



Date: 02.09.2023

Notice

UCO Bank, Zonal Office, Lucknow invites AMC proposals from prospective vendors for maintenance of UPS systems (other than Numeric make) (not covered under warranty/ AMC support) installed at various branches/ Offices under Lucknow Zone. There are 69 branches and 46 ATMs in Lucknow Zone spread in Lucknow, Raebareli, Barabanki, Sitapur, Hardoi, Lakhimpur districts.

AMC contract will be for a period of one year from 15.09.2023 to 14.09.2024.

Interested vendors may submit their quotations as per Annexure-1 to following address latest by 11.09.2023 evening:

UCO Bank Zonal Office
B-1/122, Vineet Khand, Gomti Nagar
Lucknow – 226010





Eligibility Criteria:-

The bidder/vendor/firm/companies, should fulfill the following eligibility criteria-

- a) The firm/vendor should have at least one office in Lucknow and must be capable to provide services at branches in following locations -
 - i. Lucknow
 - ii. Raebareli
 - iii. Barabanki
 - iv. Lakhimpur
 - v. Sitapur
 - vi. Hardoi
- b) The firm/vendor must have minimum 05(five) year experience of having successfully completed captioned work in Govt./PSU/Nationalized Banks/Private Banks.
- c) The average financial turnover during the last year ending as on 31st March 2023 should be Rs. 5 Lacs.





General Terms and conditions:-

1. Intending applicants are required to submit their full bio-data giving details about their organization, experience, technical personnel, competence and adequate evidence of their financial standing etc.
2. Vendors have good infrastructure presence in UP State.
3. Vendor will be responsible for providing Comprehensive AMC services at the branch location.
4. Spares used for replacement should be of reputed brands.
5. A security deposit of Rs.10000/- should be submitted to UCO Bank Zonal office, Lucknow, payable at Lucknow.
6. Security deposit will be forfeited if vendor fails to provide AMC services as per the bank's norms.
7. Service calls should be resolved up to the satisfaction of branch within 4 hours after receipt of complaint calls from branches/ office within City; and for Rural branches, call should be resolved within 24 hours after complaint received.
8. A report of UPS systems (of make other than Numeric and not under warranty) installed in branches to be submitted to zonal office within two months after receipt of work order.
9. Engineer should perform Preventive Maintenance of each UPS taken under AMC at least once in a quarter.
10. AMC invoice for each of the branch(s) will be submitted by Vendor to the concerned Branch Head, payment for which will be released quarterly by branch after completion of the subject quarter upon submission of invoice and service call reports and(or) preventive maintenance reports.
11. No extra payment shall be claimed on any account whatsoever including spare replacement.
12. Applicants are required to give two current reference from whom Bank can seek credentials of the firm for the satisfaction of the Bank (one reference from other Bank/organization).





Format of AMC proposal

(On Vendor's Letter Head)

Zonal Manager
UCO Bank
B-1/122, Vineet Khand
Gomti Nagar, Lucknow – 226010

Dear Sir,

Sub: AMC proposal for UPS Systems (other than Numeric make) against your notice dated 02.09.2023

With reference to your notice dated 02.09.2023, we hereby submit our quotation as under:

SN	Item	Make	AMC Amount (Excl. taxes)
1	2 KVA UPS	Any Make other than Numeric	
2	3 KVA UPS	Any Make other than Numeric	
3	5 KVA UPS	Any Make other than Numeric	

(Taxes extra as applicable)

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in part or in full without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatory
(Name & Designation, seal of the firm)
Date: