

**Tender For PROPOSAL  
FOR  
ANNUAL MAINTENANCE CONTRACT (AMC) FOR  
UNDERTAKING OF MAINTENANCE OF  
COMPUTER HARDWARE AND PERIPHERALS**

**Tender reference no: - UCO/ZO-AGARTALA/IT/723/2023-24**

**IMPORTANT DATES**

<b>DATE OF ISSUE OF TENDER</b>	<b>12.04.2023</b>
<b>LAST DATE OF SUBMISSION OF TENDER</b>	<b>25.04.2023 3 PM</b>
<b>PRE-BID MEETING-25.04.2023 FROM 3 PM TO 5 PM</b>	
<b>DATE OF OPENING OF TENDER: -</b>	
<b>BID Opening Date and time</b>	<b>25.04.2023 4PM</b>

**ADDRESS:**

**UCO BANK,  
ZONAL OFFICE,  
Central Road  
Agartala-799001  
M: 9051067765  
E-MAIL: [zo.agartala@ucobank.co.in](mailto:zo.agartala@ucobank.co.in)  
[zoagartala.zit@ucobank.co.in](mailto:zoagartala.zit@ucobank.co.in)**

## NOTICE INVITING TENDER

To  
All Eligible Tenderers

**Subject: Non-Comprehensive Annual Maintenance Contract (AMC) For Undertaking Maintenance Of Computer Hardware And Peripherals (Desktops, Printers, and Scanners) of branches at Manipur and Tripura under Agartala zone.**

a) Bank invites offers for Non-Comprehensive Annual Maintenance Contract (AMC) For Undertaking Maintenance of Computer Hardware and Peripherals for branches at Manipur and Tripura under Agartala zone.

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:

<b>Date of Issue of Tender</b>	<b>12.04.2023</b>
<b>Last date and time for Submission of Bid</b>	<b>25.04.2023 3 P.M</b>
<b>Date of opening of Technical Bids</b>	<b>25.04.2023 4 pm</b>

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 UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office for Tripura and/or Manipur of Agartala 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,  
Central Road, Agartala-799001**

**M: 9051067765**

**E-MAIL: [zo.agartala@ucobank.co.in](mailto:zo.agartala@ucobank.co.in)  
[zoagartala.zit@ucobank.co.in](mailto:zoagartala.zit@ucobank.co.in)**

f) Commercial Bid should only indicate prices filled as per Annexure 3( for Tripura state)/ Annexure 4(for Manipur state) provided in the tender documents along with terms and conditions.

g) The bidders are expected to furnish all the information asked for, duly signed and submit the tender.

## 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 Agartala, Tripura invites sealed bids from the Bidders /Companies for **ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF Computer Hardware and Peripherals (i.e. Desktops, Printers, and Scanners) of various branches and Administrative Office located in Manipur and Tripura under Agartala zone”.**

**Service area:**

1. All the branches of Tripura (for Tripura state AMC)
2. All the branches of Manipur (for Manipur state AMC)

## 3. ELIGIBILITY CRITERIA FOR THE BIDDERS

### 2.1 GENERAL QUALIFICATIONS

- i. 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.
- ii. 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

1. In case of company, bidder should be a registered company under Company Act with Registrar of Companies in India.
2. Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred by the Bank from participating in future tenders, will not be eligible for this tender. Bidder to submit an undertaking in this regard. (Undertaking format attached)
3. The bidder will be empaneled for providing maintenance services for **24 months**. Initial period for 12 months which can be extended for another 12 months as per performance review on yearly basis.
4. Bidder should have dedicated mobile/landline number for registration of Complaints.
5. Bidder has to give an undertaking that for contract period, support will be provided directly by the bidder and no subcontracting will be allowed during the AMC Period.
6. The Bidder / Company should not be blacklisted from any Bank, central/state Govt. offices.
7. The Bidder / Company must provide services directly from their firm/company, not from any dealer / subcontractor.

### 2.3 SCOPE OF WORK:-

The work is for ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS of BRANCHES under Agartala zone.

1. Bidder has to collect the inventory at the branches which should be duly verified by Branch Manager and submit to Zonal Office.
2. The vendor has to provide support and service to the PCs installed at different locations (within 12 hours) on receipt of call from the concerned departments / users on all working days of the bank from 9:30 am to 6:30 pm and follows it up till the problem is resolved.
3. The vendor has to ensure that all the computers with accessories do work efficiently, reliably and safely.
4. The vendor has to provide regular maintenance service (preventive maintenance) to the desktops at least once in a quarter irrespective of whether the PCs have gone out of order or not. Relevant call reports should be submitted with the invoices while claiming payment.
5. The performance of the vendor on quality of service provided by them will be reviewed by the department on quarterly basis and if found unsatisfactory, Bank shall have the full liberty to cancel the contract at any time during the contract period by giving 15 days' notice.
6. During the Annual Maintenance Contract (AMC) period, the vendor will have to undertake non – comprehensive (excluding cost of spare parts) maintenance of the entire hardware, hardware components, systems software, bank software, minor LAN issues and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9.30 a.m. to 6:30 PM notwithstanding the fact whether on such days the selected vendor's office remains opened or not. In the event of System Break down or failures at any stage, protection should be available, which will include the following: -
  - a. Diagnostic for identification of system failures.
  - b. Protection of Data.
  - c. Recovery/restart facility.
  - d. Backup facility.
7. The period of contract will be initially for one year which may be extended at mutually agreed terms for another 12 months.

## **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:**

- i The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment.
- ii The letter should also indicate the complete name and designation of the designated personnel.
- iii 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 for **Tripura and /or Manipur** state, duly signed and super scribed as:

**"BID FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS OF Branches/Administrative Office for Tripura and/or Manipur of Agartala ZONE"**

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 25.04.2023.

#### **ADDRESS:**

**UCO BANK, ZONAL OFFICE,  
Central Road, Agartala-799001**

**TEL: 9051067765**

**E-MAIL: [zo.agartala@ucobank.co.in](mailto:zo.agartala@ucobank.co.in)  
[zoagartala.zit@ucobank.co.in](mailto:zoagartala.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 bidder.

## 6. BID ESSENTIALS - CONTENTS OF DOCUMENT TO BE SUBMITTED

The bidder shall submit the following:

1. Fully filed Annexure-1, Annexure -2,
2. Annexure-3 ( for Tripura)
3. Annexure- 4 (for Manipur)
4. All pages of bid document must be signed and stamped.
5. Company/firm Profile.
6. Declaration from company's/firm authorized person regarding services will be provided by company only not from any dealer / subcontractor.
7. Copy of GST Registration Certificate.
8. Copy of PAN Card.
9. 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.**

**7. PRE-BID MEETING: 25.04.2023 – Timing:- 3 pm to 5 pm**

## 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:-

**ADDRESS:**

**UCO BANK,ZONAL OFFICE,**

**Central Road, Agartala-799001**

**E-MAIL: [zo.agartala@ucobank.co.in](mailto:zo.agartala@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.

**Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.**

**9. Selection of Bidder: Lowest bidder will be determined on the basis of total cost of ownership will be as per the Annexure 3/Annexure 4 Separately for Manipur and Tripura.**

The bidder shall keep the price valid for entire contract period and no request for enhancement in the prices during the contract period will be entertained by the Bank under any circumstances.

The commercial bids submitted by the service providers will be evaluated as per price quoted and the Service provider, whose commercial bid has been determined as the lowest, will be named as L1 and the second lowest will be named as L2 and L3. ( separately for Tripura and Manipur)

**10. DELIVERY**

- 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. Work Order will be placed by the Bank, only after the successful bidder accepts LOI

**11. SLA(Service Level Agreement)**

1. Response within 12 Hrs. (in City & within 24hrs in rural area)
2. Resolution within 24Hrs in city and 48 Hrs in rural area.
3. PM (Preventive Maintenance) has to be carried out once in a quarter.
4. 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.
5. Rate must be quoted for AMC period for 12 months.
6. No separate Outstation charges will be paid during period.
7. Work Order will be issued by our office as per finalized rates and contract terms.
9. 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.
10. The TAX(IT 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.
11. The vendor has to carry out the preventive maintenance (PM) equipment once in a quarter as per clauses in the AMC agreement.
12. Vendor must resolve the hardware problem, if occurs, within 48hrs and if in any case part is not available standby hardware must be provided to branch so that working of branch does not hamper.

## **12. PRICE:**

- i. Prices shall be quoted in Indian Rupees.
- ii. GST shall be payable extra.
- iii. Price quoted shall remain firm for acceptance during the validity period stated in the General Information and Instructions to Bidders.

## **13. PAYMENT TERMS**

I. The Bank will not pay any advance for Annual Maintenance Charges of Computer Hardware and Peripherals. Bills and Invoices shall be prepared by the Bidder and submit it to Zonal Office on quarterly basis along with the copy of PM report. Invoice amount will be paid by the bank within 15 days from the date of submission of the bill, subject to compliance of the following:

- a) Satisfactory service as per the parameters mentioned in the bid, general terms and conditions of the tender.
- b) Produce relevant files-Preventive Maintenance branch wise.
- c) 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 30 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 Bidder refrains from implementing any of the instructions received from the Bank within the stipulation of this Contract.
  - iii. In case of any breach of the terms and conditions of this contract by the bidder.



**Tender Offer Forwarding Letter**

**Annexure - 1**  
**Date**

**Ref no.**

The Zonal Manager,  
**UCO BANK ZONAL OFFICE,**  
**Central Road, Agartala-799001**  
**E-MAIL: [zo.agartala@ucobank.co.in](mailto:zo.agartala@ucobank.co.in)**  
**[zoagartala.zit@ucobank.co.in](mailto:zoagartala.zit@ucobank.co.in)**

Dear Sir,

**Sub: Your RFP for “ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS” dated 12.04.2023**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for “ANNUAL MAINTENANCE CONTRACT (AMC) FOR UNDERTAKING OF MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS” mentioned in the RFP 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 Agartala Zone (Tripura /Manipur).

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 this      day of 2023

Signature of Contractor/Bidder/Bidder Witness,  
Name & address:

Full Postal Address including Telephone No & Mobile No:

## 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:

#### C. 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/Banks/Pvt organizations		
Name of Organization	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references

Place:

Date:

SEAL OF THE COMPANY / FIRM

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

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

Business Address:

### Annexure 3

#### COMMERCIAL OFFER for Tripura (30 Branches and Zonal Office)

**Table-A: List of Items for AMC**

Sr. No	ITEM	Approx. Qty.	Unit Amount	Amount	GST (@18%)	Total (in Rs.)
1	Desktops	210				
2	Laser Printers	45				
4	Scanners	30				
Total Cost of Ownership						

**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 for Manipur (Table B).**
- 2. For the items list mentioned under 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

#### COMMERCIAL OFFER for Manipur State (15 Branches)

**Table-B: List of Items for AMC**

Sr. No	ITEM	Approx. Qty.	Unit Amount	Amount	GST (@18%)	Total (Rs.)
1	Desktops	70				
2	Laser Printers	18				
4	Scanners	14				
Total Cost of Ownership						

**Please read following important points carefully before filling in details**

#### **Important Points**

4. 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 for Manipur (Table B).
5. For the items list mentioned under Table B, please note the items are irrespective of Hardware make and peripherals, it may be of any brand.
6. 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 5**

Branches in Tripura		
Serial	Sol -ID	Branch
1	91	AGARTALA
2	522	BISHALGARH
3	920	MOHANPUR
4	934	KALYANPUR
5	1771	BAGANBAZAR
6	1838	TRTC AGARTALA
7	2012	DISTRICT COURT
8	2121	UDAYPUR TOWN
9	2275	PURBASHA
10	2506	GANDACHERRA
11	2520	CHANDRAPUR
12	2556	RAISHYABARI
13	2606	HIGH COURT OF TRIPURA
14	2826	AMARPUR
15	2827	SONAMURA
16	2829	BISHRAMGANJ
17	2830	SABROOM
18	2831	KUMARGHAT
19	2832	AMBASA
20	2833	KAILASAHAR
21	2834	KAMALPUR
22	2835	BILONIA
23	3146	MELAGHAR
24	3147	KHOWAI
25	3249	NARSINGARH
26	3272	KHAYERPUR
27	3311	MADHUPUR
28	3327	JAGABANDHUPARA
29	3348	EAST PRATAPGARH
30	3393	KANCHANPUR
31	7061	Zonal Office Agartala
Branches in Manipur		
1	551	IMPHAL
2	854	BISHENPUR LOKTAK
3	2557	CHURACHANDPUR
4	2653	PHUBALA
5	2654	THINUNGEI
6	2995	SINGJAMEI
7	2996	MANTRIPUKHRI
8	2997	LAMLONG BAZAR
9	2998	CHANDEL BAZAR
10	2999	KAKCHING BAZAR
11	3001	SENAPATI BAZAR
12	3002	UKHRUL MAIN BAZAR
13	3366	KHOUPUM
14	3392	PHAIBUNG KHULLEN
15	3273	MOREH