

उत्तर प्रदेश ग्रामीण बैंक
Uttar Pradesh Gramin Bank

REF : ROPRATA/P&E/Tender/2025-26

Date – 09-07-2025

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF BUNDLE NOTE COUNTING MACHINE AND LOOSE NOTE COUNTING CUM AUTHENTICATION MACHINE

Sealed quotations are invited from the reputed manufactures/companies/firms for on-site maintenance of **Bundle note counting machine & Loose Note Counting cum Authentication Machine** installed at various branches/offices of our Bank located in Pratapgarh District under control of Regional Office, Pratapgarh.

Last Date and time for receipt of BID :- 29-07-2025 time 04:00 pm

CAMC EFFECTIVE DATE :- FROM 01-08-2025

Date and Time of opening of Bid Address and Communication address :-

Date and Time :- 30-07-2025 time 12:00 o'clock

THE REGIONAL MANAGER

Uttar Pradesh Gramin Bank,

Regional Office, Pratapgarh- 230001

Email Address- pe.prtro@barodauprrb.co.in

Eligibility:

1. The bidder should have adequate turnover/facilities for services/maintenance of Note Counting/Authentication Machine.
2. The firms/companies should have minimum 3 years of experience in field of Comprehensive Annual Maintenance Contract in PSBs and Financial Institutions.
3. The firms/companies should have been registered with Sales Tax Department for work contract and shall provide PAN and GSTIN No. with the bid.
4. Firm/Company must have strong support of technical staff to resolve calls within 24 hours.
5. The Firm/Company should not have been blacklisted by any public sector/Bank/Government Department in the past. A Self declaration letter by the bidder, on the company's letter should be submitted along with bid.

Other Condition:

1. The contract will be effective for a period of one year i.e. from the date of allotment of contract. The bank shall have the right at its sole and absolute discretion to continue the assignment/contract of the selected bidder for future requirement for various items/activities as described in RPF after expiry of contract period.
2. The contract will be for comprehensive onsite maintenance.
3. Replacement of parts will be at the vendor's cost with original spares of the brand make model of the machine with the best quality spares. Comprehensive Annual Maintenance vendor should keep sufficient spares at the office and should provide standby Note counting/Authentication Machine if needed a reasonable period and in no case more than 36 hours.
4. The firm/Company must provide at least 1 dedicated resident engineer, they should be available to branches for managing all the services requested logged by our branches on all working days of bank. If in case presence of any of the service engineer is not possible, another engineer should be provided in his/her by the fir/company.
5. It shall be responsibility of the firm/company to make all NCM work satisfactorily throughout the contract period and to hand over the system in working condition to the bank after expiry

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उत्तर प्रदेश ग्रामीण बैंक Uttar Pradesh Gramin Bank

of the contract. In case any damage is found, the firm/company will be liable to rectify it even after expiry of Comprehensive Annual Maintenance contract.

6. **Availability service level & Penalty** – In case any engineer is not available the Bidder should immediately provide the bank with an equivalent standby engineer for that period of unavailability. If bidder fails to meet the uptime guarantee in any month then the bidder will have to pay the **Compensation as penalty of Rs. 250 per day.**
7. **Bank reserve the right to:** Reject any and/or all responses received in response to the RFP, Waive or change any formalities, irregularities or inconsistencies in proposal format delivery. And extend the time for submission of the tender and share the information/clarifications provide in response to tender by any bidder, with any other Bidder(s)/others, in any form and withdraw, postpone and cancel the tender at any stage without assigning any reason whatsoever.
8. The registration number of the firm, along with the GSTIN number must be submitted.
9. PAN number of the firm/individual allotted by the income tax authorities should be submitted (without which the vendor's bid would become invalid and shall be rejected).
10. Conditional tenders shall not be accepted on any ground and shall be rejected straight away.
11. Any deviation of the conditions led by the bank, will not be accepted and the bid will be rejected without assigning any reasons.
12. The entire tender document must be signed with the seal and attached as a mark of acceptance of term condition.

Payment Terms:

1. Comprehensive annual maintenance charges will be paid at the end of each quarter on pro-rata basis after submission of satisfactory service record from all the branches.
2. No advance payments shall be made in any case.
3. Payment will be released on quarterly basis, subject to the vendor submitting to our office satisfactory service report from all branches.

Bid Submission:

- The sealed tender must be reached to Uttar Pradesh Gramin Bank, Regional office, Mira Bhawan Pratapgarh-230001. Complete in all respect, latest by 04:00 pm on dated 29-07-2025 bid received after that shall not be entertained.
- Bids must be submitted through hand to hand or through registered post.
- The bid must contain two Envelopes as per procedure given below.

IF ANY OF THE ABOVE DOCUMENTS IS/ARE NOT SUBMITTED OR IF SUBMITTED BUT IS NOT DULY ATTESTED, THE BID WILL BE REJECTED & PRICE BID WILL NOT BE OPENED. IT MUST BE MENTIONED ON ENVELOPE **"DOCUMENT SUBMITTED FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR NOTE COUNTING/AUTHENTICATION MACHINE."**

FIRST ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. Details of infrastructure for providing proper services.
2. 3 years experience certificate of being in business for the sale of same product which being offered to us.
3. Attested photocopy of document of registration of firm along with GSTIN No.
4. Photo copy of PAN number duly attested.
5. The entire tender document duly signed by the vender as a mark of acceptance of terms and conditions of the tender document.

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उत्तर प्रदेश ग्रामीण बैंक Uttar Pradesh Gramin Bank

6. General information of Bidder and Eligibility Criteria (Annexure I & II).
7. All documents should be Self Attested along with stamp of the Firm.
8. A Self declaration letter by the bidder, on the company's letter head should be submitted along with bid.

SECOND ENVELOPE MUST CONTAIN ALL THE DOCUMENTS GIVEN BELOW:

1. The price must be submitted on the prescribed format (Annexure-VI). Price bid will not be accepted on any other format or document.

IT MUST BE CLEARLY MENTIONED "PRICE BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF NOTE COUNTING/AUTHENTICATION MACHINE"

BOTH TWO ENVELOPES MUST BE KEPT IN THIRD SEALED ENVELOPE AND SUPERSCRIBED "PRICE BID COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF NOTE COUNTING/AUTHENTICATION MACHINE"

RIGHT TO REJECT BIDS:

- Bank reserve the right to accept or reject any quotation or cancel the entire process at any stage without assigning any reason whatsoever. The bank does not bind itself to accept the lowest of any quotation and reserves to itself the right to accept or reject any or all quotations. Either in whole or part, without assigning any reason for doing so.
- Quoting incredible low value of items with a view of subverting the tender process shall be rejected straight away.
- The selected bidder is found to be unsatisfactory response/performance.

Request For Information:

- All Queries relating to the tender, technical or otherwise must be either in writing or by email only – pe.prtro@barodauprrb.co.in
- For any clarification contact to – UTTAR PRADESH GRAMIN BANK, REGIONAL OFFICE, MEERA BHAWAN, PRATAPGARH – 230001

Disclaimer:

The request for proposal (RFP) document has been prepared solely for the purpose of enabling Uttar Pradesh Gramin Bank to select vendor through bidding open for all concerned for comprehensive annual maintenance contract of note counting/authentication machine at its branches.

The RFP documents is not recommendation, offer or invitation to enter into a contract, is subject to observance of selection process and appropriated documentation being agreed between the bank and any successful bidder as identified by the bank, after completion of the selection process as detailed in this document.

NOTE :-

- L-1 bid will be derived on total cost of ownership for all items together.
- Applicable taxes extra as per prevailing rates. TDS to be deducted as applicable.
- Payment will be released by the regional office on quarterly basis.
- Hardware items which is under warranty at present may be given into comprehensive annual maintenance contract after expiry of warranty of such hardware. However comprehensive annual maintenance contract charges in such cases will be calculated on proportionate for the remaining period of comprehensive annual maintenance.

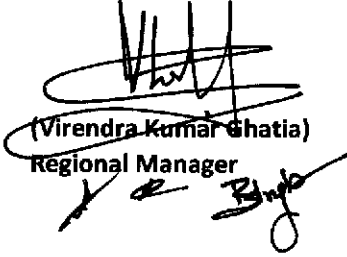
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उत्तर प्रदेश ग्रामीण बैंक Uttar Pradesh Gramin Bank

- Comprehensive annual maintenance contract rate includes cost of services of resident engineers.
- Comprehensive annual maintenance contract rate includes travelling, lodging and boarding of employees of the vendor.
- comprehensive annual maintenance contract rate includes travelling, lodging and boarding of service engineer.
- Quantity of hardware may differ from the quantity mentioned above.
- Preventive measures to be carried out once in a quarter.
- Cost of comprehensive annual maintenance contract must include cost of replacement of parts in all Note Counting/Authentication Machine provide under comprehensive annual maintenance contract.

Your Faithfully,


(Virendra Kumar Ghatia)
Regional Manager



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उत्तर प्रदेश ग्रामीण बैंक
Uttar Pradesh Gramin Bank

Annexure-I

Pre-Qualification Profile

| | |
|--|--|
| Name of the Firm/Company | |
| Address (Head Office) | |
| Phone No. | |
| Year of Establishment | |
| Name of proprietor or Name of Partner/Director/Associates | |
| Details and Value of major work taken up during the last 3 years within reputed financial organization/banks | |
| List of other major customers (Work order/Experience/Service certificate to the effect from the customers are to be enclosed | |
| PAN Number (for TDS) | |
| GSTIN No. (Certificate attached) | |
| Any other relevant information with documents | |

DETAILS OF INFRASTRUCTURE AVAILABLE

| | |
|---------------------------------------|--|
| Authorized Seller Dealership (Yes/No) | |
|---------------------------------------|--|



Signature of Authorized Saignatory

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उत्तर प्रदेश ग्रामीण बैंक
Uttar Pradesh Gramin Bank

Annexure-II

| 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 Pratapgarh 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 years experience in the maintenance of NCM (Supporting Documents should be attached). | |



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Uttar Pradesh Gramin Bank

Annexure-III(A)

List of Major contracts undertaken during the last 3 years.

| Sr. 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

Annexure-III(B)

List of Support Engineer/Service engineer available In Region-

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

Place-

Date-

Signature of Authorized Signatory & Seal



क्षेत्रीय कार्यालय : मीरा भवन, सिटी रोड, प्रतापगढ़- 230001
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Uttar Pradesh Gramin Bank

Annexure-IV

Escalation Matrix.

For Delivery/Service related issue

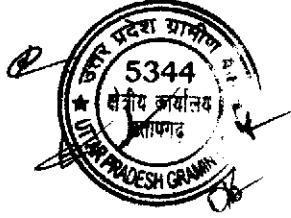
| Sr. | Name | Designation | Mobile No | Email |
|-----|------|----------------|-----------|-------|
| 1. | | First Level | | |
| 2. | | Second Level | | |
| 3. | | Third Level | | |
| 4. | | Regional Level | | |

Any changes in designation will be informed by us immediately.

Place-

Date-

Seal & Signature of Authorized Signatory
Name:



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उत्तर प्रदेश ग्रामीण बैंक
Uttar Pradesh Gramin Bank

Annexure-V

UNDERTAKING

(This letter should be on letter head of the bidder duly signed by an authorized signatory)

**The Regional Manager
Uttar Pradesh Gramin Bank
Regional Office
Pratapgarh**

Dear Sir,

Re: Request for proposal for Comprehensive Annual Maintenance Contract of Note Counting/Authentication Machine.

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-

Seal & Signature of Authorized Signatory
Name:



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उत्तर प्रदेश ग्रामीण बैंक
Uttar Pradesh Gramin Bank

ANNEXURE-VI

TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED FOR CAMC AT VARIOUS BRANCHES/OFFICE

| Sr.No. | Items With Brief Details of Config./Make/Model | Estimated Quantity | Cost per Unit | GST (as applicable) | Total Cost | Total CAMC Cost (including Tax) |
|--------------|---|--------------------|---------------|---------------------|------------|---------------------------------|
| 1. | Bundle Note Counting Machine. | 25 | | | | |
| 2. | Loose Note Counting Cum Authentication Machine. | 90 | | | | |
| TOTAL | | | | | | |

- Quantity mentioned are indicated in above table and the exact quantity (Branch/Office Wise) will be given in Work Order. The CAMC charges will be paid on pro-rata basis.
- Quoted Rate will include AMC services for period of 01 years.
- The quantity is estimated and may vary.
- The lowest vender will be awarded as per total cost of CAMC of all items from Sr. No. 1 to 2.
- Work rates should include service charges of engineer inclusive of all charges. No extra charges will be payable for travelling, boarding and any other expenses.
- Preventive measures should be carried out once. (Visit Certificate to be countersigned by Branch Heads is Compulsory).
- GST will be paid as per GOI Norms.

Signature of Authorized Signatory



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