

उत्तर प्रदेश ग्रामीण बैंक

Uttar Pradesh Gramin Bank

REQUEST FOR PROPOSAL (RFP) FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF UPS SYSTEMS (2025-26)

RFP No: UPGB:ROFATE:IT:RFP:CAMC-UPS:2025-26

Date of Issue: June 11, 2025

Uttar Pradesh Gramin Bank, Regional Office, Fatehpur, invites sealed tenders from reputed manufacturers, companies, and firms for the on-site Comprehensive Annual Maintenance Contract (CAMC) of UPS Systems installed at its branches and offices within the Fatehpur district.

1. Important Dates and Details

Event	Date and Time
Last Date for Bid Receipt	July 5, 2025, up to 05:00 PM
Date of Bid Opening	July 7, 2025, at 04:00 PM

Address for Communication:

The Regional Manager,
Uttar Pradesh Gramin Bank,
Regional Office-Fatehpur 2A,
Gautam Nagar, Fatehpur,
Uttar Pradesh – 212601

Email Addresses:

- pe.rofate@barodauprb.co.in
- it.rofate@barodauprb.co.in

Contact Persons for Queries:

- P&E Department: Pradeep Kumar Singh – 6393040400
- IT Department: Ashwani Yadav – 7037696204

2. Scope of Work

The tender is for a comprehensive on-site maintenance contract for online UPS Systems of the following specifications:

- UPS Specifications: 5KVA / 3KVA

The contract will cover branches/offices under the Regional Office, Fatehpur.

3. Eligibility Criteria

Bidders must meet the following criteria:



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- **Experience:** Minimum of three years of experience in providing Annual Maintenance Contracts for UPS systems in Public Sector Banks (PSBs) and other financial institutions.
- **Local Presence:** The firm must have a support office or a dedicated resident engineer located in Fatehpur to ensure prompt service.
- **Technical Staff:** The bidder must have a strong team of technical staff capable of resolving service calls within 24 hours.
- **Financial Standing:** The firm should have an adequate turnover and the necessary facilities for servicing and maintaining UPS systems.
- **Statutory Requirements:** The firm must be registered with the Goods & Service Tax (GST) Department and provide PAN and GSTIN details with the bid.
- **Blacklisting:** The firm should not have been blacklisted by any public sector bank, PSU, or Government Department. A self-declaration on the company's letterhead must be submitted.

4. Terms and Conditions

Contract Period: The contract will be effective for one year, from the date of allotment. The Bank reserves the right to extend the contract based on performance.

Maintenance Services:

- **Comprehensive On-Site Maintenance:** The contract includes both preventive and corrective maintenance.
- **Preventive Maintenance:** To be conducted on a quarterly basis for all UPS systems.
- **Corrective Maintenance:** Includes repairing and replacing faulty parts with original or high-quality spares at the vendor's cost. Standby units must be provided within 36 hours if a system cannot be repaired promptly.

Service Levels and Personnel:

- **Resident Engineer:** The firm must provide at least one dedicated resident engineer available on all bank working days.
- **Call Monitoring:** A single point of contact for logging and tracking all service requests is required. The vendor must provide weekly reports on call resolution statistics.
- **Uptime:** Critical calls should be resolved within 24 hours of receiving calls while if a part repair/change is required then arrange backup UPS and resolve within 72 hours.
- **Confidentiality:** The service engineer and the firm must maintain the confidentiality of all bank information.

Penalty Clause: A penalty of ₹250 per day will be levied if the vendor fails to meet the guaranteed uptime for any system.

5. Payment Terms

- Payments for the CAMC will be made on a pro-rata basis at the end of each quarter.
- Payment is subject to the submission of satisfactory service reports, including Preventive Maintenance (PM) and call reports from all branches under the AMC.
- No advance payment will be made.



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6. Submission of Bids

Bids must be submitted either by registered post or by hand at the Regional Office, Fatehpur. The submission should be in a three-envelope system:

1. **Envelope 1: "ELIGIBILITY BID"**

- This should contain all documents as per Annexure 1, including compliance with eligibility criteria, self-declaration of not being blacklisted, infrastructure details, and attested copies of PAN, GSTIN, and Income Tax Returns for the last three years.
- Annexure-1 to be submitted.

2. **Envelope 2: "TECHNICAL BID"**

- This should contain the proposal form and technical details as per Annexure 2, 2A, 2B, and 2C.

3. **Envelope 3: "COMMERCIAL BID"**

- This should contain the financial quote as per Annexure 3.

These three sealed envelopes should be placed inside a larger sealed master envelope, super scribed as: **"BID FOR UTTAR PRADESH GRAMIN BANK - SELECTION OF VENDORS FOR MAINTENANCE OF UPS FOR THE PERIOD FROM 01.08.2025 to 31.07.2026"**

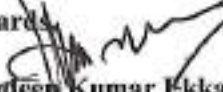
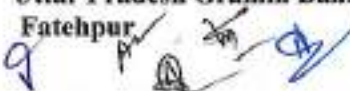
Address for Submission:

The Regional Manager,
Uttar Pradesh Gramin Bank,
Regional Office-Fatehpur 2A,
Gautam Nagar, Fatehpur,
Uttar Pradesh – 212601

7. Bank's Rights

The Bank reserves the right to:

- Reject any or all bids without assigning any reason.
- Waive any formalities or inconsistencies in the proposals.
- Extend the submission deadline.
- Cancel the tender process at any stage.

Regards,

(Pradeep Kumar Ekka)
Regional Manager,
Uttar Pradesh Gramin Bank
Fatehpur




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Annexure 1

Eligibility Bid Format-

Bid Support Criteria	Yes/No
Firm/Company is registered under Companies Act & certificate is attached. Furnish document/certificate towards GSTIN No./PAN No.	
Firm/Company must have its own office/Branch/Support setup within Fatehpur district. In case the vendor does not have its own setup. At least a dedicated staff should be resident in the region for providing support, details of which should be mentioned clearly in a separate letter being provided in the bid.	
Strong support of technical staff to resolve call within 24 hours.	
Firm/Vender has been in CAMC business for at least 3 Years (Supporting Documents should be attached).	
Firm/Company has minimum 3 year experience in the maintenance of UPS (Supporting Documents should be attached).	
Turnover of each year in last 3 years.	

Place:-

Date:-

Signature of the Authorized Signatory & Seal



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Annexure 2

Technical Bid-

(To be included in technical Bid Envelope)

Date-

The Regional Manager
Uttar Pradesh Gramin Bank
Regional Office
Fatehpur

Dear Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of the UPS SYSTEMS.

Having examined the Proposal Document, the receipt of which is duly acknowledged the undersigned, offer to carry Comprehensive Annual Maintenance Contract, in conformity with the said Proposal documents.

We undertake, if our Proposal is accepted, to execute the Comprehensive Annual Maintenance Contract in accordance with the terms and conditions specified in the Bid Document.

We agree to abide by the proposal and the rates quoted herein.

Until a formal contract is prepared and executed, this Proposal together with your written acceptance thereof and your notification afterwards shall constitute a binding contract between us.

We undertake that in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

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

Place-

Date-

Signature of Authorized Signatory & Seal



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Annexure 2-A

Technical Bid

Pre-qualification: Profile of Firm/Company

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

Place-

Date-

Signature of Authorized Signatory & Seal



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Annexure 2-B

Technical Bid

UPGB, IT Department, RFP for Maintenance of Computer System
Under

Comprehensive Annual Maintenance Contracts.

List of Major contracts undertaken during the Last 3 yrs.

S.No.	Name and Address of Client	Contact No.	Period Of CAMC	District covered	Value Of CAMC (in Rs.)
1.					
2.					
3.					
4.					
5.					

Notes:-

- PO/Satisfaction certificate issued by the client shall be enclosed
- The work should have been executed by the firm/company under execution.

Place-

Date-

Signature of Authorized Signatory & Seal



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Annexure 2-C

Technical Bid

List of Support Engineer/Service engineer available in Region-Fatehpur

Sr.No.	Name	Address and Contact Person.
1.		
2.		
3.		
4.		
5.		

Place-

Date-

Signature of Authorized Signatory & Seal



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Commercial Bid

Annexure 3

S.No.	Items With Brief Details of Config./Make/Model	Estimated Quantity	CAMC Rate (Excluding GST/Taxes)	Total Cost= Qnt. * Rate(Excluding GST/Taxes)
1	UPS (5KVA)	1		
2	UPS (3KVA)	48		
TOTAL				

- Quantity mentioned are indicative in above table and the exact quantity (Branch/Office wise) will be given in Purchase Order (P.O). The CAMC of hardware will be paid on pro-rata basis as and when the hardware will be included in the AMC.
- The quantity is estimated and may vary.
- 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 AMC Period.
- Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned by Branch Heads is Compulsory).

Place-

Date-

Signature of Authorized Signatory & Seal

