



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 Kanpur Zone

a) Bank invites offers for Annual Maintenance Contract (AMC) for Undertaking Maintenance of Computer Hardware and Peripherals for branches under UCO Bank Kanpur Zonal Office

b) Tender documents are available on UCO Bank website www.ucobank.com

c) Key dates for the tender is as follows:

Date of Issue of Tender	27.02.2024
Last date and time for Submission of Bid	04.03.2024 4 P.M
Date of opening of Bids	06.03.2024 4 P.M.

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:

"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 Kanpur

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 Kanpur,
75/4 Siddhi Sadan , Halsey Road,
Opposite Badshahi Naka Thana,
Kanpur -208001

M: 9903840624

E-MAIL: zo.kanpur@ucobank.co.in

zokanpur.zit@ucobank.co.in

Branch/ Office- ZONAL OFFICE, Email: zo.kanpur@ucobank.co.in Contact:
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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 Kanpur 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 Kanpur only.**

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.
- Bidders must have average turnover of ₹ 1 Cr. Audit balance sheet of last 3 years (2020-2021, 2021-2022, 2022-2023) would be required at the time of submission of bid
- Bidders, who have not rendered satisfactory services in earlier rate contract in branches under Kanpur Zonal Offices UCO Bank are not eligible to apply.
- The bidder will be empanelled for providing maintenance services for **24 months**. Initial period for 12 months which can be extended for another 12 months on same rate contract as per performance review on yearly basis.
- Bidders must have local office or Head Office in our main centres i.e. Kanpur, Agra, Jhansi for prompt support for disposal of complaints. Bidders must have valid rent agreement w.e.f from 01-Feb-2024, in case of local office.





6. The Bidder / Company should not be blacklisted and terminated from any Bank/ central/state Govt. offices etc in previous years.
7. 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.
8. It is advised to all participating vendors that; they should submit the latest Annual Maintenance Contract purchase order given by Nationalized Bank in our main centers i.e. Agra, Kanpur, Jhansi, Unnao for last 2 years wherein vendor is rendering the services. It should be included by prospect bidder in annexure 2.


(Chief Manager & 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.

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. 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 Kanpur Zonal Office "

The name and address of the bidder shall necessarily be written on the cover.
The sealed covers should be addressed and delivered (by post/by hand) to the following address by 02.03.2024.

ADDRESS:

UCO Bank Zonal Office Kanpur,
75/4 Siddhi Sadan , Halsey Road,
Opposite Badshahi Naka Thana,
Kanpur -208001
M: 9903840624

Branch/ Office- ZONAL OFFICE, Email: zo.kanpur@ucobank.co.in Contact:
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LinkedIn: [UCO BANK](#); You Tube: [UCO Bank Official](#)





E-MAIL: zo.kanpur@ucobank.co.in
zokanpur.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 12 months from the date of submission of bids which can be extended at Bank's discretion for further 12 months.
- 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

6. BID Essentials - Contents of Documents to Be Submitted

The bidder shall submit the following:

- Fully filed Annexure-1 - **Tender Offer Forwarding Letter**
- Annexure -2 - **General Details of the Bidder**
- Annexure -3 - **Commercial Offer**
- 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.
- Other information -Any other relevant information, which is necessary to be furnished, must be provided.

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

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 Kanpur,
75/4 Siddhi Sadan , Halsey Road,
Opposite Badshahi Naka Thana,
Kanpur -208001**

Branch/ Office- ZONAL OFFICE, Email: zo.kanpur@ucobank.co.in Contact:
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- 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.





Tender Offer Forwarding Letter

Ref No.

Date

The Zonal Manager,
UCO Bank Zonal Office Kanpur,
75/4 Siddhi Sadan, Halsey Road,
Opposite Badshahi Naka Thana,
Kanpur - 208001
E-MAIL: zo.kanpur@ucobank.co.in
zokanpur.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 Kanpur.

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 Kanpur"** 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 Kanpur 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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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





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	70			
3	Dot Matrix Printers	57			
4	Scanners	57			
5	Passbook Printers	57			
Total Cost Of Ownership					

*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 Ownership.
2. For the items list mentioned in Table B, 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 further for period of 12 months.

Date: _____

Place: _____

Signature of Authorized Signatory Name of Signatory:

Designation:

Seal of Company





Annexure - 4
List Of Branch wise address wherein L1 bidder render the services of AMC

Sr No	Sol-Id	Branch Name	Address
1	5	AKOLA	UCO bank B/o Akola Chaharbat Inter College Compound, Post Akola, Agra 283102
2	16	P. ROAD-KANPUR	UCO Bank B/o P.Road, Bhadauria Chauraha, 109/205, Jawahar Nagar, Kanpur 208012
3	27	AGRA-BELANGANJ+ Currency Chest	UCO Bank B/o Belanganj, 6/204, Tikonia, Belanganj, Agra - 284004
4	85	SEWLA	UCO Bank B/o Sewla, Agra Gwalior Road, Agra 282001
5	97	PINAHAT	UCO Bank B/o Pinhat, Raghunath Pura, Pinhat, Agra 283123
6	180	HALSEY ROAD	UCO Bank B/o Halsey Road, 75/4, Siddhi Sadan, Halsey Road, Kanpur 208001
7	224	KANPUR PARADE	UCO Bank B/o Kanpur Parade, Parade 14/121 B, Main Road, Parade Crossing, Kanpur 208012
8	300	ACHNERA	UCO Bank B/o Achenra, Adarsh Bazar, Bharatpur Road, Achnera, Agra 283101
9	301	RAWATPARA	UCO Bank B/o Rawatpara, 30/140, In Front Of Peepal Mandi, Police Chowk, Rawatpara, Agra 282003
10	310	BADA BAZAR JHANSI	UCO Bank B/o Bada Bazar, Bada Bazar Jhansi, Manik Chowk, Jhansi 284002
11	348	BANGARMAU	UCO Bank B/o Bangarmau, 1st Floor, Sanjeev Mishra Market, Hardoi Unnao Road, Bangarmau, Unnao - 241501
12	384	ARMAPUR ESTATE + Currency Chest	UCO Bank B/o Aramapur Estate, ET/69, Armapur Estate, Kalpi Road, Kanpur - 208009
13	507	HARPARBAT	UCO Bank B/o Harparbat, Near Shilaza Hotel, Delhi Gate, Harparbat, Agra - 282002
14	744	TRIJUNCTION	UCO Bank B/o Trijunction, 7/110, Swaroop Nagar, Trijunction (Arya Nagar), Kanpur - 208002
15	1028	FIROZABAD	UCO Bank B/o Firozabad, Rani Wala Market, Agra Gate, Firozabad - 283203
16	1046	FARRUKHABAD	UCO Bank B/o Farrukhabad, 5/22, Mombati Gali, Farrukhabad - 209625
17	1148	JAMU	UCO Bank B/o Jamu, Vill - Meharban Singh Ka Purwa, Post Mardanpur, Distt Kanpur - 208001

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Sr No	Sol-Id	Branch Name	Address
18	1273	LAJPAT NAGAR-KANPUR	UCO Bank B/o Lajpat Nagar, 120/247 A, Lajpat Nagar, Kanpur - 208005
19	1617	KIDWAI NAGAR-KANPUR	UCO Bank B/o Kidwai Nagar, Gulab Complex, Site No 1, O block, Crossing Road, Kanpur - 208005
20	1631	DEFENCE COLONY-KANPUR	UCO Bank B/o Defence Colony, 25, D1, Scheme No 39, Defence Colony, Jajmau, Kanpur - 208010
21	1745	SUJATGANJ	UCO Bank B/o Sujatganj, 18-A, D-Block, Shyam Nagar, Kanpur - 208013
22	1950	BUNDELKHAND DEGREE COLL.	UCO Bank B/o BKD Jhansi, Bundelkhand Degree College, 372/17 A, Gwalior Road, Jhansi - 284001
23	2004	CHOWDHURYBERISINGHINTREC.	UCO Bank B/o CBSIC, Chowdhury Beri Singh Inter College, Sunder Bagh, Dayalbagh, Agra - 282005
24	2025	LVM JHANSI	UCO Bank B/o Laxmi Vidya Mandir, Outside Khande Rao Gate Ashik Chauraha, Jhansi - 284001
25	2264	UNNAO	UCO Bank B/o Unnao, 24, Gandhi Nagar, Opp Kotwali, Unnao - 209801
26	2372	KANPUR BAR ASSOCIATION	UCO Bank B/o Kanpur Bar Association, Shatabdi Gate, Court Complex, Kanpur - 208001
27	2414	MAURAWAN	UCO Bank B/o Maurawan, Chandan Ganj, Maurawan Unnao - 209821
28	2435	ALIGANJ	UCO Bank B/o Aliganj, Mohalla Balkishan, Aliganj, Etah - 207247
29	2482	NARAYANA VIDYAPEETH	UCO Bank B/o Narayana Vidyapeeth, Gangaganj, Panki, Kanpur - 208020
30	2516	MAHOB	UCO Bank B/o Mahoba, In front of Bus Stand, Awasthi Market, Mahoba - 210427
31	2517	RATH	UCO Bank B/o Rath, Dhawaker House, Orai Road, Near Orai Bus Stand, Rath - 210431
32	2518	KANNAUJ	UCO Bank B/o Kannauj, Tirwa Road, Sarai Meera, Kannauj - 209727
33	2554	GOVIND NAGAR	UCO Bank B/o Govind Nagar, 127/W-1/189, Saket Nagar, Govind Nagar Main Road, Kanpur - 208014

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Sr No	Sol-Id	Branch Name	Address
34	2574	LAKHANPUR KAKADEV	UCO Bank B/o Lakhampur Kakadev, 117/477, P Block, Near Namak Factory Chauraha, Kakadev, Kanpur - 208025
35	2575	PANKI KALYANPUR	UCO Bank B/o Panki Kalyanpur, G/C - 6, Panki Kalyanpur, Awas Vikas No 1, Near HP Petrol Pump, Kalyanpur Kanpur - 208017
36	2576	LALITPUR	UCO Bank B/o Lalitpur, 370/1, Jhansi Road, In front of Ramnagar, Elite Road, Lalitpur - 284403
37	2577	BANDA	UCO Bank B/o Banda, B-85, Awas Vikas Colony, Civil Lines, Banda - 210001
38	2895	SIKANDRA	UCO Bank B/o Sikandra, Plot No 16/3/5, Sector 5, Sikandra Yojna, Agra - 282007
39	2931	PHOOLPUR	UCO Bank B/o Phoolpur, Vill Phoolpur, Vikash Khand, Aijitmal, Dist Auraiya - 206128
40	2932	SOHRAMAU	UCO Bank B/o Sohramau, Sohramau Market, Lko Kanpur Highway, Tehsil Hasanganj, Dist Unnao, 209859
41	2933	CHITRAKUT	UCO Bank B/o Chitrakut Karwi, Purana Bazar, In front of Nagar Palika, N.H. 76, Karvi - 210205
42	2954	AURAIYA	UCO Bank B/o Auraiya, 26/1162, Badanpur Kanpur Road, Auraiya - 206122
43	3050	ETAWAH	UCO Bank B/o Etawah, 123, Civil Lines, Near Balram Singh Chauraha, Etawah - 206001
44	3085	HASWA	UCO Bank B/o Haswa, Vill Post Haswa, Dist Fatehpur, Haswa - 212645
45	3229	KASGANJ	UCO Bank B/o Kasganj, Mohalla Nathuram, Prabhu Park, Nadari Gate Chhipati Gate, Mohalla Nathuram, Kasganj - 207123
46	3230	GANJ MURADABAD	UCO Bank B/o Ganj Muradabad, Dixit Market, Mohalla Shuklana, Ganj Muradabad, Dist Unnao, Unnao - 209869

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Sr No	Sol-Id	Branch Name	Address
47	3277	CHOUBEYPUR	UCO Bank B/o Choubeypur, Near Hanuman Mandir, PT. Ram Kumar Gram Vidyapeeth Inter College, P.O. Choubeypur, Choubeypur, Distt Kanpur - 209203
48	3288	ORAI	UCO Bank B/o Orai, 2150, Neel Krishnam, New Ram Nagar, Ajnari Pathak Ka Bagheecha, Ajnari Road, Orai, Distt Jalaun - 285001
49	3289	MALASA	UCO Bank B/o Malasa, Vill/Past Malasa, Distt Kanpur Dehat - 209312
50	3297	ETAH	UCO Bank B/o Etah, H No. 369, Sec 23, Opp. Aruna Nagar Gate, G.T. Road, Etah - 207001
51	3298	MAINPURI	UCO Bank B/o Mainpuri, Neelam Bhawan, Radha Raman Road, Mainpuri - 205001
52	3299	MANJHANPUR KAUSHAMBI	UCO Bank B/o Manjhanpur Kaushambi, Azhar Plaza, Mohalla Chak Nagar - II, Sirathu Road, Distt - Kaushambi - 212207
53	3328	SHIVRAJPUR	UCO Bank B/o Shivraipur, Ward No. 7, Opp. Railway Station, G.T. Road, Kanpur Nagar -209205
54	3429	Hamirpur City	UCO Bank Hamirpur Branch, 17/13-P-1, Infront of Vidya Mandir Inter College, Hamipur, Uttar Pradesh, PIN-210301
55	3452	Sipri Bazar	UCO Bank Sipri Bazar, Hotel Ambrosia, Rama Book Depot, Chauraha, Sipri Bazar, Near Railway Station, Jhansi - 284003
56	3481	Tundla	UCO Bank Tundla Branch, Vardhmaan Building, Tundla Road, Near Tundla Bus Stand, Firozabad, Uttar Pradesh - 283204
57	3504	DADA NAGAR INDUSTRIAL AREA	UCO Bank Dada Nagar Branch, Factory Premise No.30 A, CO-Operative Estate, Dada Nagar, Kanpur, Uttar Pradesh - 208022
58	7065	KANPUR ZONAL OFFICE	UCO Bank Zonal Office Kanpur, 75/4 Siddhi Sadan, Halsey Road, Opposite Badshahi Naka Thana, Kanpur -208001

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Scope of Work for Annual Maintenance Contract

1. Inventory collection (Asset Verification) of computer hardware should be completed within 1 months 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 Kanpur 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 (2nd Red Team Exercise) under intimation to Branch Head. Exercise to be done by L1 bidders.





7. Payment shall be released on quarterly basis by respective branches on receipt of invoice along with original copies of call reports / preventive maintenance reports. On behalf of Branches no payments will be released from Zonal Office. Vendor has to visit/contact branches and collect their payment on their own.
8. 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 Kanpur 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
9. Vendor should ensure that Engineer must available at all Branches as per Annexure 1 and should attend the call in minimum stipulated time.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.





16. 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.
17. **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.
18. 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.
19. 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.





20. Detailed list of activity to be performed by L1 vendor will be shared in Purchase Order for Annual Maintenance Contract (AMC) with detailed guidelines.
21. Vendor must provide installation support to new hardware with prior permission from OEM through remote support.
22. 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 Kanpur for each concerned site.
23. Bank reserves the right to cancel the contract with immediate effect with 1-month prior notice L1 bidder in case required.
24. L1 vendor should be ready to provide annual technical support (ATS) to all computer hardware under warranty with supplier OEM.
25. 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.
26. Branch wise address has been attached wherein L1 vendors will be ready to provide AMC services.
27. Any disruption/complaint in the AMC services with consecutive failure for more 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.

