauses for services

Compliance of service level requirement towards respective service category will be separately measured every month. Service provider will make all these information available using the SLA tool.

As mentioned in Tender Document all the locations have been classified under different categories based on business criticality. Shortfall in achieving SLA compliance will attract penalty and will be charged every quarter on the total payable for the quarter. The details of penalty calculation for various SLA parameters are mentioned below:

i) Availability / Uptime

During the entire contract period the Bidder should guarantee uptime during normal business hours as mentioned in SLA on monthly basis. Bank will impose penalty as given below:

### **i. Category 'A'**

#### **Uptime Penalty in % of Monthly Payment**

>= 99%	-	0
>= 99 to < 98	-	10
>= 98 to < 97	-	20
>= 97 to < 96	-	30

- The location is said to be down if both primary and backup link fails.
- In case one link is working fine and other link fails the failed link should be made operational within **8hrs**. In the event of non-operational of the link, penalty of Rs.1,000/- per each hour downtime will be levied.
- In case of both the links failure at DC, Lucknow, all locations/offices connected will be treated as down and penalty as defined for various categories will be applicable till the link is restored.

### **ii. Category 'B'**

#### **Uptime Penalty in % of Monthly Payment**

>= 98	-	0%
> 98 to < 97	-	10%
> 97 to < 96.5	-	20%
> 96.50 to < 96	-	30%

- The location is said to be down if both primary and backup link fails.
- In case one link is working and other link fails the failed link should be made operational within **8hrs**. In the event of non-operational of the link, penalty of Rs.500/- per each hour downtime will be levied.
- If network hardware fails the location is said to be down and penalty as given in the above table will be levied.

#### **Exclusions:**

- Down time due to following situations will not be considered for the purpose of penalty calculation.
- Schedule maintenance by the service provider with prior intimation subject to max 2 hrs in a month.
- Link down due to power failure at BANK location/office
- Force majeure events

#### **j) Service Delivery [Implementation:]**

In the event of non-provisioning of connectivity at any location/office even after extension of delivery date. Penalty at 1 % of the annual cost of the link will be charged for every week delay subject to maximum of 10%.

### Service Window

Network has to be made available 24 x 7 x 365. The service window for Bank's network link availability shall be as per the service window defined in table below:

Duration	Week Days	Timing Details
<b>PBH</b>	Monday to Sunday	00:00 Hrs to 23:59 Hrs

Response and Resolution time frame:-

Location	MTTA (Mean Time Taken to Attend)	MTTR (Mean Time Taken to Repair)
<b>Core/DR</b>	15 Min	1 Hr.
<b>DCCB</b>	30 Min	2 Hr.
<b>Branch</b>	45 Min	3 Hr.

### Network - Delay

Maximum network delay acceptable levels are:

Network Segment	Target Maximum Delay Time
Core/DR	90 milliseconds
DCCB	90 milliseconds
Branch	110 milliseconds

### **Penalty for Delay in Commissioning:**

The penalty for delay period in weeks and part thereof after the time frame

Mentioned above will be calculated as follows.

<b>Delay in Weeks Penalty</b>	<b>(% of Annual cost for the link)</b>
1	10%
2	20%
3	30%
4	40%
5 to 8	50%
9 to 12	70%
13 and above	90%

### 4.3. Disclaimer

In case service provider fails to achieve compliance level of services successively in two quarters or any three quarters in a financial year, BANK will reserve the right to re-look at the contract and redefine Service level agreement and penalty clauses to safeguard its interest.

## 5. Bid Evaluation Methodology

### 5.1. Introduction

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

To meet BANK's requirements, as spelt out in the TENDER DOCUMENT, the selected Bidder [Service Provider] must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by BANK, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by BANK is indicated below. The purpose of it is only to provide the bidder [Service Provider] an idea of the evaluation process that BANK may adopt. BANK reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and Financial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation BANK may seek specific clarifications from any or all the Bidder [Service Provider].

**It may please be noted that BANK reserves the right to reject any proposal in case name is found incomplete or not submitted in the specified format given in this Tender document.**

The details of 'Minimum Eligibility Criteria', provided by the vendor in its response to this

Tender Document, will be evaluated first, .The technical and Financial responses to this Tender Document will be considered further only for those vendors who meet the **Minimum Eligibility Criteria**. Vendors must provide their responses in the format given in **Annexure -I**.

### **Quality cum Cost Based System (QCBS)**

Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Financial Bid Score a weightage of 30.

The technical and Financial response evaluation will be based on the criteria described in section onwards.

## **5.2. Minimum Eligibility Criteria**

Proposals not complying with the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria.

- a) The respondent should be a registered company. Copy of registration certificate to be enclosed.
- b) The respondent should be in business for at least five years as on the date of this tender.
- c) The respondent should be a National Long Distance Service Provider or VPN service provider/ Basic Service operator having MPLS VPN network under license from GoI.
- d) Copy of license to be enclosed.
- e) The respondent should have a minimum average annual turnover of Rs. 500 crores over the last three (3) years i.e. 2009-10, 2010-11, 2011-12. If audited figures for FY-2012 are not available, provisional figures may be provided. **The Network Solution Provider should have a positive net worth in each of the last three audited financial years.(Proof: Annual Audited Financial Statements for 2009-10, 2010-11, 2011-12.**
- f) The respondent should have high redundancy MPLS based network backbone or MPLS backbone created using multiple service provider's fiber backbone [in redundant architecture covering at least 125 cities in India. The network should offer redundancy at all levels.
- g) The respondent should be able to provide MPLS VPN connectivity at all locations/offices of BANK.
- h) The respondent should have own last mile in at least 50 locations of BANK.
- i) The respondent should be capable of providing wired and wireless last mile.
- j) The respondent PoPs should have redundancy at all levels.
- k) The respondent should be capable of providing Manufacturer Authorisation Form from the OEM of Router.
- l) The respondent should have own NOC, mention details [location and address] of Primary and Backup NOC. The NOC should be operational for at least one year as on the date of this tender.
- m) The respondent must have experience in providing network connectivity to large
- n) National/international institutions spread across multiple states/regions in India. Details of the same to be provided.
- o) The respondent should have provided MPLS VPN services to at least three customers, with two customers having more than 25 sites and at least one customer with 50 or more sites [having PAN India presence]. Details of customers and project to be provided.
- p) Bidder must preferably be having its own service support centre setup in Lucknow with skilled resources from where this project can be managed and monitored.

Check-list for Technical Evaluation :

Sr. No.	Assessment Parameters	Vendor's Response(If required attach proofs)
1	Average Annual Turnover for the last three financial years. (2009-10, 2010-11 and 2011-12)	
2	Experience of carrying out WAN MPLS deployments of 100 WAN locations or more, in India	
3	Experience of running own NOC operations, with Monitored Device count more than 100.	
4	NI shall have valid Industry Standard Quality Certifications - ISO 27001, ISO 20000 & ISO 9001	
5	Geographical reach of NSPs Services (cities in which the service provider has MPLS coverage at the time of bidding) in UP	
6	Number of years, for which NSP(s) is providing MPLS Services, in India	
7	% of Sites being connected on own last miles	
8	Number of MPLS PoPs (Point of Presence including Base stations) for UP	
9	Detailed Deployment Approach and Methodology for Device Selection and Network Setup & Management	
	i. Solution Design	
	ii. Sizing & Scalability Methodology	
	iii. Deployment Plan & Methodology	
	iv. Operations & Maintenance Plan	

### 5.3. Evaluation of Technical Bids

Minimum Eligibility Criteria bids received from the Bidder [Service Provider] will be opened on the last day of the submission of bids (after stipulated time of submission) in the presence of representatives of the bidders who choose to be present as per the schedule stipulated by BANK. A detailed analysis will be subsequently carried out by BANK.

Based on responses to 'Minimum Eligibility Criteria', Bidder [Service Provider] will be shortlisted for technical evaluation further. The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid. Technical Bids receiving a RTS greater than or equal to a score of 70 (cut-off marks) will be eligible for consideration in the subsequent round. Vendor have to ensure that all the document mentioned in the Check list for technical evaluation is in line based on which evaluation will be done.

**Relative Technical Score (RSTech)** for each Bidder [Service Provider] will be calculated as follows based on above parameters:

$$\text{RSTech} = T / \text{Thigh} * 100$$

Where, RSTech = Relative score for Technical Bid of the vendor

T = Technical score obtained in the current bid

Thigh = Highest technical score out of all the bids obtained

**Note: If less than 3 bidders qualify as per above criteria (RSTech >= 70), BANK reserves the right to short list the top 3 bidders.**

### 5.4. Evaluation of Financial Bids

In this phase, the Financial Bids of the Bidders [Service Provider], who are technically qualified in Phase I, shall be opened. The Financial Bid should contain the total cost of all services, comprising of all items as mentioned in the TENDER DOCUMENT.

**Relative Financial Score (RSCom)** for each Bidder [Service provider] will be calculated as follows:

$$\text{RS Com} = \text{CLow} / C * 100$$

Where, RS Com = Relative score for Financial Bid of the vendor

C = Financial bid value of the current bid [as given in Annexure VI[D]]

CLow = Lowest Financial bid value as given in Annexure VI[D]] out of all the bids obtained

### 5.5. Final Selection of the Eligible Bidder

Total Relative Score (RS) obtained by each eligible Bidder [Service Provider] will be calculated as follows:

$$\text{RS} = \text{RS Tech} * 0.7 + \text{RS Com} * 0.3$$

The eligible Bidder [Service Provider] will be selected based on maximum Relative Score

(RS) obtained.

The Bidder [Service Provider] with the highest Relative Score (RS) will be selected and further discussions will be held for finalizing the contract.

## **6. Financial Terms and Conditions**

Bidders are requested to note following Financial terms and conditions for this project.

### **6.1. Cost of Tender Document:**

Price of the bid has been fixed at **Rs.5, 000/-**. Bidder has to necessarily deposit Rs. 5,000/- (Rs. five thousand only) in the envelope of ‘**Technical Proposal**’, in the form of Demand Draft / Bankers Cheque in favour of “**Uttar Pradesh Cooperative Bank Ltd**” payable in Lucknow. Any bid received without this shall be considered unresponsive and rejected.

### **6.2. Currency:**

The Bidder [Service Provider] is requested to quote in Indian Rupees (‘INR’). Bids in currencies other than INR may not be considered.

### **6.3. Price:**

- a) The Price quoted by the Bidder [Service Provider] should be **FLAT RATE** [i.e. should include all costs], per category and contracted bandwidth.
- b) The price should be uniform for all the years.
- c) The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc. However, applicable Service Tax will be paid on actual.
- d) The price quoted by the Bidder shall be fixed during the Bidder’s performance of the contract i.e. for a period of three years and extended if required by BANK.
- e) Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- f) Based on the contracted rates, BANK will place order annually after performance review of the previous year.

### **6.4. Validity of Bids:**

The prices and other terms offered by Bidder [Service Provider] must be firm for an acceptance period of six (6) months from date of closure of this Tender Document.

### **6.5. Delivery schedule:**

- a) Bidder [Service Provider] will implement IP MPLS VPN at all locations/offices **within SIX WEEKS from the date of the purchase order**.
- b) Exercise of signing of contract will be parallel activity. While both the parties will endeavour in quick signing of contract, Service provider must stick to the schedule mentioned above irrespective of signing of contract

## 6.6. Penalty:

Penalty charged towards *shortfall in achieving Service Level Requirement* during the contract period has been defined in chapter 4 – ‘Service level requirement’.

## 6.7. Acceptance:

The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalised after PO is issued. The network will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the Bank and the service provider.

## 6.8. Payment Terms:

- a) Bidder [Service Provider] will be paid in quarterly equal installments after the end of the quarter.
- b) Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty pertaining to the quarter.
- c) Payment of first installment will be released only after submission of performance guarantee.
- d) Payment for subsequent quarters will be made only after payment of previous quarters.

## 6.9. Payment in case of Termination of contract:

In case the contract is terminated payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

## 6.10. Insurance:

As all the delivered hardware will be owned by the Bidder [Service Provider] during the entire period of the contract, the service provider will take insurance for the entire network hardware items installed in the premises of BANK locations for the entire duration of the contract period against all risks.

## **7. General Terms and Conditions**

1. The Bidder [Service Provider] is expected to peruse all instructions, forms, terms and specifications in this Tender Document and its Annexure. Failure to furnish all information required in the Tender Document Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this Tender Document. Document in every respect may result in rejection of the proposal.
2. At any time prior to the deadline for submission of Bids BANK may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders [Service Provider], modify the Tender Document by amendment, which will be placed on the bank's website for information of all prospective Bidders.
3. All such amendment shall become part of the Tender Document and same will be notified on bank's website. The Bidders [Service Providers] are required to have a watch on bank's website for any such amendment.
4. Bidder [Service Provider] must take into consideration each and every line of this tender document while preparing technical and Financial proposal for the project. Bidder is requested to get any issue clarified by BANK before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. BANK will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
5. BANK reserves the right to extend the dates for submission of responses to this document with intimation on the bank's website.
6. BANK reserves the right to change the requirement specifications and ask for the revised bids or cancel the process without assigning any reasons.
7. As per scope of the project Bidder [Service Provider] is required to size the requirement of network hardware, link and associated software (IOS etc.) keeping in view of maximum bandwidth the link is supposed to support during the contract period in addition to the features as required. If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
8. Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.
9. Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.
10. Notwithstanding anything to the contrary contained in the contract, BANK shall beat liberty to invoke the Performance Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
11. On faithful execution of contract in all respects, the Performance Guarantee of the Bidder [Service Provider] shall be released by BANK.
12. These responses would be deemed to be legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected. Format of letter is given in.

13. Bidder [Service Provider] must deploy manpower having requisite qualification, experience, skill-set etc. for the project.
14. BANK reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of BANK, the information furnished is incomplete or the Bidder does not qualify for the contract.
15. The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this Tender Document, on endtoend solution basis.
16. The Financial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
17. By submitting a proposal, the Bidder [Service Provider] agrees to promptly contract with BANK for any work awarded to the Bidder [Service Provider]. Failure on the part of the awarded Bidder to execute a valid contract with BANK will relieve BANK of any obligation to the Bidder, and a different Bidder may be selected.
18. Any additional or different terms and conditions proposed by the Bidder [Service Provider] would be rejected unless expressly assented to in writing by BANK.
19. Time and quality of the service are the essence of this agreement. The Bidder [Service Provider] must strictly adhere to the delivery schedule of all the links at all locations/offices. Failure to do so will be considered as breach of the terms and conditions of the contract.
20. Termination Clause
  - a) BANK reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:
  - b) Bidder [Service Provider] fails to install and commission the links within the stipulated time as per contract or within any extension thereof granted by the Bank
  - c) Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
  - d) Bidder [Service Provider] fails to perform any other obligation(s) under the contract.
  - e) Any threat is perceived or observed on the security of bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
  - f) However either party, in the case of termination, will give 3 months notice to the other party.
  - g) The Bank may, at any time terminate the contract by giving written notice to the Service provide if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.
  - h) The required infrastructure for RF/ V-Sat connectivity will be provided by the respective branch locations. These facilities include Power, UPS back up, access to RF / V-Sat installation and earthing facility.

## 21. Letter of Competence

By submitting the 'Letter of Competence' as per the format given in Annexure -IX, the Bidder [Service Provider] undertakes that it is an expert, fully competent in all phases involved in the performance of the provisions of this Tender Document. The Bidder also acknowledges that BANK relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this Tender Document.

22. BANK shall release the payment to Service Provider as per the agreed payment terms mentioned in Financial terms and conditions.
23. BANK shall not be held liable for costs incurred during any discussion on proposals or proposed contracts or for any work performed in connection therewith.
24. Bidders are requested to be prepared to demonstrate, through presentations and/or site visits, as part of the final evaluation in accordance with the responses given for the identified requirements, within a short period after the last date of the submission of proposals. Accordingly, BANK will communicate a date and time to all Bidders. The Bidder will arrange such demonstrations, presentations or site visits at its own cost.
25. BANK may at its absolute discretion exclude or reject any proposal that in the reasonable opinion of BANK contains any false or misleading claims or statements. BANK has no liability to any person for excluding or rejecting any such proposal.
26. This Tender Document contains information proprietary to BANK. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees (of the prime Bidder) involved in preparing the requested responses. The information contained in the Tender Document may not be reproduced in whole or in part without the express permission of BANK.
27. Responses received become the property of BANK and can't be returned. Information provided by each Bidder will be held in confidence, and will be used for the sole purpose of evaluating a potential business relationship with the Bidder.
28. The Bidder shall be responsible for implementation of complete managed CPE toCPE MPLS VPN at all locations/offices within scheduled time frame as given in the Tender Document.
29. Bidder should have TL 9000 and ISO 27001 compliance. Thebidder must have been awarded with LOI/PO for MPLS connectivity in at least 3 Government Organization. Projects with order value > 5 Cr. The bidder shouldn't have been blacklisted by any Government organization.
30. No extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion ofBANK should entitle the Bidder to a reasonable extension of time, such extension may be considered but shall not operate to relieve the Bidder of any of his obligations. However, the bidder should ensure that some alternate mode of connectivity is provided at the locations/offices till the actual type proposed is implemented. BANK shall not be liable for any extra financial commitment due touch extension of time.
31. The bidder must be ready to accept the extension of the contract by a further period of maximum 6 (six) months or part thereof [after expiry of 3 years period] under the same terms and conditions, if so desired by BANK.
32. The Bidder [Service Provider] shall promptly notify BANK of any event or conditions, which might delay the completion of implementation work in accordance with the approved schedule and the steps being taken to remedy such a situation.
33. Bidder [Service Provider] shall indemnify, protect and save BANK against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting directly or indirectly from an act or omission of the Bidder, its employees, its agents, or employees of the consortium partners in the performance of the services provided by contract, infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project.
34. All Bidder [Service Provider] records with respect to any matters covered by this agreement shall be made available to BANK or its designees at any time during normal business hours, as often as BANK deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.
35. BANK reserves the right to verify, through its officials or such other persons as BANK may authorise, the progress of the project at the development/ customization site of the Bidder.

36. Any publicity by the Bidder [Service Provider] in which the name of BANK is to bemuse should be done only with the explicit written permission of BANK.
37. Bidder [Service Provider] should guarantee that the software and allied components used to service BANK are licensed and legal.
38. The Bidder [Service Provider] is obliged to give sufficient support to Bank's locations/offices in the event of non-availability of connectivity.
39. IPR Infringement  
As part of this project Bidder [Service Provider] will deliver different hardware / software[IOS]. If the use of any such software by / for BANK, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify BANK to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the conditions the claim relates to Software provided/used by-bidder/Service provider under this project.
40. Alternate Service Provider  
At any point during the contract, the Bank may engage alternate service provider for redundancy / Backup at existing locations. The Bank may also shift some of the locations to the new service provider if it feels that performance of existing service provider network at any location is not satisfactory. The service provider to assist the Bank in integration of the networks.
41. Limitation of liabilities  
Save and except the liability under clause no. 7.39 above, in no event shall either party be liable with respect to its obligations under or arising out of this agreement for consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other Financial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of Bidder / Service Provider, arising at any time shall not exceed the total contract value.
42. Force Majeure
- a) The Bidder [Service Provider] shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God roof public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of BANK either in fires, floods, earthquake, strikes, lock-outs and freight embargoes.
  - b) If a Force Majeure situation arises, the Bidder shall promptly notify BANK in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by BANK in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
  - c) In such a case, the time for performance shall be extended by a period(s) knotless than the duration of such delay. If the duration of delay continues beyond a period of three months, BANK and the Bidder shall hold consultations with each other in an endeavour to find a solution to the problem.

- d) Notwithstanding above, the decision of BANK shall be final and binding on the Bidder.

43. Resolution of Disputes

- a) BANK and the Bidder [Service Provider] shall make every effort to resolve amicably by direct informal discussion, any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal discussions, BANK and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed forum.
- b) The dispute resolution mechanism to be applied shall be as follows:
- c) In case of Dispute or difference arising between BANK and the service provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 by a Sole Arbitrator mutually agreed upon by the parties hereto, from a panel of three (3) arbitrators suggested by BANK.
- d) Arbitration proceedings shall be held at Lucknow, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- e) The cost and expenses of Arbitration proceedings will be equally shared and paid by the parties.
- f) The Contract shall be interpreted in accordance with the laws of the Union of India and the Parties agree to submit to the courts of Lucknow.
- g) No conflict between the Bidder and BANK will cause cessation of services. Only by mutual consent the services will be withdrawn.
- h) BANK reserves the exclusive right to make any amendments/ changes to or cancel any of the above actions or any other action related to this Tender Document.

## 8. Annexures

### Annexure –I(Technical Bid- Part A)

Following format has to be filled by the Bidder [Service Provider] and has to be submitted in a separate envelope along with softcopy and relevant documentary proof.

S.No.	Minimum Eligibility Criteria	Bidder's response
1	Name of the company	
2	Year of establishment	
3	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd /partnership/proprietary]	
4	Registration No. and date of registration. <i>Registration Certificate to be closed</i>	
5	Address of Registered Office with contact numbers [phone /fax]	
6	PAN No	
7	<b>Contact Details of Bidder authorized to make commitments to BANK</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Designation</li> <li>• Mobile No.</li> <li>• Fax No.</li> <li>• Mail Id</li> </ul>	
8	Annual Turnover(Amount in Rupees)  2011-2012      2010-2011      2009-2010	

9	<p>Networth as on FY ending</p> <p>2011-2012      2010-2011      2009-2010</p> <p><b><i>Audited/CA certificate of Balance sheet and Profit &amp; Loss accounts for last 3 years to be submitted.</i></b></p>	
10	<p>The respondent should be a National Service Provider VPN service provider / Basic Service operator having MPLS VPN network under license from GoI. <b><i>Copy of license to be enclosed</i></b></p>	
11	<p>The respondent should have high redundancy MPLS based network backbone <b>or</b> MPLS backbone created using multiple service providers fiber backbone in redundant architecture covering at least 125 cities in India. The network should offer redundancy at all levels.</p>	
12	<p>The respondent should be capable of providing wired and wireless last mile.</p>	
13	<p>The respondent should be able to provide MPLS VPN connectivity at all locations/offices of BANK.</p>	
14	<p>The respondent must have experience in providing network connectivity to large national /international banks / Financial institutions / organizations spread across multiple states/regions.</p>	
15	<p>The respondent should have provided MPLS VPN services to at least three customers covering multiple sites, preferably PAN India [two customers with more than 25 sites and at least one customer with 50 or more sites].</p> <p><b><i>Details of customers and project to</i></b></p>	

	<i>be provided.</i>	
--	---------------------	--

**Place :**

**Date :**

**Name and Signature with Seal**

**Note**

1. Bidder [Service Provider] response should be complete; Yes/No answer is not acceptable...
2. Documentary proof, sealed and signed by authorized signatory, must be submitted
3. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. BANK will not make any separate request for submission of such information.
4. Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.

**(Technical Bid- Part B)**

Bidder [Service Provider] response to the Technical Bid of this Tender document must be provided as per following structure. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter, format of which has been given at the end of this section.

**8.1. Backbone and NOC Infrastructure**

- a) Details about the MPLS VPN backbone infrastructure, covering:
- b) Technical design and architecture of Bidders [Service Provider] backbone. Complete design of vendor's backbone to be given which should include structure, redundancy etc.
- c) Backbone own or shared i.e. created hiring bandwidth from different service providers
- d) Network hardware used in the backbone [make / model] and redundancy.
- e) Capacity of Backbone links and redundancy in the entire network.
- f) Security features in backbone.
- g) Certifications for backbone, if any [copy of same to be enclosed]
- h) Details of NOC, Primary and backup [location, address etc.]

**8.2. Proposed Solution Architecture including Last Mile Connectivity**

- a) Overall Solution Architecture.
- b) Schematic representation of the solution architecture
- c) Any assumptions made while designing the solution, service provider to give details of the same.
- d) Type of last mile [Fiber, Copper, Wireless etc.] for each location.

- e) The bidder [service provider] to conduct Proof of Concept [PoC] taking at least one location each from Category A, B and Category C. The location can be of bidders [service providers] choice. BANK official at the location will visit the vendors PoP and connect laptop and access the applications hosted at datacenter. The bidder [service provider] should arrange for connectivity between the location and datacenter. The connectivity can be on any media. Vendor must submit completion report post PoC.

### 8.3. Project Management

- a) Project Management Methodology
- b) Proposed Project Organization
- c) Project Communication Plan
- d) Project Risk Management Plan
- e) Detailed Project Plan. Should include the entire schedule in detail day wise/week wise.
- f) Details of process flow for annexing of new locations, bandwidth up gradation.

### 8.4. Reporting and Support

- a) How proactive monitoring takes place. Details to be provided.
- b) Escalation Matrix [for time bound implementation and regular support and maintenance]
- c) Call logging mechanism [for emergencies] i.e. entire process from call logging to call resolution to be mentioned in detail.

### 8.5. Customer Feedback

### 8.6. Masked Financial Bid

BANK reserves the right to cancel the bid at the time of financial evaluation if format/detail (except price) of 'Masked Financial Bid' does not match with format/detail of actual Financial Bid.

### 8.7. List of deviations(as per Annexure -II)

### 8.8. Technical Proposal Covering Letter(as per Annexure –III)

**Note:** Bidder must submit softcopy of complete technical bid inside the sealed envelope meant for 'Technical Bid'.

## Annexure –II

### Statement of Deviations

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/suggestion/ deviation that you propose as shown below.

*BANK may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by BANK will not entitle the bidder to submit a revised Financial bid*

### List of Deviations

Sr.No.	Clarification point as stated in the tender document Page number	Comment	Suggestion	Deviation

## **Annexure –III**

### **Technical Bid Covering Letter**

Date :

The Managing Director

Uttar Pradesh Cooperative Bank Ltd.

Head Office, 2 M.G. Marg, Lucknow-226001

Dear Sir,

### **Technical Bid**

### **Implementation of Complete Managed IP MPLS VPN**

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your tender document [Insert Tender Document Number] dated [Insert Date]. We are hereby submitting our Proposal, which includes Minimum Eligibility Criteria, this Technical proposal and a Financial Proposal. The minimum eligibility criteria and technical proposal are put in one envelop and the Financial proposal in separate envelop. If contract discussions are held during the period of validity of the Technical proposal, i.e. before [Insert Date], we undertake to contract with BANK, failing which our EMD may be forfeited. Our Technical Proposal is binding upon us and is subject to the modifications resulting from contract discussions. We also enclose masked Financial Bid. We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

## Annexure – IV

### (Financial Bid)

The structure of the Bidder's Financial response to this tender must be as per following order. Any extra information may be provided as separate section. Financial Bid Response must be submitted with Financial Bid covering letter, format of which is given at the end this section.

Sr. No	Band width	One Time Installation Cost If any	Rate location per per Annum in Rs.	Locations	Amount in Rs. ( For One Years)	Amount in Rs. ( For Three Years)
1	4 Mbps			16		
2	256 Kbps			513		
Grand Total						

Bidders are requested to note the following:

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- Masked Financial bids must be given with technical bid.
- All the pages of Financial bids must be sealed and signed by authorized signatory.
- All the quoted costs must include all applicable taxes and other levies.
- Applicable Service Tax will be paid on actual
- TDS will be deducted as applicable
- In case of annexing new locations the rate quoted under respective category for specified bandwidth will be taken for placing order during the period of next 3 years.
- Rate quoted for various bandwidths must be valid till the end of the three years period from the date of entering the contract. Further, the bidder should be ready to offer the same rate in case of extension up to additional 6 months beyond initial 3 years period.
- Bidder must submit softcopy of complete financial bid inside the sealed envelope meant for 'Financial Bid'.
- All the rates must be quoted in INR.

**Following table Shows expected cost which may be require within a year which will not be considered while calculating Lowest bid:**

1	100 Mbps			02		
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## Annexure –V

### Financial Bid Covering Letter

Date:

Managing Director

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-----  
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Dear Sir,

### Financial Bid for Implementation of MPLS VPN

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your Tender Document *[Insert Tender Document Number]* dated *[Date]*, and our Proposal (Technical and Financial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges. Our Financial Bid shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., *[Insert date]*.

We remain,

Yours sincerely,

Date Signature of Authorized Signatory ...

Place Name of the Authorized Signatory ...

Designation ...

Name of the Organization...

Seal ...

## Annexure –VI (Router Specification- Recommended)

S No	Specifications	Compliance (Yes/No)
1	<p><b>1 Performance Requirement</b>Router shall support the triple play (Voice, Video and Data) system applications,</p> <p><b>2 Interface Required:</b> 1 x V.35 WAN Interface along with cables for connecting to V.35 port of lease line modem and one expansion slot for supporting interface like v.35, E1, 3G, ISDN port etc, Packet forwarding rate 150 Kbps with IPSEC performance.. 4x10/100 Base Tx,</p> <p><b>3 Routing &amp; Multicasting:</b> IPv4 and IPv6 support , Static routing, RIPv1/2, RIPvng, OSPFv2 and v3, BGP4/4+, Policy-based routing, MPLS TE Support, Inter-VLAN routing, High availability: VRRP/HSRP, GRE and tunneling, IGMPv1/2/3, MSDP, MBGP, PIM-SM, PIM-DM, PIM SSM,</p> <p><b>4 LAN features:</b> IEEE 802.1x port authentications, MAC based authentication, IEEE 802.1p, IEEE 802.1Q, IEEE 802.1s Multiple Spanning Tree, IEEE 802.1w Rapid Reconfiguration of Spanning Tree, RFC 854 TELNET, RFC 959 File Transfer Protocol (FTP),</p> <p><b>5 WAN Features:</b> Point-to-Point Protocol (PPP), HDLC, Multilink PPP(MLPPP),</p> <p><b>6 Quality of Service/ Traffic Management:</b> CAR, RED, WRED, DiffServ / bandwidth guarantee, MPLS QOS, SNMP c1,2,3, RMON, Access Control Lists (ACL), Network Address Translation (NAT),</p> <p><b>Security:</b> IPSec Services and firewall,</p> <p><b>7 Management &amp; Service provisioning:</b> Management: Telnet, SSHv2, SNMP v3, DHCP, RADIUS, Monitoring: Syslog, statistics, RMON, alarm,</p> <p><b>8 AC Power Supply ( range from 200- 240 V ):</b> Standards: Safety , EMI/EMC , FCC and COMMON CRITERIA CERTIFICATION compliance</p>	

## Annexure –VII

### Performance Guarantee Format

(Sample Format)

TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER OF THE APPROPRIATE VALUE

KNOW ALL MEN BY THESE PRESENTS that in consideration of the UPGB/DCB (BANK), a ----- constituted and established under the ----- Act, -----, and having its Head Office at ----- (hereinafter called the Bank) having agreed to accept from M/s. 'Vendor Name' having its office at 'Vendor's Office Address', (hereinafter called "the Vendor") an agreement of guarantee for Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only), for the due fulfillment by the vendor of the terms and conditions of the Purchase order No. \_\_\_\_\_ dated \_\_\_\_\_ made between the vendor and the Bank for providing services for BANK's 'Project Details' hereinafter called "the said Agreement").

1. We, Bank (Bank Name and Details), do hereby undertake to indemnify and keep indemnified the BANK to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) against any loss or damage caused to or suffered by the Bank during warranty period by reason of any breach by the Vendor of any of the terms and conditions contained in the said Agreement of which breach the opinion of the Cooperative shall be final and conclusive.

2. And we Bank (Bank Name and Details), do hereby guarantee and undertake to pay forthwith on demand to the Bank such sum not exceeding the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) only as may be specified in such demand, in the event of the vendor failing or neglecting to execute fully efficiently and satisfactorily the order for implementation services for the 'Project Details' placed with it (the work tendered for by it) within the period stipulated in the said Agreement in accordance with the design, specification, terms and conditions contained or referred to in the said Agreement or in the event of the Vendor refusing or neglecting to maintain satisfactory operation of the equipment or work or to make good any defect therein notified by the Cooperative to the vendor during the warranty period or otherwise to comply with and conform to the design, specification, terms and conditions contained or referred to the said Agreement.

3. We, Bank (Bank Name and Details), further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said agreement including the "Warranty obligations" or till validity date of this guarantee i.e. upto \_\_\_\_\_, whichever is earlier and subject to the terms of the "the said Agreement" it shall continue to be enforceable for the breach of warranty conditions within warranty period and till all the defects notified by the Cooperative to the vendor during the Warranty period have been made good to the satisfaction of BANK or its authorized representative certified that the terms and conditions of the said agreement have been fully and properly complied with by the vendor or till validity of this guarantee i.e. \_\_\_\_\_, whichever is earlier.

4. We, Bank (Bank Name and Details), may extend the validity of Bank Guarantee at the request of the Vendor for further period or periods from time to time beyond its present validity period, but at our sole discretion.

5. The liability under this guarantee is restricted to Rupees \_\_\_\_\_/- only and will expire on \_\_\_\_\_ and unless a claim in writing is presented to us at Bank (Bank Name and Details) within 3 months from \_\_\_\_\_, i.e. on or before \_\_\_\_\_, all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities there-under.

6. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Vendor.

7. The executants has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorising them to execute this guarantee. Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only). Our guarantee shall remain in force until \_\_\_\_\_. Our liability hereunder is conditional upon your lodging a demand or claim with Bank (Bank Name and Details) on or before \_\_\_\_\_. Unless a demand or claim is lodged with Bank (Bank Name and Details) within the aforesaid time, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. All claims under this guarantee will be made payable at Bank (Bank Name and Details). This Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, whichever is earlier.

We, Bank (Bank Name and Details) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Bank in writing. In witness where of we ..... have set and subscribed our hand and seal this .....day of .....200 .

SIGNED, SEALED AND DELIVERED. BY

AT

IN THE PRESENCE OF WITNESS :

1) Name .....

Signature.....

Designation.....

2) Name .....

Signature.....

Designation.....

## Annexure VIII

### Letter of Competence Format

[To be executed on a non-judicial stamp paper]

Letter of Competence for Quoting against BANK's Tender Document No. /..... This is to certify that we *[Insert name of Bidder]*, Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above Tender Document. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc. We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the connectivity expeditiously and correctly and provide the services professionally and competently. We also certify that all the information given by in response to this Tender Document is true and correct.

Authorised Signatory of the Bidder

Date :

## Annexure –IX

### List of Locations of U.P. Cooperative Bank Limited

DCB	Branch s.no.	Name of DCB	BRANCH NAME & Address	PIN CODE
<b>1</b>	<b>1</b>	<b>Bareilly</b>	<b>Head Office, Shajahanpur road Bareilly</b>	<b>243005</b>
	2		Main Branch, Shajahanpur road Bareilly	243005
	3		Suresh Shirma Nagar, Pilibhit road Bareilly	243001
	4		Shyamganj, Shajahanpur road Bareilly	243005
	5		Rajendra Nagar, Rajendra Nagar Bareilly	243002
	6		Zilapareshad (Bareilly-Br), Zilapareshad Bareilly	243122
	7		Meerganj, Rampur road Bareilly	243504
	8		Aonla, Aonla Bareilly	243301
	9		Nawabganj, Pilibhit road Bareilly	262406
	10		Baheri Main, Nanital road Bareilly	243201
	11		Bhogipura, Nanital road Bareilly	243202
	12		Bithri Chanpur, Bithri Chanpur Bareilly	243213
	13		Bhutha	243126
	14		Faridpur Main, Shajahanpur road Bareilly	243503
	15		Faridpur EVE, Shajahanpur road Bareilly	243503
	16		Bhamora, Badaun road Bareilly	243401
	17		Rithora, Pilibhit road Bareilly	243122
	18		Aliganj, Aliganj Bareilly	243305
	19		Ramnagar, Ramnagar Bareilly	243303
	20		Kyoladiya, Kyoladiya Bareilly	262410
	21		Dhauratanda, Nanital road Bareilly	243001
	22		Semikheda, Nanital road Bareilly	243203
	23		Kanman, Nanital road Bareilly	243201
	24		Dumkhoda, Nanital road Bareilly	243201
	25		Baheri EVE, Nanital road Bareilly	243201
	26		Fatehganj, Rampur road Bareilly	243506
	27		Shergarh, Shergarh Bareilly	243509
<b>2</b>	<b>1</b>	<b>Bijnore</b>	<b>ZILA SAHKARI BANK AFZALGARH BIJNOR</b>	<b>246722</b>
	2		ZILA SAHKARI BANK BADHAPUR BIJNOR	246724
	3		ZILA SAHKARI BANK BIJNORMAIN BIJNOR	246701
	4		ZILA SAHKARI BANK Bijnor eve BIJNOR	246701
	5		ZILA SAHKARI BANK BAROOKI BIJNOR	246764
	6		ZILA SAHKARI BANK Basta BIJNOR	246736
	7		ZILA SAHKARI BANK CMR Bijnor BIJNOR	246701
	8		ZILA SAHKARI BANKCHANDOK BIJNOR	246721
	9		ZILA SAHKARI BANK CHANDPUR	246729

		MAINBIJNOR	
10		ZILA SAHKARI BANK CHANDPUR EVEN BIJNOR	246729
11		ZILA SAHKARI BANK DHAMPUR MAIN BIJNOR	246761
12		ZILA SAHKARI BANK Dhampur EveBIJNOR	246761
13		ZILA SAHKARI BANK GOHAWAR BIJNOR	246734
14		ZILA SAHKARI BANK Dhampur Ext BIJNOR	246761
15		ZILA SAHKARI BANK KOTWALI BIJNOR	246764
16		ZILA SAHKARI BANK HALDOR BIJNOR	246726
17		ZILA SAHKARI BANK JHALU BIJNOR	246728
18		ZILA SAHKARI BANK JALALABAD BIJNOR	246768
19		ZILA SAHKARI BANK KEERATPUR BIJNOR	246731
20		ZILA SAHKARI BANK DARA NGR GANJ BIJNOR	246701
21		ZILA SAHKARI BANK NehtaurBIJNOR	246733
22		ZILA SAHKARI BANK MANDAWAR BIJNOR	246721
23		ZILA SAHKARI BANK MANDAWALIBIJNOR	246749
24		ZILA SAHKARI BANK MAUJAMPUR NARYanpur BIJNOR	246731
25		ZILA SAHKARI BANK NAGINA BIJNOR	246762
26		ZILA SAHKARI BANK NAJIBABAD MAIN BIJNOR	246763
27		ZILA SAHKARI BANK Nazibabad Exte co. BIJNOR	246763
28		ZILA SAHKARI BANK Nazibabad chinimill BIJNOR	246763
29		ZILA SAHKARI BANK KHANPUR BIJNOR	246721
30		ZILA SAHKARI BANK NANGAL SOTI BIJNOR	246732
31		ZILA SAHKARI BANK NOORPUR BIJNOR	246734
32		ZILA SAHKARI BANK PHEENA BIJNOR	246734
33		ZILA SAHKARI BANK PURAINI BIJNOR	246761
34		ZILA SAHKARI BANK RAIPUR BIJNOR	246763
35		ZILA SAHKARI BANK SAHASPUR BIJNOR	246745
36		ZILA SAHKARI BANK SEOHARA BIJNOR	246746
37		ZILA SAHKARI BANK SHERKOT BIJNOR	246747
38		ZILA SAHKARI BANK SWAHERI BIJNOR	246701
39		ZILA SAHKARI BANK TAJPUR BIJNOR	
40		ZILA SAHKARI BANK MORNA BIJNOR	246761
41		ZILA SAHKARI BANK AANKU BIJNOR	246733
42		ZILA SAHKARI BANK SISONA BIJNOR	246729
43		ZILA SAHKARI BANK NAHTOR HALDOR BIJNOR	246733
45		ZILA SAHKARI BANK CHAKRAJMAL BIJNOR	246746
46		ZILA SAHKARI BANK THATJAT BIJNOR	246746
47		ZILA SAHKARI BANK FAZALPUR BIJNOR	246729

<b>3</b>	<b>1</b>	<b>Bulandsahar</b>	<b>Zila Sahkari Bank Bsr. Branch Motibagh</b>	<b>203001</b>
	3		Zila Sahkari Bank Bsr. Branch Dav college	203001
	4		Zila Sahkari Bank Bsr. Branch Colloctorarte	203001
	5		Zila Sahkari Bank Bsr. Branch Nai mandi	203001
	6		Zila Sahkari Bank Bsr. Branch Ansari road	203001
	7		Zila Sahkari Bank Bsr. Branch Gulaothi	254408
	8		Zila Sahkari Bank Bsr. Branch Aurangabad	245401
	9		Zila Sahkari Bank Bsr. Branch siyana	245412
	10		Zila Sahkari Bank Bsr. Branch Saidpur	245411
	11		Zila Sahkari Bank Bsr. Branch Shikarpur	202395
	12		Zila Sahkari Bank Bsr. Branch Khurja	213131
	13		Zila Sahkari Bank Bsr. Branch Pahasu	202396
	14		Zila Sahkari Bank Bsr. Branch jewar	203133
	15		Zila Sahkari Bank Bsr. Branch Sikandrabad	203205
	16		Zila Sahkari Bank Bsr. Branch Dankaur	203201
	17		Zila Sahkari Bank Bsr. Branch Rabupura	203209
	18		Zila Sahkari Bank Bsr. Branch Jahangirabad	202394
	19		Zila Sahkari Bank Bsr. Branch Anoopshahr	202360
	20		Zila Sahkari Bank Bsr. Branch Dibai	202393
	21		Zila Sahkari Bank Bsr. Branch Narora	202389
	22		Zila Sahkari Bank Bsr. Branch Unchagaon	202398
	23		Zila Sahkari Bank Bsr. Branch Bellon	202389
	24		Zila Sahkari Bank Bsr. Branch Khanpur	245405
	25		Zila Sahkari Bank Bsr. Branch Danpur	202392
	26		Zila Sahkari Bank Bsr. Branch Muni	203131
	27		Zila Sahkari Bank Bsr. Branch B.B. Nagar	245402
	28		Zila Sahkari Bank Bsr. Branch Chhatari	202397
	29		Zila Sahkari Bank Bsr. Branch Aguota	245411
<b>4</b>	<b>1</b>	<b>Firozabad</b>	<b>Distt.Co-Operative Bank Ltd.Branch-DABRAI-Dabrai Firozabad-283203</b>	<b>283203</b>
	2		Distt.Co-Operative Bank Ltd. Branch-FIROZABAD MAIN-Kotla Chungi Firozabad-283203	283203
	3		Distt.Co-Operative Bank Ltd Branch-.FIROZABAD MANDI-Kotla Road,Near Mandi Firozabad-283203	283203
	4		Distt.Co-Operative Bank Ltd. Branch-FIROZABAD EVE.- Station Road, Near Devi Temple Firozabad-283203	283203
	5		Distt.Co-Operative Bank Ltd. Branch-TUNDLA-Shree Ram Comlex, Near Bus Stand, Etha Road, Tundla-283204	283204
	6		Distt.Co-Operative Bank Ltd. Branch-KOTLA-Kotla-283103	283103
	7		Distt.Co-Operative Bank Ltd. Branch-HATHWANT Block-hathwant Firozabad-205145	20514

	8		Distt.Co-Operative Bank Ltd. Branch-EKA Block Eka Firozabad-283152	283152
	9		Distt.Co-Operative Bank Ltd. Branch-JASRANA Block Jasrana-Shikohabad,firozabad-283136	283136
	10		Distt.Co-Operative Bank Ltd. Branch-ARAON Block Araon, Shikohabad Firozabad-205121	205121
	11		Distt.Co-Operative Bank Ltd. Branch-SIRSAGANJ MAIN Araon Road Sirsaganj Firozabad-283151	283151
	12		Distt.Co-Operative Bank Ltd. Branch-SIRSAGANJ MANDI Sothra Chauraha Sirsaganj Firozabad-283151	283151
	13		Distt.Co-Operative Bank Ltd. Branch-SHIKOHABAD MAIN, NewBasti Shikohabad Firozabad-283135	283135
	14		Distt.Co-Operative Bank Ltd. Branch-SHIKOHABAD MANDI,Mainpuri Chauraha Shikohabad Firozabad-283135	283135
<b>5</b>	<b>1</b>	<b>Jalaun</b>	<b>ORAI MAIN BR.JALAUN DISTT CO-OPRATIVE BANK STATION ROAD TWON HALL ORAI</b>	<b>285001</b>
	2		ORAI EVEN. BR.JALAUN DISTT CO-OPRATIVE BANK GURJAR COPLEX ORAI	285001
	3		KONCH MAIN BR.JALAUN DISTT CO-OPRATIVE BANK NEAR SATATE BANK MAIN MARKET KONCH	285205
	4		KONCH MANDI BR.JALAUN DISTT CO-OPRATIVE BANK NADI GAON ROAD NEAR KUNCH CHOURAHA	285205
	5		AIT BR. JALAUN DISTT CO-OPRATIVE BANK NEAR BUS STOP AIT	285201
	6		DAKORE BR. JALAUN DISTT CO-OPRATIVE BANK MHOBA ROAD NEAR VIKASH KHAND DAKORE	285122
	7		NADIGAON BR.JALAUN DISTT CO-OPRATIVE BANK MAIN MARKET NADIGAON	285206
	8		BANGRA BR. JALAUN DISTT CO-OPRATIVE BANK MAIN ROAD NEAR MADHOGARH CHOURAHA	285121
	9		MADHOGARH BR. JALAUN DISTT CO-OPRATIVE BANK NEAR ALLHABAD BANK RAMPURA ROAD MADHORAH	285126
	10		SARAWAN BR. JALAUN DISTT CO-OPRATIVE BANK MAIN MARKET SARAWAN	285123
	11		JALAOUN BR. JALAUN DISTT CO-OPRATIVE BANK NEAR STATE BANK MANDI JALAUN	285123
	12		JALAUN EVEN. BR.JALAUN DISTT CO-OPRATIVE BANK NEAR JHANDI CHOURAH JALAUN	285123

	13		RAMPURA BR. JALAUN DISTT CO- OPRATIVE BANK MADHOGARH ROAD MAIN MARKET RAMPURA	285127
	14		UMRI BR. JALAUN DISTT CO-OPRATIVE BANK MAIN MARKET NEAR POLICE CHOUKI UMARI	285129
	15		KUTHOND BR. JALAUN DISTT CO- OPRATIVE BANK NEAR ALAHABAD BANK AURIA ROAD KUTHOND	285125
	16		BAWAI BR. JALAUN DISTT CO-OPRATIVE BANK NEAR ALHABAD BANK BAWAI	285123
	17		KALPI BR. JALAUN DISTT CO-OPRATIVE BANK MAIN MARKET KALPI	285204
	18		KADAURA BR. JALAUN DISTT CO- OPRATIVE BANK HAMIR PUR ROAD NEAR BUS STOP KADAURA	285230
<b>6</b>	<b>1</b>	<b>Lakhimpur Kheri</b>	<b>Head office Civil Lines Near sahpura kothi lakhimpur kheri</b>	<b>262701</b>
	2		Main Branch Distt Co-Operative Bank Civil Lines Near sahpura kothi lakhimpur kheri	262701
	3		Gola main br. Bada Chauraha Distt Co-Operatibe Bank Ltd. Branch Gola Lakhimpur Kheri	262802
	4		Nighasan. Branch Nighasan Lakhimpur Kheri	262903
	5		Palia main Branch Palia Mukhya Mall Godam Road Lakhimpur Kheri	262902
	6		Khamaria Branch Khamariya Pandit Lakhimpur Kheri	261502
	7		Mohamdi main Branch Mohamdi Near roadways Mohamdi Lakhimpur kheri	262804
	8		Mitauli Branch Mitauli near raja lone singh inter college Mitauli Lakhimpur Kheri	262728
	9		Baragaon Branch Badagaon Near Telephone Exchange Badagao Lakhimpur Kheri	262901
	10		Oel Branch Oel Near Polica Station Oel Lakhimpur Kheri	262725
	11		Sunderval Branch Sunderwal Lakhimpur Kheri	261506
	12		Bijuwa Branch Bijua Near Bus stop Bijuwa Lakhimpur Kheri	262901
	13		Behjam Branch Behjam Infront bus stop Behjam Lakhimpur kheri	262725
	14		Dhaurahara Branch Dhaurhara Lakhimpur Kheri	262723
	15		Phardhan Branch Phardhan Near allahabad bank Lakhimpur Kheri	262701
	16		Phool behar Branch Phul Behad Lakhimpur Kheri	262901
	17		Jang bahadur ganj Branch Jang Bahadur Ganj station road jb ganj lakhimpur kheri	261505
	18		Dhakaerwa chauraha Branch Dhakerwa Chauraha Lakhimpur Kheri	262907
	19		Bankey ganj Branch Bankey ganj station road bankeyganj lakhimpur kheri	262801
	20		Sampurna nagar Branch Sampurna Nagar Lakhimpur Kheri	262904
	21		Isanagar Branch Ishanagar Lakhimpur Kheri	261502
	22		Nakaha Branch Nakha Lakhimpur Kheri	262726

	23	Bhira Branch Bhira Lakhimpur Kheri	262901
	24	Singahi Branch Singahi Lakhimpur Kheri	262905
	25	Maigal ganj Branch Maigal ganj Lakhimpur Kheri	261505
	26	Even. Branch Lakhimpur Evening Hospital road lakhimpur kheri	262701
	27	Belrayan Branch Belrayan lakhimpur kheri	262906
	28	Chandan chauki Branch Chandan Chowki Lakhimpur Kheri	262902
	29	Piparia dhani Branch Pipariya Dhani Lakhimpur Kheri	262804
	30	Aliganj Branch Aliganj Lakhimpur Kheri	262802
	31	Kheri town Branch Kheri Town Lakhimpur Kheri	262702
	32	Kasta Branch Kasta Lakhimpur Kheri	261501
	33	Sikandrabad Branch Sikandrabad lakhimpur kheri	262805
	34	Barwar Branch Barwer Lakhimpur Kheri	261505
	35	Hasanpur Katauli Branch Hasanpur Katauli lakhimpur kheri	261502
	36	Majhgain Branch Majhga Lakhimpur kheri	262902
	37	Palia even Branch Palia Evening Main market palia lakhimpur kheri	262902
	38	Gola even Branch Gola Eve Bada chauraha lakhimpur kheri	262802
	39	Pasigawan Branch Pasigawan Lakhimpur Kheri	261505
	40	Mailani Branch Mailani Lakhimpur Kheri	262803
	41	Neemgaon Branch Neem gaon lakhimpur kheri	262727
	42	Branch Fattey pur lakhimpur kheri	262728
	43	Branch Tikunia station road lakhimpur kheri	262906
	44	Branch Piparjhala lakhimpur kheri	262725
	45	Branch khajuria lakhimpur kheri	262902
	46	Branch Parauri lakhimpur kheri	262907
	47	Branch Mohamdi Evening main market lakhimpur kheri	262804
	48	Branch uchaulia Lakhimpur kheri	261505
	49	Branch Mahila infront sankta devi mandir lakhimpur kheri	262701
	50	Branch Mandi Sthal Rajapur mandi lakhimpur kheri	262701
	51	Branch Aurangabad lakhimpur kheri	261505
	52	Branch Gola Mandi Mandi sthal Gola Lakhimpur kheri	262802
	53	Branch Ameer nagar Lakhimpur kheri	262804
	54	Branch Mahewaganj Lakhimpur kheri	261506
	55	Branch Kala aam Chauch chauraha lakhimpur kheri	262701
	56	Branch Rasoolpur lakhimpur kheri	262723
	57	Branch Bamhanpur lakhimpur kheri	262903
	58	Branch Odraha Lakhimpur kheri	262727
	59	Branch Mahngapur lakhimpur kheri	262902
	60	Branch Ramapur lakhimpur kheri	262701

	61		Branch Bar Association Kacahri campur lakhimpur kheri	262701
	62		Branch sansarpur lakhimpur kheri	262802
	63		Branch suda lakhimpur kheri	262902
	64		Extension Counter vikash bhawan lakhimpur kheri	262702
	65		Gola vistar patal br. Extension Counter C.G.N.P.G College Gola lakhimpur kheri	262703
7	1	<b>Mathura</b>	<b>Distt. Cooperative Bank Ltd. Mathura, Branch- Main Daimpiar Nagar, Mathura Pincode-281001</b>	<b>281001</b>
	2		Distt. Cooperative Bank Ltd. Mathura, Branch-Mandi Mandi Campus, Mathura Pincode-281005	281005
	3		Distt. Cooperative Bank Ltd. Mathura, Branch-Vrindawan , Near Rang Ji Ka Mandir Vrindawan, Mathura Pincode-281121	281121
	4		Distt. Cooperative Bank Ltd. Mathura, Branch-Goverdhan, Opposite Police Station, Goverdhan , Mathura Pincode-281502	281502
	5		Distt. Cooperative Bank Ltd. Mathura, Branch-Sonkh , Near Mathura Adda, Sonkha, Mathura Pincode-281123	281123
	6		Distt. Cooperative Bank Ltd. Mathura, Branch-Farah, Seth, Mathura Pincode-281112	281112
	7		Distt. Cooperative Bank Ltd. Mathura, Branch-Chaumuha, Mathura Pincode-281406	281406
	8		Distt. Cooperative Bank Ltd. Mathura, Branch-Chhata, Campus Sahkari Samiti, Chhata, Mathura, Pincode-281401	281401
	9		Distt. Cooperative Bank Ltd. Mathura, Branch-Kosi kalan, Baldeo Ganj Chauraha, Kosi kalan, Mathura Pincode-281403	281403
	10		Distt. Cooperative Bank Ltd. Mathura, Branch-Nandgaon, Near State Bank, Nandgaon , Mathura Pincode-281403	281403
	11		Distt. Cooperative Bank Ltd. Mathura, Branch-Raya, Opposite Bajana Railway Crossing , Raya , Mathura Pincode-281204	281204
	12		Distt. Cooperative Bank Ltd. Mathura, Branch-Mant, Near Post Office , Mant, Mathura Pincode 281202	281202
	13		Distt. Cooperative Bank Ltd. Mathura, Branch-Naujheel, Bajana Road , Mathura Pincode-281203	281203
	14		Distt. Cooperative Bank Ltd. Mathura, Branch-Bajana, Near Syndicate Bank , Bajana , Mathura Pincode-281201	281201
	15		Distt. Cooperative Bank Ltd. Mathura Branch-Baldeo Kailash Marg., Baldeo, Mathura Pincode-281301	281301
	16		Distt. Cooperative Bank Ltd. Mathura Branch-Bisawar Near Bihari Mandir , Main Market, Bisawar, Mathura Pincode-281302	281302
	17		Distt. Cooperative Bank Ltd. Mathura Branch-	231306

			Sadabad Near Post Office , Sadabad , Mathura Pincode-231306	
	18		Distt. Cooperative Bank Ltd. Mathura Branch- Sahpau Near Janta Inter College , Sahpau , Mathura Pincode-238107	238107
<b>8</b>	<b>1</b>	<b>Meerut</b>	<b>Head office, W. K. Road Meerut</b>	<b>250001</b>
	2		Meerut Main, W. K. Road Meerut	250001
	3		Baraut Main, Shiv chowk Braut	250611
	4		Mawana Main, Mawan Meerut	250401
	5		Bagpat main, Court road Baghpat	250609
	6		Begam bridge, Aapka bazar meerut	250002
	7		Sardhana, Sardhana Meerut	250342
	8		Kithore, Garh road, Kithore	250104
	9		Parikshit Garh, parikshit garh Meerut	250401
	10		Daurala, Roorki road Daurala Meerut	2500221
	11		Khekra, Main market Khekra Baghpat	250101
	12		Bhasuma, Bahsuma Meerut	250404
	13		Chhaparauli, Chhaprauli Baghpat	250617
	14		Doghat, Doghat Baghpat	250622
	15		Budhanaget, Budhanaget Meerut	250002
	16		Rohata, Rohata Meerut	250502
	17		Kharkhoda, Kharkhoda Meerut	245206
	18		Maliyana, Maliyana Meerut	250001
	19		Nanoo, Nanoo, Sardhana Meerut	250341
	20		Ami nagar sari, Ami nagar sari, Baghpat	250606
	21		Ramala, Ramala, Baghpat	250623
	22		Mndiyar, Mndiyar, Meerut	250001
	23		Garh Road, Garh Road Meerut	250001
	24		Kankerkhara, Kankerkhara Meerut	250001
	25		Zani, Zani Meerut	250501
	26		Sakouti, Sakouti Meerut	250223
	27		Binauli, Binauli Baraut Baghpat	250345
	28		Brahmpuri, Brahmpuri Meerut	250002
	29		Hastinapur, Hastinapur Mawana Meerut	250404
	30		Shastri Nagar, Shastri Nagar Meerut	250001
	31		Mawana Evening, Mawana Meerut	250401
	32		Modipuram, Modipuram Meerut	250110
	33		Phalawda, Phalawda Mawana Meerut	250401
	34		Chitmana, Chitmana Meerut	250406
	35		Mohiuddinpur, Mohiuddinpur Meerut	250205
	36		Lawar, Lawar Meerut	250222
	37		Salawa, Salawa Meerut	250342
	38		Baraut Evening, Baraut Baghpat	250611
	39		Bagpat sug.mill, Bagpat	250609
	40		Pndav Nagar, Pndav Nagar Meerut	250003
	41		Kasimpur kheri, Kasimpur kheri Baghpat	250623

	42		Daha, Daha Meerut	250622
	43		Rustampur bawli, Rustampur bawli Baghpat	250621
	44		Luhari, Luhari Baghpat	250611
	45		sunehra, sunehra Baghpat	250101
	46		Laliyana, Laliyana Mawana Meerut	250104
	47		khazoori, khazoori Meerut	250401
	48		Nagla Gosai, Nagla Gosai Meerut	250401
	49		Ganganagar, Ganganagar Meerut	250001
	50		Zagirti vihar, Zagirti vihar Meerut	250004
	51		Agarwal Mandi Tatiri, A.Mandi.tatiri Baghpat	250601
	52		Balani, Balani Baghpat	250626
	53		Masoori, Masoori Meerut	250342
	54		Dhikoli, Dhikoli Baghpat	250615
<b>9</b>	<b>1</b>	<b>Moradabad</b>	<b>BADA BAZAR THAKURDUWARA MBD</b>	<b>244601</b>
	2		NEAR BUS STAND DILARI MBD	244401
	3		NEAR KOTWALI BHOJPUR MBD	244401
	4		NEAR PARAG DUSF RAMPUR ROAD DALPATPUR MBD	244001
	5		CHOTI MANDI MACHUA PURA KATGHAR MBD	244001
	6		MORADABAD DAY KACHAHRI ROAD MORADABAD	244001
	7		Central br. Shivpuri Double Fatak Moradabad	244001
	8		MOHALLA JAAT COLONY BILARI MBD	202411
	9		NEAR POLICE CHOKI KUNDARKI	244413
	10		BUDH BAZAR TOWNHALL	244001
	11		NEAR ROADWAYS ROAD BILARI Eveng. MBD	202411
	12		DELHI ROAD PAKBARA MBD	244102
	13		MOHALLA JOSHIYAN SURJANNAGAR MBD	244602
	14		NEAR POLICE STATION MUNDAPANDEY MBD	244104
	15		SAMBHAL ROAD DINGARPUR MBD	244301
	16		NEAR RAILWAY STATION BAHERI ROSHANPUR MBD	244242
	17		MOHALLA BAKHLAN AGWANPUR MBD	244502
	18		NEAR ROADWAYS BUS STAND KANTH MBD	244501
	19		MORADABAD ROAD CHAJLER CHAURAHA CHAJLET MBD	244501
	20		VILLAGE ASMOLI MBD	244304
	21		NEAR POLICE CHAUKI SIRSI SAMBHAL ROAD MBD	244301
	22		BAHJOI SAMBHAL ROAD PANWASA MBD	244302
	23		TAHSEEL ROAD SAMBHAL	244301
	24		NEAR DISTT. HOSPITAL RAILWAY STATION ROAD BAHJOI MBD	244410

	25		CHANDAUSI DAYNEAR MORADABAD GATE POLICE CHAUKI MBD	202412
	26		FRONT OF SM COLLEGE STATION ROAD CHANDAUSI EVENG. MBD	202412
	27		NEAR PURANI CHUNGI BAHJOI ROAD HA YATNAGAR MBD	244303
	28		SAID NAGLI SAMBHAL HASANPUR ROAD MBD	244242
	29		Bijnor road atrasi chauraha pakka bag amroha Day MBD	224251
	30		MOHALLA BUDH BAZAR NOGAWA SADAT MBD	244253
	31		DELHI ROAD JOYA_ J.P. NAGAR	244231
	32		NEAR SHERPUR CHUNGI DHANAURA MBD	244231
	33		DHANAURA ROAD THANA CHAURAHA GAJRAULA MBD	244235
	34		NEAR OLD POST OFFICE HASANPUR	244241
	35		NEAR POLICE CHAUKI HASANPUR TO GAWA ROAD RAHRA	244255
	36		CHINIMILL HASANPUR JP NAGAR MBD	244241
	37		BADA BAZAR J.P. NAGAR AMROHA EVENG.NAGAR	224251
	38		KAILSA BORDER PO. OFFICE KAILSA MBD	244221
	39		RAJABPUR BR.PO. RAJABPUR AMROHA MBD	244302
	40		KOTHI KHIDMATPUR MBD	244501
	41		D.C.B. CHUCHELA KALAN	244231
<b>10</b>	<b>1</b>	<b>Muzaffarnagar</b>	<b>Budhana-Khatauli Road, Village Alipur Aterna, Distt. Muzaffarnagar- 251309</b>	<b>251309</b>
	2		Shamli Road Bhagra, Muzaffarnagar - 215306	215306
	3		NH-58, Barla, Muzaffarnagar - 251307	251307
	4		Village Basera, Muzaffarnagar - 215310	2130
	5		Morna Road, Bhopa, Muzaffarnagar- 251308	251308
	6		Near P.O. Main Market, Budhana, Muzaffarnaar-251309	251309
	7		Main Road Charthwal, Muzaffarnagar-251311	25131
	8		Incholi Ratanpuri Inter College Campus, Muzaffarnagar - 251201	251201
	9		Motibazar Jalalabad, Shamli - 247772	247772
	10		Main Road near Block office, Jansath, Muzaffarnagar-251314	251314
	11		Main Market, Jhinhana, Shamli - 247773	247774
	12		Shamli, Panipat Road, Kariana, Shamli - 247774	247774
	13		Syed Plaza Market, Rly Road, Kandhala, Shamli - 247775	247775
	14		Jansath Road near Railway Station, Khatuli, Muzaffarnagar - 251201	251201
	15		Mansurpur Br.Sugar mill Road, Maurpur,	251203

			Muzaffarnagar- 251203	
	16		Pandav Chowk, Main Road, Mirapur, Muzaffarnagar-251315	251315
	17		Shuratal Road, Morna, Muzaffarnagar-251316	251316
	18		City Br. Anand bhawan Market, Roorkee Road, Muzaffarnagar -251001	251001
	19		Mandi Asthal Br.Mandi Samiti Premises, Muzaffarnagar - 251001	21001
	20		Main Br. Court Road, Muzaffarnagar - 251001	251001
	21		New Mandi, Muzaffarnagar - 251001	251001
	22		Eidgah Road, Premपुर, Muzaffarnagar-251001	251001
	23		Opposite Vikas Bhawan, Rampuram, Muzaffarnagar - 251001	251001
	24		Vill. Pamnavali, Muzaffarnagar - 251201	251201
	25		Budhana, Shamli Road, Phugana, Muzaffarnagar- 247776	247776
	26		Roorkee Road Pur Kazi, Muzaffarnagar- 251327	251327
	28		Manglapuri Mandi, Shahpur, Muzaffarnagar- 251318	251318
	29		Sugar mill Road, Shamli - 247776	247776
	30		Shamli Mandi ,Majra Road, Shamli-247776	247776
	31		Lekhrana Patti, Sisauli, Muzaffarnagar-251319	251319
	32		Delhi-Saharanpur Highway near Petrol Pump, Thana Bhawan, Shamli-247777	247777
	33		Near Bus Stand, UN, Shamli- 247778	247778
	34		Vill. Nawla, Muzaffarnagar- 251201	251201
	35		Morna Sugar Mill Complex, Morna, Muzaffarnagar-251316	251316
	36		Khatauli Evng.Roorkee Road, Muzaffarnagar- 251201	251201
	37		Shivchowk, Muzaffarnagar - 251001	251001
	38		Vill. Tejalhera, Muzaffarnagar- 251310	251310
	39		Sohanjani, Muzaffarnagar- 251001	251001
	40		Bus Stand, LaluKheri, Muzaffarnagar - 251301	251301
	41		Vill. Kaidi-Babri, Shamli - 251305	251305
	42		Biralsi, Muzaffarnagar- 247772	247772
	43		Meerut Road, Ramraj, Muzaffarnagar- 251320	251320
	44		Main Market Vill. Garhi Pukhta, Shamli-247776	247776
<b>11</b>	<b>1</b>	<b>Pilibhit</b>	<b>Main br. Geeta Mandir road near loha mandi Pilibhit</b>	<b>262001</b>
	2		Eveng. Br.Tanakpur Road Near Chhatri Chauraha Pilibhit	262001
	3		Jahanabad br.Amaria Road Jahanabad	262001
	4		Amaria br.Sitarganj Road Amaria	262121
	5		Neoria br.Tanakpur Road Neoria	262305

	6		Gajraula br.Puranpur Road Gajraula	262001
	7		Sakaria br.Puranpur road Sakaria	262122
	8		Puranpur br.Mohalla Kayasthan Puranpur	262122
	9		Shahgarh br.Block road Puranpur Shahgarh Branch	262122
	10		Madhotanda br.Puranpur Road Madhotanda	262122
	11		Barkhera br.Bisalpur Road Barkhera	262203
	12		Bisalpur br.12 Patthar Road Near Gopi Takies Bisalpur	262201
	13		Chinimill Br.Shahjahanpur road Chinimill Bisalpur	262201
	14		Bilsanda br.Banda Road Bilsanda	262202
	15		Kabirnagar br.Gandhi Nagar Gate No.3 Kabirganj	262122
<b>12</b>	<b>1</b>	<b>Rampur</b>	<b>NEAR STATE BANK OF INDIA, MAIN MARKET, BILASPUR</b>	<b>244921</b>
	2		RUDRA BILAS , <b>CHINIMILL</b>	244923
	3		MAIN MARKET BAZPUR ROAD , <b>SWAR</b>	244924
	4		NEAR JAMA MASJID,BAREILY ROAD, <b>MILAK</b>	243701
	5		NAROLI ROAD, <b>SHAHBAD</b>	244922
	6		KASHIPUR ROAD MAIN MARKET, <b>TANDA</b>	244925
	7		NEAR BANK OF BARODA, MAIN BAREILY ROAD, <b>DHAMORA</b>	243702
	8		JAUHAR ROAD, <b>KHOD</b>	244227
	9		MAIN BAZAR, <b>PATWAI</b>	244901
	10		NEAR NAGAR PALIKA, <b>KEMRI</b>	244901
	11		BAZPUR ROAD, <b>RUSTAMNAGAR</b>	244924
	12		NEAR FSS , <b>DARIYAL</b>	244925
	13		NEAR BSNL EXCHANGE , <b>BIJARKHATA</b>	244924
	14		MAIN BAZAR, <b>SAIFNI</b>	202417
	15		NEAR SHIV MANDIR, <b>RATHONDA</b>	243701
	16		BILASPUR SWAR ROAD, <b>MILAKKHANAM</b>	244921
	17		SWAR ROAD <b>KASHIPUR</b>	244927
	18		BILASPUR ROAD , <b>PATHERKHERA</b>	244901
	19		NIPANYA	244901
	20		KAPNERI	244921
	21		SARAKTHAL	244925
	22		MAIN SHADAB MARKET, <b>SAFDARGANJ</b>	244901
	23		NEAR KOTWALI , <b>CIVILLINES</b>	2449011
	24		BAS MANDI, <b>PURANAGANJ</b>	244901
	25		NEAR MAIN POST OFFICE, <b>RAJDWARA</b>	244901
	26		QILA ROAD, <b>GUIYA TALAB</b>	244901
	27		NEAR MAULANA MOHAMMAD ALI <b>UNIVERSTY, JAUHAR</b>	244901
	28		IN FRONT OF DISTLARI, <b>PANWARIYA</b>	244901
	29		SABZI MANDI, <b>JWALANAGAR</b>	244901

<b>13</b>	<b>1</b>	<b>Saharanpur</b>	<b>Main br.Rly road sre</b>	<b>247001</b>
	2		Gangoh br. Near circuit house gangoh	247341
	3		Behat br. Shahkumbhri road behat	247121
	4		Sarsawa br. Near Petrol Pump Ambala road sarsawa	247132
	5		Rampur Maniharan Delhi road Marketing Society Rampur Maniharan	247451
	6		Chuthmulpur br. Roorkee road chhutmalpur	247662
	7		Nagal br.Near Seed store deoband road nagal	247751
	8		Nanauta br. Near telephone Exchange delhi road nanauta	247452
	9		Puwaraka br. chakrauta road new ghans mandi sre	247001
	10		Baliyakheri br. Near cl hindustan gun house sre	247001
	11		Gagalheri br.Bhagwanpur road gagalheri	247669
	12		Badgaon br. Near Bus Stand	247453
	13		Sharda nagar br. br. Near Old Postoffice shardanagar sre	247001
	14		Baroli Near talab Thakur sardar singh ka gher baroli	247129
	15		Deoband Cane br.Cane Union rly road deoband	247554
	16		Ambeta peer br.Main Road Ambehtapeer	247340
	17		Titro br.Aadat bazaar gangoh	247341
	18		Telhedi br.Main Road talheri buzurg	247554
	19		Sadoli kadeem br.Near inter college sadoli kadeem	247121
	20		Eveng. Br.Link road Near vijay takies sre	247001
	21		Jeewala br.Inter college jeewala	247129
	22		Kheramugal br. jhhabreda road kheramugal	247551
	23		Sona saied majra br. Near hospital sona sayed majra	247662
	24		Manglore chowke br.Muzaffarnagar road deoband	247554
	25		Biharigarh br. dehradun road near petrol pump biharigarh	247662
	26		Tkkrol br. Villege tikrol	247452
	27		H.O. Rly road sre	247001
	28		Deoband main br. Tanga stand main bazaar deoband	247554
	29		Nakur br.Main Bazaar Nakur	247342
	30		Chilkana br. Main Bazaar Chilkana	247231
<b>14</b>	<b>1</b>	<b>SHAHJAHANPUR</b>	<b>ZILA SHAHKARI BANK LTD. NEAR SP OFFICE KACHAHRI SHAHJAHANPUR UP</b>	<b>242001</b>
	2		ZILA SHAHKARI BANK LTD. <b>EVENING BRANCH</b> NEAR GHANTGHAR LAKDI MANDI	242001
	3		ZILA SHAHKARI BANK LTD. <b>ROZA BRANCH</b> NEAR RAILWAY BRIDGE	242406
	4		ZILA SHAHKARI BANK LTD.	242001

			<b>SINDHUALIVILL &amp; POST SINDHAULI</b> TEHSIL POWAYAN	
	5		ZILA SHAHKARI BANK LTD. SHAHJAHANPUR ROAD <b>POWAYAN</b>	242401
	6		ZILA SHAHKARI BANK LTD. BISALPUR ROAD <b>BANDA</b>	242042
	7		ZILA SHAHKARI BANK LTD. PURANPUR ROAD <b>MOHINIDDINPUR</b>	242042
	8		ZILA SHAHKARI BANK LTD. NEAR BLOCK OFFICE <b>KHUTAR</b> TEHSIL POWAYAN	242405
	9		ZILA SHAHKARI BANK LTD. <b>SADAR</b> SETH KALICHARAN ROAD CHOWK	242001
	10		ZILA SHAHKARI BANK LTD. <b>DADRAUL BR.</b> IN BABU DHARMSHALA AZIZIGANJ	242223
	11		ZILA SHAHKARI BANK LTD. NEAR BANK OF BARODA <b>KANTH</b>	242223
	12		ZILA SHAHKARI BANK LTD. BARIELLY ROAD <b>MADNAPUR</b>	242301
	13		ZILA SHAHKARI BANK LTD. KATRA KHUDAGANJ ROAD MIRANPUR <b>KATRA</b>	242301
	14		ZILA SHAHKARI BANK LTD. <b>TILHAR</b>	242307
	15		ZILA SHAHKARI BANK LTD. JALALABAD BRANCH NEAR THANA <b>JALALABAD</b>	242221
	16		ZILA SHAHKARI BANK LTD. <b>ALLAHAGANJ</b>	242220
	17		ZILA SHAHKARI BANK LTD. VILL & POST <b>MIRJAPUR</b> JALALABAD	242221
	18		ZILA SHAHKARI BANK LTD. VILL & POST <b>KALAN</b> JALALABAD	242221
	19		ZILA SHAHKARI BANK LTD. PILIBHIT ROAD <b>NIGOHI</b>	242407
	20		ZILA SHAHKARI BANK LTD. OPP BANK OF BARODA <b>KHUDAGANJ</b>	242305
	21		ZILA SHAHKARI BANK LTD. NEAR GOVT HOSPITAL <b>JATIPUR</b> TILHAR	242301
	22		ZILA SHAHKARI BANK LTD. VILL & POST <b>KURIYAN KALAN KANTH</b>	242223
<b>15</b>	<b>1</b>	<b>Gaziabad</b>	<b>Rajnagar</b>	<b>201002</b>
	2		Even. Br.	201001
	3		Hapur main	245101
	4		Hapur even	245101
	5		Hapur mandi	245101
	6		Vistar patal	245101
	7		Free ganj	245101
	8		Rightganj	201001
	9		Sahibabad	201005
	10		Mode nagar main	201204
	11		Modi nagar even	201204
	12		Govindpuri	201204
	13		Muradnagar	201206

	14	Surana	201206
	15	Rawalikala	201206
	16	Bhojpur	201204
	17	Simbhawali	245207
	18	Gharmukteshwar	245205
	19	Bahadurgarh	245208
	20	Pilkhua	245304
	21	Kuchesar	245201
	22	Babu garh	245201
	23	Dhaulana	245301
	24	Mudafra	250104
	25	Vijaynagar	201009
	26	Loni	201102
	27	Chaproula	201009
	28	Dadri	203207
	29	Surya nagar	201011
	30	Noida-26	201301
	31	Surajpur	201306
	32	Noida-61	201303
	33	Khoda	203001
	1	UPCB Main Branch, Lucknow	
	2	Vidhansabha Marg, Lucknow	
	3	Naka Hindola Lucknow	
	4	Nirala Nagar, Lucknow	
	5	Nadan Mahal, Lucknow	
	6	Alambagh , Lucknow	
	7	J.N.D.C. Lucknow	
	8	Talkatora Lucknow	
	9	Aligarj Lucknow	
	10	Ram sagar mishra nagar lucknow	
	11	Aminabad Lucknow	
	12	Sadar Lucknow	
	13	Navin market kanpur	
	14	Sarvoday nagar Kanpur	
	15	DAV college Kanpur	
	16	DAV college ext. counter kanpur	
	17	Chriat Church college kanpur	
	18	Motijhil kanpur	
	19	Birhana raod kanpur	
	20	Govind nagar kanpur	
	21	Agra	
	22	Bareilly	
	23	Faizabad	
	24	Sitapur	
	25	Sathiyav Azamgarh	

	26		Ghaziabad	
	27		Varanasi	
	28		Gonda	