

उत्तर प्रदेश ग्रामीण बैंक

Uttar Pradesh Gramin Bank

(भारत सरकार, उत्तर प्रदेश सरकार एवं बैंक ऑफ वडौदा का संयुक्त उपक्रम)

बाराबंकी परिक्षेत्र (Barabanki Region)

सी-930 & 931, सिविल लाइंस, देवा रोड, बाराबंकी- 225001

दूरभाष- 7388800301, 397, 398, 399

Ref No. : UPGB/ROBBK/P&E/AM/2025-26/86

Date: 05.07.2025

परिसर एवं उपकरण विभाग

INVITING QUOTATION FOR ANNUAL MAINTENANCE CONTRACT (Non-Comprehensive) & RATE CONTACT FOR BURGLER/SECURITY ALARM SYSTEM.

Uttar Pradesh Gramin Bank, Regional Office, Barabanki, invites sealed quotations from the bidders for an annual maintenance contract (non-comprehensive) for Burgler/Security alarm system installed in 71 branches of the Barabanki region and a rate contract for new supply, installation, and commissioning of Burgler/Security alarm system.

Eligibility Criteria:-

1. The bidder should have adequate turnover for services/maintenance of burgler/security alarm system.
2. The firms/companies should have minimum 3 years of experience in the field of annual maintenance contract in PSBs/financial Institution.
3. The firm should have been registered with govt department and shall provide PAN/GST No. with the proposal.
4. The Firm should have its support office/service centre at barabanki. In case the vendor does not have its own setup, atleast two dedicated staff should be resident in the region for providing support.
5. The firm/Company should not have been blacklisted by PSB/PSU/Government department/RRB in the past.

Earnest Money Deposit (EMD):-

- Earnest money deposit of Rs. 10000/- (Rupees ten 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 Barabanki. Earnest Money Deposit will not carry any interest.
- The Earnest Money Deposit of unsuccessful bidder will be refunded accordingly in due course.
- The Earnest Money Deposit of the successful bidder shall be converted into security deposit. No interest will be paid on security deposit. The security deposit shall be refunded one month after successful completion of AMC tenure subjected to renewal of AMC 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 document and valid certificate for relaxation of EMD.

The Earnest Money Deposit will be forfeited if:

The successful bidder withdraws form the AMC without any notice to the bank before completion of AMC period/tenure.



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- The bidder withdraws his tender after processing but before acceptance of letter of appointment" to be issued by the Bank.
- The bidder violates any of the provisions of the terms and conditions of this TENDER specification.

Earnest Money Deposit will be refunded for the unsuccessful bidders within one months from the date of opening of bids.

Minimum Maintenance Checkups during Maintenance Visits: Security Alarm System- the service provider during each AMC visit will;

(i) Check the complete alarm system, including all sensors in all modes, and ascertain that two hooters (one inside the branch and another outside) should be available and serviceable. Their sounds should be with a minimum 500-meter range in daytime.

(ii) Ensure that the entry/exit points as well as strong/safe room doors/cash safe doors in the branch are fitted with magnetic sensors/PIR sensors. Activation of the alarm in case of tampering should be ascertained.

(iii) Ensure that each alarm system has its own battery backup. This would be crucial in case of failure of UPS or the main power supply. The engineer/technician must replace the exhausted batteries with new batteries wherever required.

(iv) Ensure that the alarm system is connected to branch UPS.

(v) Carry out any other checkup/inspection as and when directed by the bank or when the service provider feels it is necessary to maintain the alarm systems healthy and trouble-free.

The terms and conditions of the annual maintenance contract are as follows:

1. The rate contract with the selected vendor will be valid upto a period of two years from the date of purchase order.
2. The AMC will be valid for **one year** and may be renewed on expiry further period of one year from the date of purchase order issued by the bank with the condition that your technician will complete one mandatory visit (per quarter) to all branches and submit the reports to regional office within tenth of succeeding month.
3. The technician will visit the branch as and when required during the one year period. Any number of complaints of break down/mal-functioning of burglar/Security alarm system in any of the branch shall be attended by the technician **Free of cost** during the contract period. For extra visit no charges shall be paid.

The call for repairs / service from branches has to be attended immediately within 24 hours but not later than 48 hours (depending upon the distance) during the warranty and AMC period. A standby system has to be installed, if the system



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- couldn't be repaired/serviced at branch, within 48-hours and no charges shall be claimed for this standby system. If firm fails to attend the call within given time period, penalty will be imposed @ Rs. 200/- rupees per day per branch.
5. The firm will submit the estimated cost of spare parts to be replaced if any, to regional office Barabanki within 24 hours after attending the complaint of branch for approval/concurrence of RO. No repairing/installation work on chargeable basis will be undertaken without prior concurrence of regional office.
 6. Repairing/installation work to be completed within 48 hours after the work order issued for that branch by regional office Barabanki. If firm fails to complete the repairing/installation work within given time period, penalty will be imposed @ 200/- rupees per day.
 7. As the annual maintenance contract is **non-comprehensive** in nature. It is mandatory on the part of the vendor that they replace the defective parts of the BURGLAR/SECURITY ALARM SYSTEM only after seeking consent from the regional office.
 8. The rate quoted will be valid for one year and inclusive of all type of charges and expenses. The GST will be paid extra.
 9. Payment for AMC shall be made to you at RO level on quarterly basis within 15-working days after receipt of the bill along with quarterly visit report. No request for advance payment will be entertained.
 10. The Vendor should have proper communication system for attending complaint form branches/RO and dedicated complaint number is to be given for the same.
 11. The technician of the firm must have an identity card and should present the same to the branch officials before commencing the work.
 12. On completion of the AMC period, The Alarm system under contract shall be required to be handed over in working condition.
 13. Security Deposit of Rs. 10000/- (Rupees Ten thousand only) in the form of DD/Pay Order in favour of Aryavart Bank, payable at barabanki must be submitted at regional office barabanki within 10 working days of work allotment (if your firm found to the lowest bid).
 14. The Security Deposit shall be kept with the bank till end of AMC period. Security deposit will be released after completion of the contractual period. No interest will be paid by the bank on deposit. The Security Deposit will be forfeited if the bidder-
 - (i) Refuses to accept any work on the prices quoted by the Firm.
 - (ii) Having accepted the work, fails to carry out its obligations mentioned therein.
 - (iii) Fails to provide satisfactory services for AMC.
 15. The bank reserves the right to terminate/cancel the contract at any stage, if the services of the company are not found satisfactory, as per the agreed term & conditions or otherwise.



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16. The bank reserved the right to award the work in full or in parts or cancel the tender Process without assigning any reason whatsoever.
17. Any dispute will be under BARABANKI jurisdiction.

Submission of Quotation:-

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

The Bid must contain Two envelopes as per procedure given below:-

Annexure – A (1), A (2), A (3) and A (4) duly filled with all details.

1. Details of infrastructure in order to provided proper services.
2. Attested Photocopy of document w.r.t. registration of firm along with GST No.
3. Photocopy of duly attested PAN.
4. Photocopy of duly attested GSTIN.
5. Income tax return and balance sheet for last three years.
6. Certificate/Document w.r.t. Experience.
7. The entire tender document shall be duly signed by the vendor as mark of acceptance of terms and conditions of the tender document.
8. All the document should be self-attested along with stamp of the firms.

Note- If any of the documents is/are either not submitted or submitted but not duly attested, the BID will be rejected & Price BID will not be opened.

Second Envelope must contain only BID with Below Mentioned Document:-

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

Interested vendors may submit their quotations in a super scribed “**BID FOR ANNUAL MAINTENANCE CONTACT (AMC) OF BURGLER/SECURITY SYSTEM in Barabanki REGION**” at the following address on attached annexure.

Tender Issuing Date	05-07-2025
Last Date for submission of Tender	28-07-2025 till 04:00 PM
Date of opening of Tender	29-07-2025 at 04:00 PM
Address for Communication	UTTAR PRADESH GRAMIN BANK Regional Office Barabanki 930 & 931, Civil Lines, Deva Road, Barabanki Pin-225001
Place of Opening Tender	Same as Above
E-mail Address	ans.robarabanki@aryavartbank-rrb.com
Contact	7388800301
WebSite	www.upgbank.com



(Sanjeev Kumar)
Regional Manager

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ANNEXURE - A (1)

Pre-Qualification Profile:

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

ESCALATION MATRIX:

Delivery/Service related Issue:

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

Any change in designation will be informed by us immediately.

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TERMS AND CONDITION FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES:-

1. Quantity mentioned are indicative in Annexure – B and the exact quantity (branch/office wise) will be given in Work Order as per requirement time to time. The AMC charges of BURGLER/SECURITY ALARM SYSTEM will be paid on pro-rata basis as and when the System will be included in the AMC. The quantity is estimated and may vary.
2. Machine which is under warranty at present may be given into AMC after expiry of warranty of such machine. AMC charge will be calculated on pro-rata basis for remaining AMC Period. AMC rates should include service charge of engineer inclusive of all charges. No extra charge will be payable for travelling, boarding and any other expenses
3. Preventive measures should be carried out once in a quarter. (Visit Certificate to be countersigned by Branch Heads is compulsory).
4. GST will be paid extra as per Govt. Norms.
5. Warranty on spare parts to be mentioned.

Signature of Authorised Signatory



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ANNEXURE - A (2)

Eligibility Profile:

Bid Support Criteria	Yes/No
Firm/Company must have its own office/banch/support set-up within BARABANKI region. In cased the vendor does not have its own set-up, at least two dedicated staff should be resident in the region for providing support. Details of which should be mentioned clearly in a separate letter being provided in the BID.	
Strong support of technical Staff to resolve call within 24 hour.	

Signature of Authorised Signatory



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Annexure- A (3)

COVERING LETTER (To be given on letter head of the firm)

To,
REGIONAL MANAGER,
Uttar Pradesh Gramin Bank
Regional Office - Barabanki

Sub: Request for Proposal: NON-COMPREHENSIVE AMC Contract for Maintenance and Service of Burglar/Security ALARM SYSTEM.

Ref No. : UPGB/ROBBK/P&E/AM/2025-26/86

DATE: 05-07-2025

In response to the above Notice, I/We hereby submit my/our application in the required format along with annexures and declaration.

I/We have adhered to the requirements prescribed by the Bank. I/we have carefully gone through the guidelines/terms and conditions and prescribed format carefully and I/We accept the same without any alterations/modifications.

I/We am/are also aware that the Bank reserves the right to accept or reject any or all applications without assigning any reason/s thereof and decision taken by the Bank in this regard will be binding on me/us.

Yours faithfully,

Signature & Seal of the Firm with Date:



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Annexure- A (4)

(On company's Letter Head only)

CERTIFICATE OF ACCEPTANCE

"Certified that we have read and understood all the terms and conditions in the Tender Document and that our company/firm, namely.....do hereby unconditionally accept all the Term and Conditions set out in the Tender Document and annexures including the penalty clauses therein."

Date:

Place:

Signature of Authorized Signatory

(Name of company/firm)

Seal of Company/firm



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ANNEXURE 'B'

Financial Bid for Burglar / Security Alarm System

(All the rates must be quoted in Indian Rupee only and exclusive of GST)

Sl	Items	Make	Unit	Offered Item Make	Unit Price (Rs.)
1	Burglar Alarm Control Panel with Day/Night Facility having 4 zone (ERTL, GOI Certified) + Dry Battery 12V 7AH (Exide/Amaron)	AGNI/Ravel/NSE	1		
2	Panic Switch with housing	Securico/NSE or Reputed brand	1		
3	Hooter/External speaker	NSE or Reputed brand	1		
4	Dry Battery 7 AH 12V	Exide/ Amaron	1		
5	PIR Sensor	NSE/ equivalents Reputed brand	1		
6	Magnetic sensors (two wire)	NSE/ equivalents Reputed brand	1		
7	Wire For Security/Burglary Alarm switches and Sensors	ISI Mark	Per Mtr		
8	Wiring	ISI Mark	Per Mtr		
9	PVC conduit with Min. 20mm dia	ISI Mark	Per Mtr		
10	Installation Charges including labour and transportation etc. (Entire system or Alarm Panel is shifted involving rewiring etc)				
A	Sub Total of new products				
1	Buy Back rate of old Burglar/Security Alarm Control Panel (-)		1		
B	Sub Total of Buy Back				
C	Total of Alarm System (Sub Total of new products 'A' - Sub Total of Buy Back 'B')				
D	Non Comprehensive AMC per Branch for one year including Minor repair & Replacement (Including 04 mandatory Quarterly visit). In case of new installation, AMC will be paid after one warranty Period.		Per Year		
E	Grand Total (Total of Alarm System 'C' + Total of AMC 'D')				

Date:

Name & Signature of Authorized Representative of firm

with Seal of the Firm



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