



उत्तर प्रदेश ग्रामीण बैंक

UTTAR PRADESH GRAMIN BANK

ROGKPU/2025-26/CAMC/IT/ 26

Date: 29-05-2025

Request for proposal for CAMC of Computer Hardware and Peripherals at branches/ Office under Uttar Pradesh Gramin Bank Gorakhpur 1 Region.

Introduction:

Uttar Pradesh Gramin Bank Regional Office Gorakhpur 1 invites tenders comprising of Eligibility, Technical and Commercial bid from experienced and eligible entities (herein referred to as "Bidder" or "Vendor") to provide CAMC of Computer hardware and peripherals (i.e. Laser Jet printers, Passbook Printers, Scanners etc.) installed at our 59 branches under Gorakhpur I region and Regional Office for period 01.07.2025 to 31.07.2026. The commercial bid should be inclusive of service of two field engineers and one resident service Engineer at our premise who will remain on call during working hours on all working days and a suitable replacement during his absence.

Schedule of Events & Bid Details-

| | |
|--|---|
| Tender issuing date | 01.06.2025 |
| Last Date and Time for submission of Bid | 22.06.2025 at 04:00 PM |
| Date and time of Technical bid opening | 22.06.2025 at 05:00 PM |
| Date and time of Commercial bid opening | 22.06.2025 at 06:00 PM |
| Address for communication | Regional Office Gorakhpur 1, Uttar Pradesh Gramin Bank, Near Avantika hotel, Mohaddipur, Gorakhpur 273008 |
| Contact Number- | Pragya Kulshresth - 9235309225 |

Invitation of Tender Bids-

- Bank invites tenders from experienced bidders to provide Comprehensive Annual Maintenance Services of Computer hardware and peripherals. The selected bidder is required to adhere to the terms of this request of proposal document and any deviation to the same shall not be acceptable.
- Bidders are expected to examine all instructions, terms, specifications, annexure and other information in this request of proposal document.
- This document is an invitation for Bidder response. No contractual obligation on behalf of the bank shall arise from this document unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful Bidder.
- Bids once submitted will be treated as final and no further correspondence/ modification will be entertained on this.

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Email:-rogkpu@barodauprb.co.in

(Handwritten signature and initials)



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Terms and condition of tender:

- The registration number of the firm along with **GST no.** allotted by the authorities must be submitted
- **PAN NUMBER** of the firm allotted by the income tax authorities should be submitted (without which the vendor's bid would become invalid and shall be liable to reject)
- The bidder must have **minimum annual turnover of Rs. 50.00 lakh** in each year of previous consecutive three year (2022-23, 2023-24 and 2024-25). This amount is applicable for individual companies. Joint projects will not be considered.
- The number of branches in Gorakhpur 1 region is 59. Being a big region and having branches in all directions, all the vendors participating in the tender should note that we will **require three dedicated engineers** (One RE at RO and two FE for branches). The engineers should be well qualified and have experience (at least 5 years) for handling issues related to banking environment.
- Bidder should have executed minimum three projects of undertaking AMC in PSU/RRB bank. (Bidders need to submit certificate from client organization or copy of purchase orders).
- The bidder/Vendors having franchise arrangements or third party service support cannot quote (Submit undertaking on letter head).
- Rates should be quoted on the space provided in **annexure B attached only**. No other sheet/form should be used for quoting rates.
- If any clarification is required the same should be obtained before submitting the bid.
- Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
- Any deviation of the conditions given by the purchaser will not be accepted and bid will be rejected without assigning any reasons. Incomplete in any respect or conditional tender shall liable to be rejected.
- UPGB reserve the right to accept or reject any bid whole or in parts without assigning any reason thereof. Bank's decision will be final and no correspondence will be entertained in this regard.
- In case of delay in submission/non submission of bids, Bank will not assume any responsibility
- The competent authority (bank) does not bind themselves to accept the lowest or to give any reasons for its decision of acceptance or rejection of tenders.

Scope of Work-

- The rate contracted would be for Annual Maintenance of following hardware items:
 1. Personal Computers
 2. LaserJet Printers
 3. Passbook Printers
 4. Scanners

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- The vendor will provide maintenance service in response to mail, telephone notice by any UPGB Gorakhpur 1 region's branch.
- The following activity also to be completed by the FE while formatting of the Desktop due to any reason:
 1. Installation of MS Office(Whenever required)
 2. Installation of Antivirus with all OS related patches/ service packs as per banks guidelines.
 3. Installation of Hindi fonts (Whenever required), EKYC, CKYC, CIBIL, DCRS, Bhulekh, Agrim, PSR, HPSM and other utilities.
 4. Joining with Bank's Domain and PC naming.
 5. Installation of peripherals (like Printers, Scanners, Biometric devices etc.) Bank will provide the relevant software and required configuration of the software to RE.
 6. Installation/ reinstallation of OS after formatting the desktops due to any reason whatsoever. Before formatting, backup of data and restoration of data after OS installation is FE's responsibility.
- All the items (Hardware and Software) would be covered under CAMC except consumables/burn cases.
- The vendor will accomplish preventive and breakdown maintenance activities to ensure that the hardware equipment execute without defect or interruption.
- All complaints/ calls should be attended and closed within 24 hour.
- The vendor will have to ensure up gradation of System software on the hardware covered under this agreement without any extra cost.
- In case of shifting of entire branch/ office from existing location to another, the uninstallation/ installation of equipment/hardware under AMC will be done by vendor in old and new premises respectively at no extra cost.
- If any software upgrade is done by Bank in the future during AMC period, then the said up gradation work will also come under AMC.
- AMC covers free repair and replacement of unrepeatable parts at no extra cost with brand new/ genuine parts of equivalent and superior configuration.
- New implementations will be considered as part of this contract during AMC period.

Earnest Money Deposit:-

Earnest Money Deposit (EMD): Earnest Money Deposit of Rs. 50,000.00 (Rupees Fifty Thousand Only) has to be submitted by the way of Demand Draft / Banker's Cheque/ Pay Order drawn in favour of "Uttar Pradesh Gramin Bank" payable at Regional Office, Gorakhpur 1. Earnest Money Deposit will not carry any interest.

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

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The Earnest money deposit will be forfeited if-

- The Successful bidder withdraws from the CAMC without any notice to the bank before completion of CAMC period/tenure. Bidder must inform the bank and would need to provide service for minimum period of 2 months from the date in case of withdrawing from AMC before date mentioned in contract.
- The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the bank.
- The Bidder violates any of the provisions of the terms and conditions of this tender specification.

Authorisation to BID

The proposal/ bid being submitted would be binding on the Bidder. It is necessary that all pages of the bid should be signed by authorised personnel of the firm or organization. All such sign shall be supported by a rubber stamp impression of the Bidder's firm.

The Bid should be submitted at the **Regional Manager, Regional Office Gorakhpur 1, Uttar Pradesh Gramin Bank, Near Avantika hotel, Mohaddipur, Gorakhpur 273008** by the Bidder. It should be in two parts:

1) **Technical Bid-** In the first stage, Technical Bid will be opened and evaluated. **It should not contain any price information.**

- It should be complete in all respect and contain all information asked for in the document.
- Annexure A (Bidder's profile format) is to be submitted in physical form to the bank on or before last date and time of bid submission.
- Photocopies of relevant documents/ certificates as a proof in support of various information is to be submitted.
- The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank further reserves the right to reject any or all offers on its own evolution of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- The Bank reserves the right to modify any terms, conditions or specifications of RFP before date of submission of bids. Bidders have to submit bid documents as per the changes/ modifications while submitting the bid. Notification of the amendments (if any) will be available on the Bank's website and no separate communication will be issued.

Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for commercial evolution.

2) **Commercial Bid-** Under the second stage, the commercial Bid of only those Bidders, whose technical bids are qualified, will be opened for finalization of L1 Bidder.

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- The commercial offer must not contradict the Technical offer in any way.
- The Bidders should not offer any option or any conditional offers to the Bank while giving the price information through Annexure-B.
- The final decision on the Bidder will be taken by Uttar Pradesh Gramin Bank Regional Office Gorakhpur 1. Uttar Pradesh Gramin Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any Bidder in the final short-list.

Award of Contract- On completion of evaluation of commercial bids, Bank will determine the L1 Bidder and contract will be awarded to the L1 Bidder.

- The lowest bidder will be considered on the basis of consolidated AMC price of all items.
- However, the bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this tender notice and shall be entitled to reject any or all offers.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.
- Preference will be given to OEM Company or supplier of computers and peripherals through GEM in regional office Gorakhpur 1.

Price composition-

- AMC will be valid for one year.
- Total cost of AMC quoted should be inclusive of Cost of delivery of equipment, installation and service rendered as per Bank's requirement.
- Bank will not pay any Labour charges, transportation, installation of hardware item etc. separately. All such costs, if any, should be absorbed in the AMC price.

Rejection of Bid- The Bid is liable to be rejected if:

- The document does not bear signature of authorized person in each page and duly stamped.
- It is received after expiry date and time stipulated for Bid submission.
- It is incomplete or conditional or contains incorrect information.
- Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. is made directly or through any mode of communication.
- Quoting incredibly low value of items with a view of subverting the tender process shall be rejected straight away.
- Negative track records and bad reputation of any Bidder reported by any other region of Uttar Pradesh Gramin Bank is liable to reject any or all offers.

Payment Terms- The terms of payment for AMC of computer hardware and peripherals will be as follows:

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- The cost of AMC service will be paid on quarterly basis (post quarter) after deducting penalty (if any).
- No advance will be paid and payment will be made against any service.
- TDS/ GST on payments will be deducted as applicable.
- Successful Bidder shall permit Bank to hold deduct the amount from invoice, for non-performance or part performance or failure to discharge obligations under the contract.

Exit Clause-The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- Failure of the Bidder to accept the contract.
- Delay in delivery of parts.
- Delay in attending/ rectifying complaints.
- Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functionality of branch/office.
- In addition to the contract bank reserves the right to exit at any time after giving notice period of one month during the contract period.

Termination of Contract-The Bank is entitled to terminate this contract, without any cost to the bank and recover expenditure incurred by the bank from bidder.

Tender submission:

Submission of tenders in sealed envelope super scribing “**Proposal for CAMC of Computer Hardware and Peripherals at branches / Office under Uttar Pradesh Gramin Bank** addressed to “Regional Office Gorakhpur 1, Uttar Pradesh Gramin Bank, Near Avantika hotel, Mohaddipur, Gorakhpur 273008”, Complete in all respect latest by **04.00 PM dated- 22.06.2025**. Tenders received after that shall not be entertained.

Tender must be submitted by hand or through registered post.

Yours faithfully,

(Santosh Kumar)
Regional Head
Gorakhpur 1

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Annexure A: Bidder Profile Format

| S.NO. | Parameters | Response | |
|-------|--|--|---------------------|
| 1 | Name of Firm/ Company | | |
| 2 | Year of Incorporation in India | | |
| 3 | Names of the Partners/ directors | | |
| 4 | Address of the firm/ Company | | |
| | a)Head Office | | |
| | b)Local Office (if any) | | |
| | Authorised Contact person | | |
| | a) Name and Designation | | |
| 5 | b)Telephone Number / Mobile Number | | |
| | c) E- mail Id- | | |
| 6 | Financial Parameters | | |
| | Business Results (Last Three years) | Turnover (In Lakh) | |
| 7 | 2022-23 | | |
| | 2023-24 | | |
| | 2024-25 | | |
| | Only company figures need to be mentioned. Not to include group / subsidiary Company figures | (Mention the above amount in INR only) | |
| 8 | Experience | | |
| | Details of project executed | Name of Customer | No. Of Years in Use |
| 9 | Project 1 | | |
| | Project 2 | | |
| | Project 3 | | |
| | Project 4 | | |
| | Project 5 | | |
| | Project 6 | | |

**Note: Enclose copies of Audited Balance sheet along with enclosure Dated this
Day of**

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List of Support Engineer/Service engineer-

| Sr.No | Name | Address | Contact Detail |
|-------|------|---------|----------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |

Escalation Matrix

Delivery/Service related issue:

| First Level | | | | |
|-------------|------|-------------|------------|---------------|
| Sr.No. | Name | Designation | Mobile No. | Email-Address |
| 1 | | | | |
| 2. | | | | |
| Seond Level | | | | |
| Sr.No. | Name | Designation | Mobile No. | Email-Address |
| 1 | | | | |
| Third Level | | | | |
| Sr.No. | Name | Designation | Mobile No. | Email-Address |
| 1 | | | | |

Place: -

Date: -

Signature of Authorized Signatory & Seal

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Annexure B Commercial Bid

| S.NO. | Hardware Item | Quantity | Rate | | | |
|-------|-------------------------|------------|-----------|-------|-----------|---------------------|
| | | | Unit Rate | Total | GST @ 18% | Total Including GST |
| 1 | PC(HP/Lenovo/ACER/Dell) | 240 | | | | |
| 2 | Passbook Printer | 65 | | | | |
| 3 | Laser Printer | 60 | | | | |
| 4 | Scanner | 50 | | | | |
| | Total | 415 | | | | |

- Hardware which is under warranty at present may be given into AMC after expiry of warranty of such hardware. AMC charge will be calculated on pro-rata basis for remaining CAMC period.
- CAMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses.
- Preventive maintenance visit must be carried out at branches once in a quarter. (Visit certificate to be countersigned by Branch Head is compulsory).

Place-
Date-

Signature

(In the capacity of)

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