

**Quotation for AMC Services for Computer Peripherals for UCO Bank Chennai Zonal Office Building.**

UCO Bank, Chennai Zone is inviting quotations for the AMC services for Computer peripherals for UCO Bank Building – Total 6 floors containing Zonal Office, Chennai Main branch, AMB, Service branch, Staff Training College, FI Department & IBB Branch as per the following terms & conditions. Quotations should be submitted in sealed cover and last date for submission is 28/03/2024.

**Terms & Conditions of AMC.**

1. AMC will be valid for 1 year.
2. AMC contract will be for the Computer peripherals in the UCO Bank building - Total 6 floors containing Zonal Office, Chennai Main branch, AMB, Service branch, Staff Training College, FI Department & IBB Branch.
3. A resident engineer on alternative days (Monday, Wednesday & Friday) should be available from 10 AM to 6 PM to attend all Hardware related issues.
4. Vendor should maintain and attend to all hardware related issues in PCs, printers, scanners, etc.
5. Under AMC, the following parts are to be replaced as and when required.
  - a) Motherboard
  - b) Hard disk
  - c) Processor
  - d) RAM
  - e) SMPS Unit
  - f) CPU Fan
6. All complaints related to down call should be attended and resolved within 24 hours. Only in case of spare replacement, the uptime will be 48 hours.
7. Installation of Banks Basic Softwares & Drivers for the external devices like Printers, Scanners etc should be endured under AMC.
8. In case of Hard Disk format requirement, vendor should take backup of the data PC after consulting with the Branch Head and same should be made available after formatting the PC. In such instances, Bank's basic softwares should be installed and Domain Joining should be done in the PC.
9. Guidance to branches regarding jobs like Printer sharing, Biometric registration, Configuration of Mail services in Outlook, coordination for Antivirus updation, obtaining Domain rights for updation/ installation of software, etc.
10. Lodging of calls with appropriate vendors for any hardware replacement, or Internet service provider for the devices which will be under warranty.
11. AMC Payment will be released on quarterly basis after availing satisfactory services.

Quotation to be sent to the following address:- **UCO Bank, Zonal Office, 2bd Floor, 328, Thambu Chetty Street, Chennai – 600001. Email – [zochennai.zit@ucobank.co.in](mailto:zochennai.zit@ucobank.co.in)**

Contact person details (Name, Mobile No. and Email Address: - **Arun Rag S, Mob No – 8848573615, Email – [zochennai.zit@ucobank.co.in](mailto:zochennai.zit@ucobank.co.in)**

Date: 22/03/2024



Company Seal

यूको बैंक, अंचल कार्यालय, द्वितीय तल, 328, तम्बू स्ट्रीट, चेन्नई-600001. UCO BANK, ZONAL OFFICE, 2<sup>ND</sup> FLOOR, 328, THAMBU STREET, CHENNAI – 600001. दूरभाष Phone: 044: 43405572, फैक्स Fax: 044-43405575, ई-मेल e-mail: [zo.chennai@ucobank.co.in](mailto:zo.chennai@ucobank.co.in)