

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SELECTION OF VENDOR FOR MAINTENANCE CONTRACT OF ALERT  
ALARM SYSTEMS THROUGH NON-COMPREHENSIVE ANNUAL  
MAINTENANCE CONTRACT FOR 77 BRANCHES/OFFICES UNDER  
REGIONAL OFFICE, FATEHPUR**

**FOR THE PERIOD: 01.09.2025 TO 31.08.2026**

**UTTAR PRADESH GRAMIN BANK**

**Regional Office: 2A Gautam Nagar, ITI Road, Fatehpur - 212601**

क्षेत्रीय कार्यालय % 2-एगोतम नगर, फतेहपुर - 212601 (उ०प्र०), दूरभाष :221213-05180  
Regional Office : 2A Gautam Nagar Fatehpur (U.P.) Tel. :05180-221213 ,  
e-mail:rofate@barodauprb.co.in



**TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF ALERT ALARM SYSTEMS**

Sealed quotations are invited from reputed manufacturers/companies/firms for the on-site non-comprehensive annual maintenance of ALERT ALARM systems installed at 77 branches/Offices under the control of Regional Office, Fatehpur.

**1. Schedule of Events & Bid Details**

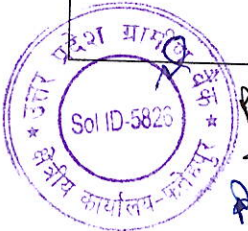
Event	Date & Time
Tender Issuing Date	02.08.2025
Last Date and Time for Submission of Bid	25.08.2025 up to 05:00 PM
Date and Time of Technical Bid Opening	26.08.2025 at 05:00 PM
Date and Time of Financial Bid Opening	To be intimated to technically qualified bidders
Address for Communication & Bid Submission	Uttar Pradesh Gramin Bank Regional Office, Fatehpur 2A Gautam Nagar, ITI Road, Fatehpur, PIN 212601
Contact Person	Pradeep K Singh, Ashwani Yadav
Contact Number	6393040400, 7037696204
Email Addresses for Queries	pe.rofate@barodauprrb.co.in, it.rofate@barodauprrb.co.in

**2. Scope of Work**

The scope of work includes, but is not limited to, the following:

- **Non-Comprehensive Maintenance:** Providing on-site diagnostic and repair services for all ALERT equipment including Control Panels, GSM Auto-dialers, Sensors (Magnetic, Vibration, Shutter), Detectors (PIR, Smoke, Heat), Hooters, Batteries, and associated wiring. A service report for each call must be submitted, duly signed and stamped by the Branch Head. The cost of labor and service is included in the AMC, while the cost of parts will be paid separately as per the finalized rates.

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- **Preventive Maintenance:** Conducting mandatory preventive maintenance once every quarter for all 77 Branches. A service report for each location must be submitted, duly signed and stamped by the Branch Head.
- **Uptime Guarantee:** Ensuring maximum uptime of the Alert Alarm systems and resolving all logged complaints within the stipulated time as per the Service Level Agreement (SLA).

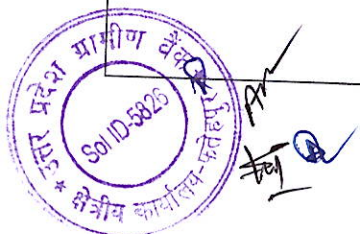
### 3. Eligibility Criteria

- **Experience:** The firm/company should have a minimum of three (3) years of experience in the field of Non-Comprehensive Annual Maintenance Contracts for Alert Alarm systems in Public Sector Banks (PSBs) or Government Institutions. (A copy of relevant work orders from the last 3 years must be enclosed).
- **Statutory Registrations:** The firm/company must be registered and provide self-attested copies of its PAN Card and GSTIN Certificate. Bids submitted without these documents will be summarily rejected.
- **Local Presence:** The firm/company must have its own office and service center in Fatehpur.
- **Financial Turnover:** The firm/company must have a minimum average annual turnover of ₹5 Lakhs over the last three financial years (FY 2022-23, 2023-24, 2024-25). A supporting certificate, duly stamped and signed by a Chartered Accountant (C.A.), must be submitted.
- **Technical Staff:** The firm/company must have a strong team of qualified technical staff to ensure service calls are resolved within 24 hours.
- **Blacklisting:** The firm/company must not have been blacklisted by any Public Sector Bank, PSU, or any Government Department. A self-declaration to this effect on the company's official letterhead must be submitted.

### 4. General Terms and Conditions

- **Contract Period:** The contract shall be effective for one (1) year, from 01.09.2025 to 31.08.2026. (Note: The contract may be extended for one additional year based on satisfactory performance and mutual agreement. The extension of the contract is the sole discretion of the Bank.)
- **Replacement of Parts:** Replacement of faulty parts will be paid for by the Bank based on the rates finalized in Annexure-V. The vendor must use original spares of the specified brand/make or equivalent quality. The vendor must provide a standby unit if any equipment cannot be repaired within 24 hours.
- **Dedicated Engineer:** The firm must provide at least one dedicated resident engineer available on all Bank working days to manage service requests. A residential certificate of the engineer needs to be presented to confirm their local presence.

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- **Complaint Registration:** The firm must provide a dedicated contact number and email ID for logging complaints.
- **Handover Condition:** The vendor is responsible for keeping all systems functional throughout the contract and handing them over in working condition upon expiry.
- **OEM MAF:** The firm must be able to produce an OEM Manufacturer's Authorization Form (MAF) for the items in **Annexure-V** if required by the Bank.
- **Bid Evaluation (L-1 Criteria):** The L-1 bidder will be the one who quotes the lowest **Grand Total Amount** in the consolidated **Financial Bid (Annexure-V)**. This Grand Total is calculated by summing up the total annual AMC charges and the total cost of all parts and other services based on their specified indicative quantities.
- **Service Level Agreement (SLA) & Penalty:** All complaints must be resolved within 24 hours. Spare parts should be maintained in sufficient quantity at the local level by the engineer to fulfil immediate needs. Failure to resolve issues related to both service and parts within 24 hours will attract a penalty of **₹250/- per day per complaint** until the issue is resolved.
- **Bank's Rights:** The Bank reserves the right to reject any or all proposals, waive any formalities, extend submission deadlines, or cancel the RFP process at any stage without assigning any reason. Quoting incredibly low or unrealistic values to subvert the tender process shall lead to outright rejection.
- **Acceptance of Terms:** The entire tender document must be signed and stamped on every page by the authorized signatory as a token of acceptance of all terms and conditions.

### 5. Payment Terms

- Non-Comprehensive AMC charges will be paid quarterly on a pro-rata basis.
- Payment for spare parts and other services will be made against specific invoices based on actual consumption, at the rates finalized in **Annexure-V**, on a quarterly basis.
- All payments will be released by the Regional Office after submission of invoices and satisfactory service reports signed by the respective Branch Heads. No advance payment will be made.
- Applicable taxes will be paid extra as per prevailing rates. TDS will be deducted as applicable.

### 6. Bid Submission Process

Bids must be submitted physically by hand or via Registered Post/Courier to reach the address specified in Section 1 on or before **25.08.2025 by 05:00 PM**. The bid must be submitted in a **Two-Envelope System**.

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- **Envelope 1: "TECHNICAL BID for Alert Alarm System NC-AMC RO FATEHPUR"** This sealed envelope must contain all the following documents, duly signed and stamped:
  - a) **Annexure-I:** Bidder Profile Format.
  - b) **Annexure-II:** Bid Support Criteria.
  - c) **Annexure-III:** Support Process & Escalation Matrix.
  - d) **Annexure-IV:** Undertaking on company letterhead.
  - e) Self-attested copies of PAN Card and GSTIN Registration Certificate.
  - f) Documentary proof of experience (work orders, completion certificates).
  - g) C.A. certificate for financial turnover.
  - h) Self-declaration regarding non-blacklisting.
  - i) This entire RFP document (all pages) signed and stamped.
- **Envelope 2: "FINANCIAL BID for Alert Alarm System NC-AMC RO FATEHPUR"** This sealed envelope must contain only the consolidated **Financial Bid (Annexure-V)**, duly filled, signed, and stamped.
- **Outer Envelope** Both sealed envelopes must be placed inside a single, larger sealed envelope, superscribed as: **"TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF ALERT ALARM SYSTEMS - RFP No. RO/FATE/01/P&E/2025-26/89 dated 02.08.2025"**.

Yours faithfully,

  
(Regional Manager)

Uttar Pradesh Gramin Bank  
Regional Office, Fatehpur



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Annexure-I: Bidder Profile Format

(To be filled by the Bidder)

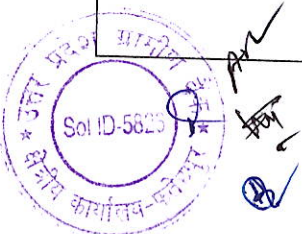
S.N.	Parameter	Response
1	Name of Firm/Company	
2	Address (Head Office)	
3	Phone No. & Email ID	
4	Year of Establishment	
5	Name of Proprietor/Partners/Directors	
6	Address of Local Office in Fatehpur	
7	Contact Person & No. for Local Office	
8	PAN Number (Attach self-attested copy)	
9	GSTIN Number (Attach self-attested copy)	
10	Annual Turnover (Last 3 Financial Years) - FY 2022-23: FY 2023-24: FY 2024-25:	(Attach C.A. Certificate)
11	Details of major ALERT ALARM SYSTEM AMC contracts in PSBs/Govt. Institutions during the last 3 years (use separate sheet if needed) Note: <b>Only 3 Work Order should be attached not more than 3-Year-old.</b>	
12	Any other relevant information	

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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### Annexure-II: Bid Support Criteria (Eligibility Checklist)

(To be filled by the Bidder)

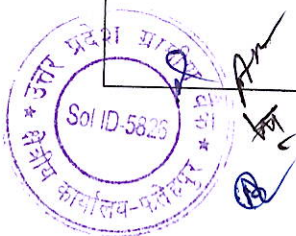
S.No.	Criteria	Yes/No	Page No. of Proof
1.	Firm/Company is registered and has a minimum of 3 years of experience in ALERT ALARM SYSTEM AMC with PSBs/Govt. Institutions. (Work orders attached)		
2.	Self-attested copy of PAN Card is attached.		
3.	Self-attested copy of GSTIN Certificate is attached.		
4.	Firm/Company has its own office/service center in Fatehpur. (Address proof attached)		
5.	Average annual turnover of the last three financial years is a minimum of ₹5 Lakhs. (C.A. certificate attached)		
6.	Firm/Company has a strong team of qualified technical staff. (Details provided)		
7.	A self-declaration on company letterhead confirming the firm has not been blacklisted is attached.		
8.	The entire tender document is signed and stamped on all pages.		

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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Annexure-III: Support Process and Escalation Matrix

Complaint Registration Process:

- Complaint Lodging Number: \_\_\_\_\_
- Complaint Lodging Email ID: \_\_\_\_\_

Escalation Matrix:

Level	Name	Designation	Mobile No.
First Level			
Second Level			
Third Level			
Regional Level			

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

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**Uttar Pradesh Gramin Bank**

**Annexure-IV: Undertaking**

(To be printed on company letterhead)

To,

The Regional Manager,

Uttar Pradesh Gramin Bank,

Regional Office, Fatehpur.

**Subject: Undertaking for RFP Ref No. RO/FATE/01/P&E/2025-26/89**

Dear Sir,

Having examined the Proposal Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide a Non-Comprehensive Annual Maintenance Contract for ALERT ALARM Systems in conformity with the said Proposal documents.

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

We agree to abide by this proposal and the rates quoted herein. Until a formal workorder/contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, 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 the "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

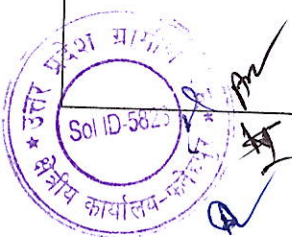
**Place:**

**Date:**

**(Signature of Authorized Signatory with Company Seal)**

**Annexure-VI: FINANCIAL BID-2**

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# उत्तर प्रदेश ग्रामीण बैंक Uttar Pradesh Gramin Bank

## NON-COMPREHENSIVE AMC OF ALERT ALARM SYSTEM

(To be submitted in a separate sealed envelope marked "FINANCIAL BID-2")

Name of Bidder: \_\_\_\_\_

Subject: Financial Bid for NC-AMC and Spare Parts of Alert Alarm System

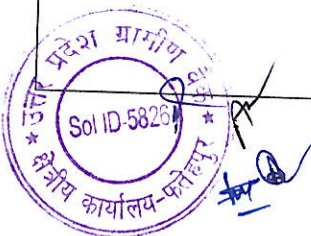
### Part 1: Non-Comprehensive AMC Charges

S. No.	Description	AMC Cost per Unit (in Rs.) Excl. GST
1	AMC of Alert Alarm System	
	<b>Sub Total (A)</b>	

### Part 2: Price List of Components/Accessories/Spare Parts Not Included in AMC

Sr. No.	Item	Make/Brand	Warranty	Rate Per Unit (Excl. GST)
1	Control Panel 4 ZONE – <ul style="list-style-type: none"> <li>• Microprocessor Based,</li> <li>• 4 Zone, Auto Dialer,</li> <li>• PS &amp; Battery,</li> <li>• 2 Hooters,</li> <li>• MS Fabrication</li> </ul>	DSC/Securico	1 Year	
2	GSM Auto Dialer		1 Year	
3	Battery 12V/7Ah	Exide	1 Year	
4	Hand Panic Switch	Branded	1 Year	
5	PIR Motion Detector with pet immunity up to 25 kg	DSC/Securico	1 Year	
6	Magnetic Sensor / Door Sensor	Branded	1 Year	
7	Vibration Sensor – Adjustable sensitivity, LED Indication, Surface Mount	Branded	1 Year	
8	Shutter Sensor – Heavy Duty, Die-cast Housing, Steel Armored Cable	Branded	1 Year	
9	Smoke Detector with Flashing LED	Apollo	1 Year	
10	Heat Detector with Flashing LED	Apollo	1 Year	

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Sr. No.	Item	Make/Brand	Warranty	Rate Per Unit (Excl. GST)
11	Manual Call Point			
12	1 sq mm Single Core FRLS Wire in PVC conduit with accessories (for Smoke Sensor)	ISI		
13	1.5 sq mm 2 Core Wire in PVC conduit with accessories (for Alarm System)	ISI		
14	External Speaker / Hooter	Securico	1 Year	
15	Transformer / SMPS		1 Year	
16	Main PCB		1 Year	
17	Internal Speaker		1 Year	
18	Re-Installation / Re-Wiring / Shifting Charges			
	<b>Sub Total (B)</b>	-	-	
	<b>Grand Total (For L-1 Evaluation) (A+B)</b>	-	-	

**Declaration:**

We hereby declare that:

- The rates quoted above are exclusive of GST.
- The **L-1 bidder** will be determined based on the **Grand Total Amount** quoted in this Annexure.
- Payment for AMC (Part 1) will be made quarterly on a pro-rata basis based on actual systems under AMC.
- Payment for components/spare parts and services (Part 2) will be made as per actual usage/work done, as per unit rates quoted above, valid for the entire contract period.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature of Authorized Signatory with Seal)

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