



**Tender Reference No: ZOV/IT/2024-2025/34 dated 13-09-2024**

**NOTICE INVITING TENDER**

To

All Eligible Tenderers

**Subject: Annual Maintenance Contract (AMC) For Undertaking Maintenance of Computer Hardware and Peripherals (Desktops, Printers, Scanners etc) of branches under UCO Bank, Zonal Office Varanasi (Administrative Office and All Branches under Varanasi Zonal Office)**

- a) Bank invites offers for Annual Maintenance Contract (AMC) for Undertaking Maintenance of Computer Hardware and Peripherals for branches under UCO Bank Varanasi Zonal Office and Zonal Office Varanasi.  
b) Tender documents are available on UCO Bank website [www.ucobank.com](http://www.ucobank.com)  
c) Key dates for the tender is as follows:

Date of Issue of Tender	13-09-2024
Last date and time for Submission of Bid	03-10-2024
Date of opening of Bids	05-10-2024
Date of Pre Bid	19-09-2024

- d) The bidders are requested to go through the tender enquiry document carefully and submit the tenders in sealed covers, duly signed super scribed as follows:

Cover No 1
"TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE Of 60 branches (Including Currency Chest) and Administrative Office under Varanasi Zone

Cover No 2
"COMMERCIAL BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE Of 60 branches (Including Currency Chest) and Administrative Office under Varanasi Zone

- e) The Bank will open the bids, in the presence of Bidders' representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned below

**ADDRESS:**

UCO Bank, Zonal Office, D- 63/8-1-M, Mauza - Tulsipur, Mahmoorganj, Varanasi - 221010M: 9903840624

E-MAIL: [zo.varanasi@ucobank.co.in](mailto:zo.varanasi@ucobank.co.in)

[zovaranasi.zit@ucobank.co.in](mailto:zovaranasi.zit@ucobank.co.in)





## 1. INTRODUCTION

"UCO Bank" or "Bank" or "Purchaser". The term shall denote UCO Bank with its Head Office at 10, B T M Sarani, Kolkata -700001 and its Zonal Office at Varanasi invites sealed bids from the Bidders /Companies for **ANNUAL MAINTENANCE CONTRACT (AMC) FOR MAINTENANCE OF Computer Hardware and Peripherals (i.e., Desktops, Printers, and Scanners)** of various branches and Administrative Office located in UCO Bank Varanasi only.

## 2. ELIGIBILITY CRITERIA FOR THE BIDDERS

### 2.1 General Qualifications

- This tender document is opened to all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.
- Firm/Company declared by Central Governments / State Governments/ Public Sectors to be ineligible to participate on account of corrupt, fraudulent or any other unethical business practice shall not be eligible during the period for which such ineligibility is declared simultaneously the companies blacklisted by any such Government Department/established Institutions shall also be ineligible for the tender.

### 2.2 Minimum Eligibility Criteria

- In case of company, bidder should be a registered company under Company Act with Registrar of Companies in India. In case of MSME, vendor must registered under MSME ACT and registration of MSME Incorporation with Govt of India should be submitted.
- Vendors having running Annual Maintenance Contract with minimum 3 Nationalised Banks/PSUs are eligible and having registered office in Uttar Pradesh (Preferably Varanasi, Prayagraj, Renukoot). Registered address is subject to verification further by Bank Official.**
- Bidders must have average turnover of ₹ 50 Lakhs. Audit balance sheet of last 3 years (2021-2022, 2022-2023, 2023-2024) would be required at the time of submission of bid. SMEs are exempted from turn over criteria. MSME are exempted from turn over criteria, bank may demand audited balance sheet further in case of need arises.
- Bidders, who have not rendered satisfactory services in earlier rate contract in branches under Varanasi Zonal Offices UCO Bank, are not eligible to apply.







5. The bidder will be empanelled for providing maintenance services for 36 months. Initial period for 12 months which can be extended further for subsequent years on same rate as per performance review on yearly basis.
6. Bidders must have registered Office in Uttar Pradesh, necessary documents regarding address proof must be included in bid submission document. For prompt support for disposal of complaints. Detailed list of branches are attached in annexure 4.
7. The bidder should be having support executives as per the centre available in point no 6 to provide prompt support infrastructure for said AMC. Bidder should have contact numbers for registration of Complaints.
8. **One permanent representative is required dedicated at Zonal Office Varanasi. Which will be available from 9:30 AM to 06:30 PM.**
9. All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.
10. Bidder is required to submit an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC Agreement.
11. The Bidder / Company should not be blacklisted and terminated from any Bank/ central/state Govt. offices etc in previous years.
12. Any firm found to be blacklisted and terminated rate contract earlier from any bank post award of rate contract and execution of AMC necessary legal action will be taken against such firm/bidders.
13. **It is advised to all participating vendors that; they should submit the latest Annual Maintenance Contract work order given by Nationalized Bank/Branches for last 3 years. Work order for FY 2024-2025 in nationalised bank is mandatory wherein vendor is rendering the services. It should be included by prospect bidder in annexure 2.**
14. This service is to be provided on all the working days of the Bank between 09:30 am to 6:30 pm notwithstanding the fact whether on such days the vendor's office remained closed or not. The request for support shall have to attend by the vendor even if the request is made through over Telephone/SMS or e-mail and Whatsapp by the respective sites.
15. The bidder must have valid GST Registration Number.

*600486*  
*13/09/2024*  
(Deputy Zonal Head)





## Instruction to Bidders

### 1. TENDER AND BID SUBMISSION

a) Bids are invited from all Indian Firms / Companies who are eligible to do business in India under relevant Indian Laws as in force at the time of bidding.

b) The Tender can also be downloaded from the Bank's website, i.e., <http://www.ucobank.com>.

c) The Bank shall not consider any request for date-extension for bid-submission on account of late receiving / downloading of Tender by any prospective bidder.

d) In the event of the specified date for bid-submission being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

### 2. AUTHORITY TO SUBMIT BIDS:

- The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.
- The letter should also indicate the complete name and designation of the designated personnel.
- Necessary resolutions/authority/ Power of Attorney available shall be enclosed.
- One firm or organization cannot quote on behalf of multiple manufacturers.

### 3. Late BIDS

- Any bid received by the Bank after the last date/time for bid-submission will be rejected and returned unopened to the bidder.

### 4. Withdrawal /Amendment to Tender Contents:

a) The bank reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more bidders, or to cancel the process in part or whole.

b) The Bank also reserves the right to amend the tender at least 5 days prior to the last date for bid-submission. The Bank may at its discretion, extend the last date for bid-submission on any justified ground.

### 5. BID Submission

Bids are to be submitted in sealed covers duly signed and super scribed as:

**"BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office for all Branches under UCO Bank Varanasi Zonal Office "**

The name and address of the bidder shall necessarily be written on the cover.







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6. Bidders must have registered Office in Uttar Pradesh, necessary documents regarding address proof must be included in bid submission document. For prompt support for disposal of complaints. Detailed list of branches are attached in annexure 4.
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9. All the engineers of bidder should be on company's payroll. Documentary proof to be submitted in this regard.
10. Bidder is required to submit an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC Agreement.
11. The Bidder / Company should not be blacklisted and terminated from any Bank/ central/state Govt. offices etc in previous years.
12. Any firm found to be blacklisted and terminated rate contract earlier from any bank post award of rate contract and execution of AMC necessary legal action will be taken against such firm/bidders.
13. **It is advised to all participating vendors that; they should submit the latest Annual Maintenance Contract work order given by Nationalized Bank/Branches for last 3 years. Work order for FY 2024-2025 in nationalised bank is mandatory wherein vendor is rendering the services. It should be included by prospect bidder in annexure 2.**
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*(Signature)*  
13/09/2024  
(Deputy Zonal Head)





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The name and address of the bidder shall necessarily be written on the cover.





यूको बैंक  
सम्मान आपके विश्वास का



UCO BANK  
Honours Your Trust

The sealed covers should be addressed and delivered (by post/by hand) to the following address 03-10-2024.

**ADDRESS:**

UCO Bank, Zonal Office, D- 63/8-1-M,  
Mauza - Tulsipur, Mahmoorganj, Varanasi – 221010  
M: 9903840624/9334525616/6296846500  
E-MAIL: [zovaranasi.zit@ucobank.co.in](mailto:zovaranasi.zit@ucobank.co.in)

Late tenders shall not be entertained. To avoid any possible delay in delivery by postal authorities/couriers, the bidders are advised to hand over the tenders personally.

**5. BID Features**

- The Bids shall be valid for a period of 90 days from the date of submission of bids.
- The Bank in case of non-adherence to the Format or partial submission of bid will not evaluate the bid,
- Each bid shall be made in the legal name of the bidders.
- All bids and supporting documentation shall be submitted in English only.
- All costs and charges related to the bid shall be expressed in Indian Rupees only.

**6. BID Essentials - Contents of Documents to Be Submitted**

**6.1 Technical Bid contain following documents needs to be submitted by Vendor:**

- Fully filed Annexure-1 - **Tender Offer Forwarding Letter**
- Annexure -2 - **General Details of the Bidder**
- All pages of bid document must be signed and stamped.
- Company/firm Profile.
- Declaration from company's/firm authorized person regarding services will be provided by company only not from any dealer / subcontractor.
- Copy of GST Registration Certificate.
- Copy of PAN Card.
- Running Work order in Nationalized Bank for FY 2024-2025 is mandatory wherein vendor is rendering the services.
- Atleast 3 work order of Nationalised Bank/Branch in past 3 years.





## 6.2 Financial BID

1. Price Bid as per Financial Bid Format (Annexure-3).

**Note:** Bank reserves the right to accept/reject the tender in the instance bidder fails to furnish any of the above pointed documents.

## 6.3 Cost Of Tender

Cost of Tender Application Fee / Tender Fee (non-refundable) of Rs.500/- (Rupees Five hundred only) in the form of Demand Draft Order favoring UCO Bank, Zonal office address to be enclosed. All bidders including SME should submit cost of tender. All bidders have to submit the tender fee mandatorily.

## 6.4 EMD (Earnest Money Deposit)

The EMD of Rs.20000/- should be in the form of DD of any scheduled bank drawn in favor of the UCO Bank, Zonal Office payable at Varanasi.

The tenders received without the EMD or application fee (in case downloaded from bank's site will be rejected. EMD of the bidder is liable for forfeiture as per the terms of the tender document in case of any default. The EMD shall bear no interest. The EMD should be kept in a separate cover superscripting as "EMD" and stapled to the "Envelope No. 1 – Technical bid".

"Exemption from EMD shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME.

Bids received without Tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.

To qualify for Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for Tender Fee / Cost exemption.







The EMD amount of the vendor will be returned on completion of the tender process, to the unsuccessful bidders and to successful will be given back after submission of security deposit.

#### 6.5 Security Deposit

The successful bidder shall deposit a security deposit of 10% of the tender/project amount in the form of Bank Guarantee (in approved format) of any scheduled bank (Other Than UCO Bank) drawn in favor of the UCO Bank, Zonal Office payable at Varanasi while executing the Agreement. The Security deposit of successful bidder shall be retained up to the period of contract. The SD shall bear no interest.

The security deposit is liable to be forfeited if the purchase order is not executed to the satisfaction of the bank or if the vendor withdraws from the performance of the obligations of the respective order.

#### 8. BID Opening

a) The Bank will open the bids, in the presence of Bidders' representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned below: -

**UCO Bank, Zonal Office, D- 63/8-1-M,  
Mauza - Tulsipur, Mahmoorganj, Varanasi - 221010  
M: 9903840624/9334525616/6296846500  
E-MAIL: zovaranasi.zit@ucobank.co.in**

b) The bidders' representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

c) No offer can be modified or withdrawn by a Bidder after submission of Bid/s.

d) If any of the Bidders or all the Bidders, who submitted Bids, are not present during the specified date and time of opening, the Bank will proceed further with opening of the Bids in their absence.

e) The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of tender and subsequent clarifications, whether technical specifications as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per this tender requirement.

f) Bank has the right not to entertain any correspondence on any matter relating to this tender like technical responsiveness/ non-responsiveness of the Bidders etc. Bank's decision will be final in this matter.





**Selection of Bidder: Lowest bidder will be determined on the basis of total cost of ownership will be as per the Annexure 3.**

## 9. NOTIFICATION OF AWARD

The acceptance of a tender, subject to contract, financial considerations & compliance with all the terms and conditions will be communicated in writing by means of placing order at the address supplied by the bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified at under mentioned address and written confirmation of such notification obtained.

**ADDRESS: UCO Bank, Zonal Office, D- 63/8-1-M, Mauza - Tulsipur, Mahmoorganj, Varanasi – 221010.**

- I. On acceptance of tender, Bank shall issue a Letter of Intent (LOI) to the successful bidder and the bidder shall accept the same within One week of the date of issue of LOI.
- II. Order will be placed by the Bank, only after the successful bidder accepts LOI and enter into the Agreement as per Bank's format.

## 10. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a contract with UCO Bank within 7 days of the award of the tender or within such extended period as may be specified by Zonal office.

**The rate contract will be valid for twelve months (12) which can be extended to subsequent years / months unless terminated by the Bank before that date.**

## 11. SLA (Service Level Agreement)

- a) Response within 4 Hrs. (in City & within 24 hrs in rural area)
- b) **One permanent representative is required to be available at Zonal Office Varanasi and not allowed to move anywhere outside of the office until unavoidable circumstances.**
- c) Resolution within 24Hrs in city and 48 Hrs in rural area.
- d) SLA Compliance: 95%
- e) Vendor will be providing services to the new Branches which are not covered under the Annexure 4
- f) PM (Preventive Maintenance) has to be carried out once in a quarter.
- g) Quarterly Review of services provided by selected vendor(s) will be done by







the Bank. If bank finds that services are being unsatisfactory, the contract will be terminated. Rate must be quoted for AMC period for 12 months.

- h). No separate Outstation charges will be paid during period of AMC.
- i). The vendor has to execute the AMC agreement on non-judicial stamp paper of requisite value prevailing at the place of execution. The AMC agreement will be executed at Zonal subject to providing the details of AMC as per Annexure of AMC agreement.
- j). Work Order / Purchase Order will be issued by our office as per finalized rates and contract terms. j. The penalty for delayed service of equipment's will be collected as per Agreement.
- k). GST Tax/ Work Contract Tax / Education Cess on AMC if any paid by. Vendor on the AMC amount, will be reimbursed to the vendor on claiming the same in the invoice/Bill as per Bank guidelines from time to time.
- l). The TAX (TDS and GST TDS) on AMC charges at the prevailing rate will be deducted at source from all the AMC vendors while releasing the payment to them irrespective of the amount of such payment. The TDS deducted shall be on actual AMC amount excluding tax portion.
- m). The vendor has to carry out the preventive maintenance (PM) equipment once in a quarter as per clauses in the AMC agreement, failing which penalty (Amount Rs 50/- has to be charged as per the relevant clauses relevant clauses in the AMC agreement).
- n). Jurisdiction: All disputes and controversies between UCO Bank Zonal Office Varanasi and Vendor shall be subject to the exclusive jurisdiction of the Courts in Varanasi and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.
- o). Penalty Clause: Vendor must resolve the hardware problem, if occurs, within 24hrs and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.
- p). Vendor must maintain adequate spare parts as 3 to 5 spare hardware parts (each type) available in standby for any of the situation. If vendor fails to resolve the problem within 24 hours of information, nor any standby hardware is provided to the branch, penalty of Rs 300/- per day (pertaining to that particular branch from where the issue has been reported) would be applicable and deducted from bill.
- q). If any call closed without resolution will be treated unresolved call and penalty clause applicable for those calls. Penalty will be calculated from the day of reporting the issue/problem. If the issue remains unresolved for more than 5 days no payment of AMC will be made corresponding to that branch.
- r). In the event of weeding out of the older machine in the office, the same shall be removed from the contract and the rates shall be reduced accordingly on prorata basis.







- s). Bank reserves to itself the right of altering the requirements of the work by adding to or omitting any items of work (or) having portions of the same carried out without prejudice to the contract.
- t). The Vendor shall not be entitled to any compensation for any loss suffered by him on account of executing the work, whatever the cause may be, including those arising out of modifications to the work entrusted to him or in any subcontract connected therewith or in awarding contracts for other trades of the project or in commencement or completion of such works or for any other reason whatsoever and the Bank shall not be liable for any claim in respect thereof. The Bank does not appear liability for any sum besides the tender amount, subject to such variations as are provided for herein.
- u). The Vendor shall not disclose directly or indirectly any information, IT Assets and details of the Bank's infrastructure/ system / equipment's etc. which may come to the profession or knowledge of the vendor during the course of discharging its contractual obligations in connection with the agreement, to any third party and shall at all times hold the same in strictest confidence. The Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Vendor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the vendor and the Bank shall be entitled to claim damages and pursue legal remedies.

**11. PRICE:**

- I. Prices shall be quoted in Indian Rupees.
- II. The vendor must quote price inclusive of duties and charges related to dispatch, packing, installation etc.
- III. The price shall remain firm throughout the period of this contract.
- IV. In case there is a change in the Government norms, taxes etc during the contract period or presentation of invoices on the Bank, whichever is later, the same shall be borne by the supplier.
- V. Price quoted shall remain firm for acceptance during the validity period stated in the General Information and Instructions to Bidders.

**12. ENFORCEABILITY:**

The decision of the Bank in arriving at the conclusion of breach of conditions and/or default of Vendor will be accepted by the vendor without any demur and the Bank will be at liberty to enforce these conditions/rights.







### 13. PAYMENT TERMS

- I. The Bank will not pay any advance for Annual Maintenance Charges of Computer Hardware and Peripherals.
- II. Bills and Invoices shall be prepared by the Bidder and submit it to zonal office on quarterly basis along with copy of preventive maintenance and branch visit report and breakdown report (if any). Hardware Asset Inventory Report signed and stamped by authorized Bank/Branch official is mandatory along with submitted bill for each and every quarter.
- III. Invoice amount will be paid by the bank within 30 days from the date of submission of the bill, subject to compliance of the following:
- IV. Various parameters set out by the Bank and duly committed by the bidder, while participating in the tender process, must be complied with. If the bidder does not conform to the specifications as per technical bids, the order stands automatically cancelled and the bidder shall not be entitled for any payment.
- V. Further in such an event the EMD furnished by the bidder while participating in the tender process shall be forfeited.
- VI. Tax deduction at source (TDS) and Tax on GST as per relevant provisions of Finance Act from time to time.

### 14. TERMINATIONS

- a. The Bank at its option without prejudice to its rights under the Contract, is entitled to terminate the Contract at any time by giving 15 days written notice to the Contractor in the following circumstance:
  - I. In case the Bidder does not comply with any of his obligations/undertakings under this Contract.
  - II. If the design, specifications defined by the bank for printing purpose and the Bidder do not conform to the approved technical specifications and other requirements specified in this contract or agreed to by the bidder.
  - III. If the Bidder refrains from implementing any of the instructions received from the Bank within the stipulation of this Contract.
  - IV. In case of any breach of the terms and conditions of this contract by the supplier.
  - V. If the Vendor becomes bankrupt or insolvent or causes or suffers any receiver to be appointed for its business or any assets thereof, compounded with its Creditors, or being a corporation, commence to be wound up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefit of its Creditors, the Bank shall be at liberty to terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the Supplier or to the Receiver or Liquidator or to any person in whom the Contract may





become vested or give such Receiver, Liquidator or other person the option of carrying out the Contract subject to his providing guarantee for amount to be specified by the Bank.

- VI. In the event of such termination, the Security Deposit of the vendor and the Bank Guarantee shall stand forfeited and the Bank shall have the right to terminate vendor deny any future empanelment.

#### 15. SETTLEMENT OF DISPUTES

- I. Should any dispute or difference of any kind whatsoever arise between the Bank and the bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- II. All disputes arising out of (or) in any way connected with this agreement shall be deemed to have arisen at Varanasi & courts in Varanasi shall only have jurisdiction to determine the same.

#### 16. WAIVER:

Non-enforcement by either party of any of the provisions of this Contract shall not construe or constitute as a waiver of the provision itself or any subsequent breach thereof. The validity of the Contract shall not be affected, should one or more of its stipulations be or become legally invalid and such stipulation is severable from and not fundamental to the obligations of either party to this Contract. In such a case, the parties shall negotiate in good faith to replace the invalid clause by an agreed stipulation which is in accordance with the applicable Indian Law and which shall be as close as possible to the party's original intent.

#### 17. STATUTORY AND OTHER REGULATIONS:

The vendor shall comply with all the statutory obligations of the Government of India / State Governments and local authorities applicable and the Bank shall not be liable for any action under the statutes applicable due to non-compliance of statutory obligations by the vendor.

#### 18. APPLICABLE LAW:

The Contract shall be interpreted in accordance with the laws of India.

#### 19. ASSIGNMENT

- The whole of the works included in the contract shall be executed by the Tenderer and shall not directly or indirectly transfer, assign or sublet the contract or any part, share or interest therein without written consent of the Bank.

#### 20. INDEMNITY

- Bidder shall indemnify, protect and save UCO Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement







of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of stationary material supplied by him.

## 21. PUBLICITY

- Any publicity by the bidder in which the name of UCO Bank is to be used should be done only with the explicit written permission of UCO Bank.

## 22. FORCE MAJEURE

- The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of god or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of UCO Bank either in fires, floods, strikes, lock-outs and freight embargoes.
- If a Force Majeure situation arises, the Bidder shall promptly notify UCO Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by UCO Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- In such a case, the time for performance shall be extended by a period not less than the duration of delay. If the duration of delay continues beyond a period of three months UCO Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem notwithstanding the above the decision of UCO Bank shall be final and binding on the bidder.

## 23. JURISDICTION

- The court at Varanasi only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of the contract in the event of placement of order.

## 24. BRIBES AND GIFTS

- Any bribe ,commission ,gift or advantages given, promised or offered by or on behalf of the bidder or his parties, agents or servant or anyone his or their behalf to any officer, servant, representatives or agent of the Bank or any other person on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the Bank shall in addition to any criminal liability which the





bidder may incur subject the bidder to the cancellation of this and all other contracts with the Bank and also to payment of any loss or damage resulting from any such cancellation thereof. Any question or dispute as to the commission of any offence under the present clause shall be settled by the Bank in such manner and on such evidence or information as the Bank may think fit and sufficient and the Bank's decision shall be final and conclusive.

**25. The Sexual Harassment of women at work place**

- The Vendor shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013.
- In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the bank shall ensure appropriate action under the said Act in respect to the complaint.
- Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Complaints Committee constituted by the Bank.
- The Vendor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the Vendor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the vendor is proved.
- The Vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

**26. OTHER CONDITIONS**

- I. Initially the period of contract will be for one year.
- II. The contract can be extended, if so desired by the UCO Bank, Zonal Office, Varanasi based on the performance of the service provider.
- III. Work Order / Purchase Order will be issued to selected bidder(s) as per finalized rates and for providing AMC to their branch. as per annexure 4

Authorized Signatories  
Name and Designation,  
Seal of the firm  
Date:  
Place:





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Annexure - 1

Tender Offer Forwarding Letter

Ref No.

Date

The Zonal Manager,  
UCO Bank Zonal Office Varanasi,  
UCO Bank, Zonal Office, D- 63/8-1-M,  
Mauza - Tulsipur, Mahmoorganj,  
Varanasi - 221010  
E-MAIL: zovaranasi.zit@ucobank.co.in

Dear Sir,

**Sub: Your RFQ for BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office for all Branches under UCO Bank, Zonal Office Varanasi.**

With reference to the above sub, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for "BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office for all Branches under UCO Bank, Zonal Office Varanasi" mentioned in the tender document forming Eligibility being parts of the above referred Bid.

In the event of acceptance of our Eligibility / Commercial Bids by the Bank we undertake to take AMC of the Computer Hardware and Peripherals of all branches under Varanasi Zone including Zonal Office.

We agree to abide by the terms and conditions of this tender offer till the entire contract period and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of contract period.

Until a Work order is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We enclose the following:

Dated,.....

Signature of Contractor/Bidder/Bidder Witness,

Name & address:

Full Postal

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Email: zo.VARANASI@ucobank.co.in Contact: Follow UCO Bank on Twitter: UCObankOfficial; Facebook: Official.UCOBank;  
Instagram: Official.ucobank; Linkedln: UCO BANK; You Tube: UCO Bank Official



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Annexure 2

**General Details of the Bidder**

**A. Profile of Bidder**

**1. Name of bidder:**

**2. Location: -**

Regd. Office (Address): -

Local Office (Address): -

**3. Date of Incorporation & Date of Commencement of business:**

**B. Proposed Service details in brief**

Description of service:

Details of similar service provided to PSU organization/BFSI specifying the number of Banks and branches:

Details of Experience in implementation of similar orders

Govt/PSU/Bank/Pvt Organizations		
Name Of The Organization	Period	
	From	To

Enclose copies of Purchase Orders as references

Signature of Bidder: \_\_\_\_\_

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

Date: Business Address:

SEAL OF THE COMPANY / FIRM





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Annexure 3

Commercial Offer

List of Items for AMC / Annual Technical Support

Sr No	Items	Approximate Quantity*	Unit Amount	GST @ 18%	Total
1	Desktops	350			
2	Laser Printers	60			
3	Dot Matrix Printers	60			
4	Scanners	60			
5	Passbook Printers	60			
6	Line Printer	60			
Total Cost of Project Value					

\*Actual Quantity may vary

Please read following important points carefully before filling in details

Important Points

1. Calculation of Commercial Score of the bidders and determining of the L1 Bidder will be decided on the basis of least amount quoted under Total cost of Project Value only.
2. For the items list mentioned above, please note the items are irrespective of Hardware make and peripherals, it may be of any brand.
3. Offered prices will be valid for a period of 12 months from the date of issuance of work order which may be extended for subsequent years further based on satisfactory services.

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

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

Signature of Authorized Signatory Name of Signatory:

Designation:

Seal of Company

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Email: [zo.VARANASI@ucobank.co.in](mailto:zo.VARANASI@ucobank.co.in)Contact: Follow UCO Bank on Twitter: [UCOBANKOfficial](https://twitter.com/UCOBANKOfficial); Facebook: [OfficialUCOBANK](https://www.facebook.com/OfficialUCOBANK); Instagram: [Official.ucobank](https://www.instagram.com/Official.ucobank); LinkedIn: [UCO BANK](https://www.linkedin.com/company/UCO-BANK); You Tube: [UCO Bank Official](https://www.youtube.com/channel/UCOBankOfficial)



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Annexure - 4

List Of Branch wise address wherein L1 bidder render the services of AMC

Address of Branches of Varanasi Zone				
SN	SOL ID	Branch Name	District	Address
1	2179	KHARIHANI	AZAMGARH	Kharihani-Belhadih rd., Kharihani, Azamgarh, Uttar Pradesh 276204
2	2180	AZAMGARH	AZAMGARH	Pandit Dindayal Upadhyaya Marg, Ailwal Trimuhani, Azamgarh, Uttar Pradesh 276001
3	2243	LALGANJ	AZAMGARH	Lalganj, Azamgarh, NH-233, Varanasi Azamghar Road, Azamgarh, Azamgarh, Uttar Pradesh 276202
4	2523	BELHADIH	AZAMGARH	Kharihani-Belhadih Rd, Belhadih, Uttar Pradesh 276123
5	1816	BALLIA	BALLIA	Meena Bazar, Bahadurpur, Ballia, Uttar Pradesh 277001
6	2123	MUGHALSARAI	CHANDAULI	Ravi Nagar, Mughalsarai, Uttar Pradesh 232101
7	2789	CHANDAULI	CHANDAULI	sakal diya road, Uttar Pradesh 232104
8	2077	GHAZIPUR	GHAZIPUR	Near Durga Chowk, Sekelenbad,
9	1899	JAUNPUR - UTTAR PRADESH	JAUNPUR	Khasanpur, Jaunpur, Uttar Pradesh 222001
10	2124	SUJANGANJ	JAUNPUR	Kundaha - Sujanganj Rd, Sujanganj, Uttar Pradesh 222201
11	3231	MAU	MAU	Purani Tehsil, Sahdatpur, Mau, Uttar Pradesh - 275101
12	1205	MIRZAPUR	MIRZAPUR	Tathai Rd, Katra Bazirao, Mirzapur, Uttar Pradesh 231001
13	2426	PRATAPGARH	PRATAPGARH	128 2 K, Kanpur Khascivil Lines Near Roadways 230001
14	2945	RANIGANJ	PRATAPGARH	Raniganj Kaithola, distt- Pratapgarh 229410
15	2965	BABUGANJ	PRATAPGARH	Babuganj, Distt Pratapgtown Area- Antu 230503
16	2966	AMARGARH	PRATAPGARH	UCO BANK AMARGARH, VILLAGE - UDAISHAHPUR, POST: AMARGARH, DISTT- PRATAPGARH 230124
17	3045	PAHARPUR	PRATAPGARH	Vill Post Paharpur, Tehsil Lalganj, Distt. Pratapgarh 230136
18	3097	ARRO	PRATAPGARH	Arro, Uttar Pradesh 230132
19	3191	LAVANA	PRATAPGARH	Lavana, Bhawaniganj Kota, Uttar Pradesh 230141
20	32	ALLAHABAD MAIN	PRAYAGRAJ	4, Sardar Patel Marg, Civil Lines, Prayagraj, Uttar

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Email: [zo.VARANASI@ucobank.co.in](mailto:zo.VARANASI@ucobank.co.in) Contact: Follow UCO Bank on Twitter: [UCOBANKOfficial](https://twitter.com/UCOBANKOfficial); Facebook: [OfficialUCOBANK](https://www.facebook.com/UCOBANKOfficial); Instagram: [Officialucobank](https://www.instagram.com/Officialucobank); LinkedIn: [UCO BANK](https://www.linkedin.com/company/UCO-BANK); You Tube: [UCO Bank Official](https://www.youtube.com/channel/UCO-BANK-Official)





## Address of Branches of Varanasi Zone

SN	SOL ID	Branch Name	District	Address
				Pradesh 211001
21	299	KATRA- ALAHABAD	PRAYAGRAJ	Raj Laxmi Complex, Katra Rd, Purana Katra, Katra, Prayagraj, Uttar Pradesh 211002
22	694	NAGAR MAHAPALIKA-ALLAHABAD	PRAYAGRAJ	Nagar Nigam Campus, 1 sarojni Naidu Marg, Civil Lines, Prayagraj, Uttar Pradesh 211001
23	750	NAINI IND. AREA	PRAYAGRAJ	Mevalal Bagiya Chauraha, Mirzapur Rd, Chaka Raghunath, Naini, Prayagraj, Uttar Pradesh 211008
24	784	KORAON	PRAYAGRAJ	near Bus Stand, Koraon, Uttar Pradesh 212306
25	1116	PRATAPPUR	PRAYAGRAJ	Pratappur Rd, Shrirampur Tiraha, Uttar Pradesh 212402
26	1611	MUMFORDGANJ	PRAYAGRAJ	Dilkusha Park, New Katra, Mumfordganj, Prayagraj, Uttar Pradesh 211002
27	1874	TAGORE TOWN	PRAYAGRAJ	28, Jawaharlal Nehru Rd, Darbhanga Colony, Tagore Town, Prayagraj, Uttar Pradesh 211002
28	1917	ALLAPUR ALLAHABAD-VARANASI	PRAYAGRAJ	Baghambari Rd, Near SBI ATM, Allahpur, Prayagraj, Uttar Pradesh 211006
29	1918	MEERAPUR	PRAYAGRAJ	Meerapur, Prayagraj, Uttar Pradesh 211003
30	1919	KHUSRO BAGH	PRAYAGRAJ	Khusrobagh, Allahabad, Uttar Pradesh - 211001
31	1978	PRITAM NAGAR	PRAYAGRAJ	Preetam Nagar, MIG Preetam Nagar Colony, Dhoomanganj, Prayagraj, Uttar Pradesh 211011
32	2465	FATEHPUR-MAFI	PRAYAGRAJ	Vill - Fatepurmafi, PO - Gorigo Handia, Allahabad, Uttar Pradesh - 212402
33	2521	BALAPUR	PRAYAGRAJ	Village Balapur, P. O. Balapur, Tehsil Karchhana, Distt Allahabad 212107
34	2522	RATYORA	PRAYAGRAJ	Village- Ratyora, P. O. Karpiya, Tehsil Koraon, Distt Allahabad 212306
35	3337	MANURI	PRAYAGRAJ	UCO BANK MANAURI, Near Gurudwara, Manauri, Prayagraj- Kanpur Highway Prayagraj- 212208
36	83	BHADOHI BRANCH	SANT RAVIDAS NAGAR	Main Road, Bhadohidist Sant Ravidas Naga 221401
37	1097	LAKSHMANPATTI	SANT RAVIDAS NAGAR	Gyanpur Lalanagar Road, Dist, Purani Bazar, Gyanpur, Uttar Pradesh 221304
38	2468	JADDUPUR	SANT RAVIDAS NAGAR	SH 5, Jaddupur N.Sayar, Uttar Pradesh 221301
39	3261	GYANPUR	SANT RAVIDAS NAGAR	Gyanpur Lalanagar Road, Dist, Purani Bazar, Gyanpur, Uttar Pradesh 221304







### Address of Branches of Varanasi Zone

SN	SOL ID	Branch Name	District	Address
40	143	RENUKOOT BRANCH+ Currency Chest	SONEBHADRA	Plant-1 Rd, Renukoot, Uttar Pradesh 231217
41	165	ROBERTSGANJ	SONEBHADRA	Dharmshala Road, Sonbhadra, Robertsganj, Uttar Pradesh 231216
42	651	CHOPAN	SONEBHADRA	Preet Nagar, Chopan, Uttar Pradesh 231205
43	652	GHORAWAL	SONEBHADRA	Vill + po - Ghorawal, Uttar Pradesh 231210
44	732	RENUSAGAR	SONEBHADRA	Garbandha, Renusagar, Uttar Pradesh 231218
45	935	MUIRPUR	SONEBHADRA	V+po - Muirpurdist, Sonbhadra 231208
46	2790	SHAKTINAGAR	SONEBHADRA	Old Dav School, Ncl Kharia Projectshaktinagar, Sonebhadra 231222
47	34	VARANASI MAIN BRANCH	VARANASI	Vishalashi Building, Godowlia Rd, Chowk Varanasi, Opposite Police Station, Govindpura, Varanasi, Uttar Pradesh 221001
48	612	CHANDPUR+ Currency Chest	VARANASI	Uco Bank, Chandpu, Varanasi, 221106
49	613	BHELUPURA	VARANASI	B.12/13, Gauriganj, Bhelupur, Varanasi, Uttar Pradesh 221010
50	1172	MADANPURA	VARANASI	Madanpura Rd, Near Jangambari Mutt, Jangambari, Bangali Tola, Varanasi, Uttar Pradesh 221001
51	1869	MATA ANANDMAYEE	VARANASI	Pandit Manmohan Malviya Rd, Shivala, Varanasi, Uttar Pradesh 221005
52	1922	MAHMOORGANJ	VARANASI	B-27/92-5, Jawahar Nagar, Bhelupur, Varanasi, Uttar Pradesh 221010
53	1974	SHIVPUR VARANASI	VARANASI	Surya Nagar Colony, Shivpur, Gilat Bazar, Chotta Chuppepur, Varanasi, Uttar Pradesh 221002
54	2011	PANDEYPUR	VARANASI	Sudhakar Mahila Mahavi-dyalaya, Pandeypur 221002
55	2204	MALDAHIYA	VARANASI	Shree Prem Complex, Vidyapeeth Rd, Near BC Tower, Opposite Bharat Mata Mandir, Chandua Satti, Guru Nanak Nagar Colony, Shivpurwa, Varanasi, Uttar Pradesh 221010
56	2351	SUNDERPUR	VARANASI	House No.M7/1-D-1C, BHU Rd, Sundarpur, Newada, Varanasi, Uttar Pradesh 221005
57	2378	JAGATPUR	VARANASI	Jagatpur Pg College, rohania 221301
58	3388	Sarnath	VARANASI	Rangoli Graden, SA 14/97-1, Mavaiya, Ashapur - Sarnath Main Road, Varanasi- 221007
59	3389	Ramnagar	VARANASI	Sahityanaka, opposite to Shakuntalam Furniture,





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### Address of Branches of Varanasi Zone

SN	SOL ID	Branch Name	District	Address
				Ramnagar- 221008
60	3390	Chittaipur	VARANASI	Awaleshpur, Chittaipur- Chunar Main Road, Kandwa, Chittaipur, Varanasi-221006
61	7036	Zonal Office Varanasi	VARANASI	UCO Bank, Zonal Office, D- 63/8-1-M, Mauza - Tulsipur, Mahmoorganj, Varanasi - 221010

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Email: [zo.VARANASI@ucobank.co.in](mailto:zo.VARANASI@ucobank.co.in)Contact: Follow UCO Bank on Twitter: [UCOBANKOfficial](#); Facebook: [Official.UCOBank](#); Instagram: [Official.ucobank](#); LinkedIn: [UCO BANK](#); You Tube: [UCO Bank Official](#)





## Scope of Work for Annual Maintenance Contract

1. Inventory collection (Asset Verification) of computer hardware should be completed within 1 month from execution of Rate Contract and should be submitted to zonal Office. Inventory collection format to be declared and shared with L1 vendor only.
2. L1 vendor should ensure that All Desktop PCs must be available with Windows 10 (version 22 H2, OS Build 19045.3930 minimum). In any case, intimation to change the version of Desktop PCs from Head Office will be intimated to L1 vendor and all Desktop PC under AMC will be upgraded to the required version without any cost to Bank.

3. Resolution time for complaint redressal will be as follows.

Sr No	Mode of Call Lodge	Resolution Time	Resolution Time in case Hardware in transit
1	Whatsapp /Mail/Phone etc	Maximum 24 - Hrs*	Maximum - 72 Hrs*

\*Exempted in case of emergency/ restricted area by local govt/central govt/pandemic declared by govt of india etc

4. Vendor should provide maintenance support to all hardware which are part of Annual Maintenance Contract to all Branches under Varanasi Zonal Office including Zonal Office as per centers available in Annexure -1 without any cost to bank. For Desktop and other hardware which are under warranty, installation and maintenance support would be given by L1 vendor however permission will be given from Zonal Office in line with confirmation from OEM Support either with telephonic support or Email confirmation.
5. All necessary software to make the Desktop PC CBS compliance will be provided from UCO Bank only and L1 vendor would be responsible for making the Desktop PCs and other computer hardware on CBS compliance.
6. All Desktop PCs (Including warranty and AMC) must be enabled with BIOS Password (2<sup>nd</sup> Red Team Exercise) under intimation to Branch Head. Exercise to be done by L1 bidders.







7. All necessary software to make Desktop PCs CBS complaint will be provided by UCO Bank. However cost to upgrade system will be negotiated with L1 vendor only.
8. Payment shall be released on quarterly basis by Zonal Offices on receipt of invoice along with original copies of call reports / preventive maintenance reports and asset verification report.
9. One permanent Relationship Executive (RE's) will be available in Zonal office during business hours (09:30 AM to 06:30 PM) for proper monitoring of Zonal Office and Branches under Varanasi Zonal Office for complaints resolution and support to Zonal Office and Branches as per Annexure 4. However representative from L1 bidder will be ready to provide services on Bank holidays, in case need arise to Bank. Notwithstanding the fact whether on such days selected vendors office remains closed or not
10. Vendor should ensure that Engineer must available at all Branches as per Annexure 1 and should attend the call in minimum stipulated time.
11. Proposed AMC (Annual Maintenance Contract) will be valid from date of Issuance of Purchase Order and accepting the same from L1 vendor till 12 Months (1 Year) which may be renewed further post performance reviewed on yearly basis.
12. Service personnel will visit the sites for periodic preventive maintenance checkup of the systems once in 3 months (Once in a quarter). During the preventive maintenance checkups, performance of all computer hardware will be checked.
13. Vendor should have one valid e-mail id for central call logging purpose. However, the request for support shall have to be attended by the Vendor even if the request is made over telephone/SMS/WhatsApp/SMS or by E-mail by the respective sites.
14. Apart from the periodic preventive maintenance visits, all breakdown calls on the systems covered under AMC and reported to the respective service branches emanating from the user will be attended to.
15. Any worn or defective parts withdrawn from the equipment and replaced by the vendor shall become the property of the UCO Bank and the parts replacing the withdrawn parts shall become the property of UCO Bank.





16. Cost of all spares that are replaced in the Annual Maintenance scheme, subject to point no 13 & point no 14 will be shared with L1 vendor only.
17. Exclusions – The following services are not included in this scheme, but could be done on payment basis.
- a> Missing/ Stolen Parts
  - b> Shifting of Systems and accessories
  - c> Extra accessories required for the use of the Systems
  - d> System burning/ any failure due to mishandling of product
  - e> Earthing to be managed by customer.
  - f> Any damage/Change by third party will be repaired on chargeable basis.
  - g> Any Civil, structural work, electrical wiring, accessories & its associated problems.
  - h> This scheme does not cover any repair or replacements necessitate by loss or damage due to flood, earthquake, fire, bad earth conditions, misuse, input supply short circuit, accident, natural calamities or any such force majeure circumstances etc.
  - i> Consumables items like Printer Head, toner Cartridges, Teflon's, Fuser, cables, adapter, network cables & Batteries etc.
  - j> Data Back Up, Data Recovery and Antivirus issue.
  - k> Recovery or reconstruction of any data or programs lost or spoiled as a result of any breakdown of or fault in the equipment regular backups of data to be maintained by the Customer.
18. **Taxes:** Applicable as per government regulations and to customers account. The statutory levies are as per the prevailing rate. Any increasing the existing rate or introduction of any other new levies/Taxes by the statutory authorities/central Government become livable and the same will be changes to the customer's account.
19. This contract covers repair or replacement of defective spares with same or equivalent one. Cost to upgrade or replace hardware will be discussed with L1 vendor only.
20. Bank may assign the additional activity to be performed during the said rate contract period from time to time upon communication from Head Office related with CBS only includes software and hardware upgradation.

*Handwritten signature*







21. Detailed list of activity to be performed by L1 vendor will be shared in Purchase Order for Annual Maintenance Contract (AMC) with detailed guidelines.
22. Vendor must provide installation support to new hardware with prior permission from OEM through remote support.
23. Payment will be released on quarterly basis from concerned sites. Proper submission of Preventive Reports (PM reports) of sites for the quarter and satisfactory services rendered by the vendor during the quarter is required for billing purpose. Call lodge and call close details is required during the period if any. A copy of PM reports and certificate of satisfactory services is required at Zonal Office Varanasi for each concerned site.
24. Bank reserves the right to cancel the contract with immediate effect with 1-month prior notice L1 bidder in case required.
25. L1 vendor should be ready to provide annual technical support (ATS) to all computer hardware under warranty with supplier OEM.
26. Bank may assign additional duty to L1 vendor upon request from Head Office for any corporate call to all existing desktop which are under AMC without any cost to Bank.
27. Branch wise address has been attached wherein L1 vendors will be ready to provide AMC services.
28. Any disruption/complaint in the AMC services with consecutive failure formore than 5 occurrences within a quarter will be make vendor rate contract termination and will be blacklisted and debarred completely from UCO Bank and will not be able to apply further in UCO Bank tender.

