



Union Bank
of India
A Government of India Undertaking

REQUEST FOR PROPOSAL(RFP)
FOR EMPANELMENT OF VENDORS FOR
ANNUAL MAINTENANCE CONTRACT
OF
COMPUTERS & COMPUTER
PERIPHERALS
AT
BRANCHES/OFFICES UNDER
ERNAKULAM ZONE

ZOEKM:ZCC:HW:2025-26/070

April 16th, 2026

Start Date: 22.04.2026

End Date: 05.05.2026, 05.00 PM

Query Submission Date: 29.04.2026, 05.00 PM

Opening of Technical Bid: 06.05.2026, 05.00 PM

EMD Amount: Rs 1,00,000/-

RFP Fees: 1500/- (Non-Refundable)

Disclaimer

The information contained in this Bid Document provided to the Bidder(s) on the terms and conditions set out in this Bid document. The Bid document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The Bid document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any empanelled Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the Bid process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this Bid is to provide the Bidder(s) with information to assist the formulation of their proposals. This Bid does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Bid and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Bid. Union Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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TENDER NOTIFICATION FOR AMC OF COMPUTERS & COMPUTER PERIPHERALS

Sealed quotations are invited by Union Bank of India, Zonal Office, Ernakulam for Empanelment of Vendors for Annual Maintenance Contract of Computers and Computer Peripherals (Desktops, Printers & Scanners) installed at various Branches and Offices of the Bank in Ernakulam Zone for the period 09.05.2026 to 08.05.2029. Request for Proposal formats and Terms and conditions along with bid formats can be downloaded from the website www.unionbankofindia.co.in and <https://eprocure.gov.in>

Last date for Submission of tender at our Zonal Office, Ernakulam at below mentioned address is on or before 05.05.2026 before 05.00 PM

Address for submission of sealed quotations:

Union Bank of India
Zonal Office, Ernakulam
, BSNL Telephone Exchange
Civil Line Road, Sonia Nagar, Palarivattom
Ernakulam, Kerala-682025

The Bank reserves the right to accept or reject any offer or cancel the tender without assigning any reason.

Zonal Office Ernakulam



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BID DETAILS – EMPANELMENT OF AMC VENDOR FOR COMPUTERS AND COMPUTER PERIPHERALS

Last date and time for seeking clarification from us on the terms & conditions of the RFP, Pre-Bid Meeting will be held for the same at communication address	29.04.2026 05.00 PM
Last date and time for receipt of Bidding Document	05.05.2026 05.00 PM
Date and Time of Technical Bid Opening	06.05.2026 05.00 PM
Place of issue/submission/opening of Bids and address of communication.	Union Bank of India Zonal Office, Ernakulam Ground Floor, BSNL Telephone Exchange Civil Line Road, Sonia Nagar, Palarivattom, Ernakulam, Kerala-682025
EMD/BID Security	Rs 1,00,000.00 (Rs. One Lakh only) in the form of Demand Draft/Pay order in the favour of Union Bank of India payable at Ernakulam should be enclosed with Technical Bid.
Cost of RFP (Non-refundable)	Rs 1,500.00 (Rs. One Thousand five hundred only) in the form of Demand Draft/Pay order in the favour of Union Bank of India payable at Ernakulam should be enclosed with Technical Bid.
Contact to Bidders	Bidders are requested to send the email to zcc.ernakulam@unionbankofindia.bank.in in case of any query till 29.04.2026(by 05.00 PM)

This RFP is being issued with no financial commitment and Bank reserves the right to change or vary any part thereof at any stage. Bank also reserves the right to withdraw any part or complete RFP at any stage without giving any reason thereof.

Clarification/ Addendum/ Corrigendum will be published on Banks website only. Bidders are requested to check the Banks website for same.

Queries received after the scheduled date and time will not be responded/acted upon.

1. INTRODUCTION

Union Bank of India is a Public Sector Bank having Head Office at Nariman Point, Mumbai and Zonal Office, Ernakulam at Ground Floor, BSNL Telephone Exchange, Civil Line Road, Sonia Nagar, Palarivattom, Ernakulam, Kerala - 682025. Zonal Office Ernakulam invites offer for Empanelment of Vendors for providing comprehensive on-site Maintenance Services of Computers & Computer Peripherals (Desktops, Printers, Scanners etc.) at all Branches/ Regional Offices / Currency Chest / Other Offices under Zonal Office, Ernakulam.

2. SCOPE OF WORK

The objective of this RFP is empanelment of AMC Vendors for maintenance of Computers & Computer Peripherals items listed in this RFP. Selected bidder/s will be empanelled for a period of three years i.e. from **09.05.2026 to 08.05.2029**.

- a. The scope of work includes but not limited to comprehensive on-site maintenance of Desktops, All in One PCs, Printers (Dot Matrix, High speed DMP, Passbook, Laser Jet, multi-function, Colour LaserJet) and Scanners mentioned in the RFP.
- b. The replacement of all the spares (excluding printer heads, consumable items like printer ribbons and toner cartridges only) are covered/included under the AMC. The replacement of defective spares with genuine spares of same configuration should be done without any extra cost.
- c. The vendor shall maintain adequate standby hardware and other spares in RO/ZO to facilitate any temporary/immediate replacement.
- d. The scope of work also includes software support like reinstallation of OS, OS upgradations, Windows Patch upgradation, Domain Joining, Antivirus Installation, Software Patches, Data Backup in case of system format, configuring all types of printers, Scanners, Biometric devices, bringing PC to Bank domain after OS reinstallation, Installing all required software provided by the bank from time to time in the Computers and other peripherals wherever required.
- e. The vendor need to provide one Resident Engineer (RE) at each Regional office and at Zonal Office, Ernakulam given in Annexure IV, from 09:45 to 19:00 hrs or any updated business hours thereof on all working days and if required, on Saturdays and Sundays also for handling all complaints received from Branches/Offices on behalf of vendor. The engineer should be well qualified & well versed with latest technicalities and should have experience (at least 3 to 4 years) for handling issues related to Banking Environment. The Resident Engineer seated at all Regional Offices and Zonal Office Ernakulam will not visit any branch/office until requested by the bank. The Resident engineer will provide first level troubleshooting by online/remote support and liaisons with their field engineers deputed for branches. Residential Engineers need to support all IT requirements as required by Bank.
- f. Any supporting documents sought by the Bank from time to time, for verification / onboarding of Resident Engineers, should be submitted by the Vendor.
- g. Resident Engineer should provide preliminary troubleshooting & OS support to all the IT related items (PCs, Printers, Scanners etc.) irrespective of Warranty or AMC. If the preliminary support fails, then they are required to lodge call with respective service provider including warranty equipment's.



- h. In case of leave/absence of resident engineer more than 1-day during a month, alternate engineer should be arranged by the firm otherwise a penalty of **Rs 500.00 per day** will be imposed and penalty amount will be deducted from AMC payment.
- i. The bidder shall maintain the equipment as per manufacturer's guidelines and shall use standard and genuine components for replacement. The bidder must supply only genuine, brand-new motherboards from the OEM, with their logo, embossed or etched directly onto the board. The Operating system must be factory pre-loaded and the product key must be digitally embedded in the BIOS / Motherboard firmware.
- j. In case of Monitor issues, if replacement is required, LCD monitors of screen size of same or higher inches to be provided without any additional cost. Similarly, defective keyboards to be replaced with new mechanical keyboard and defective mouse with new Optical Mouse.
- k. The Standby arranged for any Asset should be of equivalent configuration and should be done without any extra cost.
- l. It is the responsibility of the vendor to collect asset details as per Banks format at the beginning of the contract (i.e., within the first 7 days) and update the inventory periodically i.e. once in a quarter or as and when new hardware procured/replaced. Further, Vendor needs to submit copy of inventory to our office. In case, if any asset is missed out from the AMC contract, the vendor should attend the call for those assets also and can include those assets for next payment. If there is mismatch of serial numbers of the asset, the asset serial numbers can be rectified at later stage without any delay in attending the calls.
- m. During installation or repair of computers under AMC, all connected peripherals such as printers and scanners should be installed even if the said equipment doesn't come under AMC. Installed printers should be shared within the network.
- n. Mobile numbers and email address are to be provided for lodging the complaints from Branches/Regional Offices/Zonal Office/CTST (Centralized Technical Support Team). Complaints can be registered either telephonically or by e-mail by respective branches/Offices for which complaint number should be given as an acknowledgement. Proper records of the complaints to be maintained by the firm and data should be submitted weekly to our office along with their status.
- o. Bank will provide the relevant software and required configuration of the software to Resident Engineer. Field engineer should contact Resident Engineer for further support. Vendor has to procure the required drivers and firmware of the Hardware Assets.
- p. In view of Business requirement and Administration in future Bank may shut any of the branch/offices, Hardware at those locations may be utilized at other offices and will be included in AMC through different location.
- q. A logbook shall be maintained in which the company/firm shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit a copy of consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended and its status on fortnightly basis to ZCC, Zonal Office, Ernakulam.

All the complaints received shall be attended by them in following manner.

- Software issues to be resolved immediately by Residential Engineer through telephonic/Remote support. If the issues are not resolved, the Residential Engineer should arrange for Field Engineer Visit.
- Any complaint lodged by 02:00 PM on a given day shall be attended before 12:00 PM the next working day. Also, any complaint lodged by 06:00 PM shall be attended by 05:30 PM the next working day. In case the machine is down for more than 48 hours standby machine (of same or higher configuration) must be provided by the vendor.



- If any complaint is not attended by the AMC Vendor within stipulated time, Bank reserves the right to obtain the required support from any of the Empanelled Vendors, on chargeable basis. Such charges (including hardware if any replaced) towards the issue rectification shall be recovered from the AMC Vendor only.
- The firm shall be responsible for taking backup of data and software available on PCs before formatting the system and shall also be responsible for reloading/installation of the same. The system is to be restored to normalcy after formatting. Also, the vendor needs to ensure that the PC is updated with the latest Antivirus Definitions, Patches and Engines.
- Repair and servicing of equipment's shall be carried out at customer sites, in case the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm with an acknowledgement to branch/office.
- The replacement of components shall be as per OEM guidelines and as per the decision of Zonal Office, ZCC Ernakulam. No hardware items or parts will be taken out for repair without prior written approval of respective Regional Offices or Zonal Office Ernakulam. Any alteration/replacement has to be brought to the notice of Regional Offices or Zonal Office Ernakulam.
- r. The competent authorities of vendor must ensure their presence during quarterly meeting with Zonal Office Ernakulam to share progress on pending issues of branches in order to make maintenance more effective ensuring best services to the branches/offices.
- s. The rates quoted should also cover the reinstallation/upgradation of Operating system and all bank related software installations irrespective of AMC or Warranty.
- t. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The firm shall carry out preventive maintenance (PM) on quarterly basis and shall plan, as such that maintenance is carried out in each equipment at least once in quarter. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The firm must submit the preventive maintenance report to Zonal Office Ernakulam or respective Regional Offices on quarterly basis for the release of AMC payment.
- u. The schedule of preventive maintenance shall be as follows: -
 - To ensure computer hardware and peripherals are working properly in branch and no call pending in branch.
 - Asset Tagging for all the assets as per the Bank prescribed format.
 - Checking of power supply source for proper grounding/earthing and safety of equipment's. Cleaning of Computers and Printers by Air blower once in a quarter for removal of Dust accumulated inside the machines.
 - Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - Shifting of equipment as and when required in inter-office/branches.
 - The sufficient free disk space is available in systems (especially in C: Drive it should be at least 80 GB readily available). Temporary file and cookies are deleted from systems.
 - Need to check OS Version, Build and ensure that the latest version and build recommended by the Bank from time to time is being used.
 - Need to ensure that all the endpoints are updated with the latest Antivirus Definitions, Patches and Engines provided by Bank at any point of time.
- v. The vendor shall make AMC services available on all days as and when requested by the Bank.



- w. In case of shifting of entire branch/office from existing premise to another, shifting responsibility lies with the Bank. However, the uninstallation/installation/Reinstallation of equipment's/hardware/Software under AMC will be done by vendor in old and new premises respectively, at no extra cost to Bank.
- x. Vendor should provide preliminary troubleshooting & OS support to all the IT related items (PCs, Printers, Scanners etc.) irrespective of Warranty or AMC. If the preliminary support fails, then they are required to lodge call with respective service provider including warranty equipment's.
- y. It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Branch/office after expiry of the contract. In case any damage is found, the firm is liable to rectify in even after the contract.

3. ELIGIBILITY CRITERIA

Sr No.	ELIGIBILITY CRITERIA
1	The bidder should have minimum of 5 years' experience in the Maintenance of Computers (Desktops as well as AIO), Printers (Passbook Printers, Dot Matrix Printers, Fast Dot Matrix Printers, LaserJet Printers etc.) & Scanners (Flatbed & ADF) or must be performing the AMC (Computer & Computer Peripherals) for at least Three years in Scheduled Commercial Banks. (Proof & Customer Satisfaction Letter to be submitted along with technical bid).
2	The bidder should be a company/Firm/Sole proprietary concern incorporated in India having an average annual turnover of Rs. 2 Cr in last three financial years as per the audited balance sheet available at the time of submission of tender in providing the support services (Sale and purchase will not be applicable). This must be individual turnover and not that of any group of company/Firm/Sole proprietary concern. Copy of incorporation certificate/Partnership Deed and Registration Certificate/PAN Card and Audited Balance Sheet need to be submitted as applicable to the bidder. Wherever the word company is reflected, it will include Firm and Sole proprietary concern as a bidder. Copy of incorporation certificate and Audited Balance sheet of last 3 consecutive FYs need to be submitted along with Bid documents.
3	The bidder should have made operating profits in the last three financial years. Copy of Audited balance sheet and Profit & Loss A/c for last 3 consecutive years.
4	The bidder must provide customer satisfaction letters from at least three Scheduled Commercial Banks (Admin Offices) where the bidder has provided services in last 3 financial years, in case they are applying under that eligibility criteria. This may include Union Bank of India as well (Proof to be submitted along with technical bid).
5	The bidder should have at least single contract of value Rs 6.0 Lac or above for the maintenance of Computer Hardware and Peripherals with Scheduled Commercial Bank / Government department during the current FY.
6	The bidder should have necessary infrastructure & registered service support centres in Ernakulam, Kozhikode, Thrissur, Kottayam, Kollam and Trivandrum or nearby places for maintenance of hardware. The bidder should be capable to provide efficient and effective support to attend calls at all branches and offices under Ernakulam Zone within stipulated time frame as mentioned in this RFP. (Proof to be submitted along with technical bids). The Bank will analyse the number of service centres, number & position of engineers at centres, infrastructure etc. of all the vendors/bidders as a part of minimum qualification criteria. If the Bank is not satisfied with the number of service centres, number & position of engineers at service centres, infrastructure etc,



	Bank reserves the right to technically disqualify the vendor(s). The decision of the Bank shall be final.
7	Vendors having franchise arrangements or 3rd party service support cannot quote (submit undertaking on letter head -Annexure III). The Engineers should be on the Firms pay roll (relevant proof to be submitted along with technical bid) and PF deduction for that employee is mandatory.
8	Bidders, who have not satisfactorily completed any of the earlier contracts during past 3 years issued by Union Bank of India, will not be eligible for participation in this tender.
9	The bidder should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs) as on date of submission of bid. The bidder shall give an undertaking (on their letterhead-Annexure VI) that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of the tender.
10	Bidder must be ISO 9001 certified with validity till 30.06.2026 (Attach the certificate copy as proof). In case the aforesaid certificate expires before 30.06.2026, the bidder must provide a renewed certificate post renewal. Failure to provide the renewed ISO 9001 certificate will result in termination of services.
11	Bidder must be able to provide AMC services in Branches located at Rural, Semi-urban, Urban and Metro Areas of Kerala State (Letter of Undertaking to be submitted).

Vendor must comply with the above-mentioned criteria; Non-compliance of any of the criteria can entail rejection of the offer. Bidder must submit necessary proof of document. Self-certified photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserve the right to verify/evaluate the claims made by the vendor independently. **Any misrepresentation will entail rejection of the offer. In case of non-submission of any document(s) as per prescribed format(s) in the tender (including undertakings and declarations), the offer shall be liable for rejection.**

4. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the bidding Documents or submission of a bid not substantially responsive to the Bidding documents in every aspect will be at the Bidder's risk and may result in the rejection of its bid.

5. COST OF BIDDING

The bidder shall bear all the costs associated with the preparation and submission of its bid and Union Bank of India (hereinafter referred to as the purchaser) will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.



6. EARNEST MONEY DEPOSIT

- a. The vendor shall deposit EMD of Rs 1,00,000.00(Rupees One Lakh only) in the form of a valid demand draft/pay order in favour of Union Bank of India, Zonal Office, Ernakulam, payable at Ernakulam. No interest will be payable on the Bid security amount.
- b. **In case of Bidders registered with NSIC/MSE/MSME/Start Up, they are eligible for waiver of EMD.**
However, they need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme. Start Up Bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India.
- c. The EMD will be forfeited if the vendor:
 - Withdraw its Bid during Bid validity period.
 - If a bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract.
 - Refuses to honour commercial bid. Bank reserves the right to place order onto vendor based on prices quoted by them.
 - Refuses to accept AMC order or having accepted the AMC order, fails to carry out his obligations mentioned therein with the stipulated time.
- d. EMD of unsuccessful vendors will be returned after completion of bid process. Unsuccessful bidders should submit the Letter for Refund of EMD / Bid Security for returning of the Bid Security amount.
- e. EMD Security of successful vendor will be released, without interest, after completion of agreement.

7. RFP DOCUMENT FEE

The RFP document can be downloaded from the Bank's website or Govt. website and will be available at the **Union Bank of India, Zonal Office, Ernakulam**, Ground Floor, BSNL Telephone Exchange, Civil Line Road, Sonia Nagar, Palarivattom, Ernakulam, Kerala - 682025. RFP document fee is Rs. 1500/- in the form of a valid demand draft in favour of Union Bank of India, Zonal Office Ernakulam payable at Ernakulam.

8. AMENDMENT OF BIDDING DOCUMENTS

- a. At any time prior to the deadline for submission of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments.
- b. Amendments, if any will be notified through Bank's web site to all prospective Bidders, which have received the Bidding documents and will be binding on them.
- c. In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, Bank may, at its discretion, extend the deadline for submission of bids.

9. TERMS OF EXECUTION



- a. All the hardware assets are in working conditions and in use in all branches. The successful bidder shall be given first 7 days' time to verify the assets and collect the hardware inventory post commencement of AMC.
- b. The vendor will submit the report to ZCC, Zonal Office, Ernakulam within 3 working days after collecting the inventory.
- c. The vendor shall provide service support as and when required during the AMC period without any extra cost to Bank.
- d. Escalation matrix up to three levels and name of persons coordinating for AMC jobs to be submitted to ZCC, Zonal Office, Ernakulam immediately after AMC is awarded.
- e. It is also to be noted that the Bank is in the process of replacing the existing hardware and peripherals in the branches/offices. As and when old hardware is replaced/disposed the existing AMC inventory will be adjusted accordingly and AMC will be paid there on. In case if an asset comes out of warranty, vendor shall provide AMC for that asset and the same is to be added on the inventory from that quarter and AMC amount will be paid proportionally.

10. LOCATIONS TO BE COVERED

The Branches and Offices of Zonal Office, Ernakulam are presently located across Kerala State with Regional Offices presently in **Ernakulam, Kozhikode, Thrissur, Kottayam, Kollam and Trivandrum**. There are presently 415 (approximately) Branches/Offices under Ernakulam Zone which may change as per administrative requirements.

11. EMPANELMENT PROCEDURE

The vendor will be empanelled as per the following process:

- Vendors satisfying the eligibility criteria and technical requirement will be shortlisted and technically qualified bidders will be empanelled with the Bank.
- Tenders would be issued for various Regional Offices under Ernakulam Zone to empanelled vendors as per bank's requirement.
- Various Regional Offices under Ernakulam Zone will place orders to the successful bidders.

12. BIDDING PROCESS

The Bidder will have to submit the Technical Bid in sealed envelope, duly super scribing "EMPANELMENT OF VENDOR - AMC OF DESKTOPS, PRINTERS AND SCANNERS AT BRANCHES/OFFICES UNDER ERNAKULAM ZONE". All the documents to be Spiral Bound. Unsealed technical bids shall be rejected.

Technical Bid will contain the bidder information in the format as given in the document.

Technical bid will not contain any pricing or commercial information at all.

The Envelopes/covers should be addressed to: The Zonal Head, Union Bank of India, Zonal Office, Ernakulam, Ground Floor, BSNL Telephone Exchange, Civil Line Road, Sonia Nagar, Palarivattom, Ernakulam, Kerala, 682025.



The bid shall be typed in English or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. All pages of the bid except un-amended printed literature shall be initialled and stamped by the person or persons signing the bid.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid. Any quotation found to contain incomplete information is liable to be rejected.

13. EVALUATION CRITERIA

A) Technical Bids:

- a. The Technical offer (TO) should be complete in all respects and contains all information asked for in this document.
 - b. The TO must be submitted in an organized and structured manner. All the documents must be spiral bound. No brochures/leaflets etc. should be submitted in loose form.
 - c. The TO should comprise of following:
 - Pre-qualification Criteria-Annexure-I.
 - Acceptance of Terms and Conditions as per Annexure-II.
 - Letter of undertaking as per Annexure-III.
 - Details of service support centre as per Annexure-IV.
 - Photocopies of relevant documents/certificated as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder. (To be filled separately in a separate file)
 - The separate demand drafts for document fee and bid security should be enclosed.
- NOTE: all the Annexure I, II, III, IV, V and VI should be submitted duly signed with seal of the company. (All these documents should be filed in single file)**
- d. Bank reserves the rights to reject an offer under any of the following circumstances:
 - Offer is incomplete and/or not accompanied by all stipulated documents.
 - Offer is not in conformity with the terms and conditions stipulated in this document.
 - Any misrepresentation/false information will entail rejection of the offer.
 - Bids submitted without Document/EMD fee.

B) TECHNICAL EVALUATION:

Technical evaluation will be done only for those bidders who fulfil all eligibility criterions. The Bank will not rely only on the vendor's response and may cross-check from other sources and Bank's decision on satisfactory level will be binding on all Bidders.

Bank shall shortlist the vendor(s) based on technical evaluation. Bank reserves the right to reject any and all proposals without assigning any reason whatsoever.

Those Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be declared technically qualified and will be eligible for empanelment and can submit commercial bids as and when required by the bank for AMC of Computers & Computer Peripherals for various regions under Ernakulam Zone.

There will not be any separate communication from Bank to the Bidders who do not qualify in eligibility criteria and technical evaluation.

14. NO COMMITMENT TO ACCEPT ANY TENDER

The Bank shall be under no obligation to accept any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever.

15. LATE BIDS

Any bid received by the Bank after the deadline for submission of bid prescribed by the Bank, will be rejected and/or returned unopened to the Bidder, if bidder desires so.

16. BIDDER QUERIES:

The bidder should carefully examine and understand the scope and, terms and conditions of RFP and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the RFP by mentioning the RFP for Empanelment of AMC Vendors for Computers and Computer Peripherals relevant page number and clause number of the RFP. Queries / clarifications will not be entertained over the phone.

All communications regarding points requiring clarifications and any doubts shall be given in writing addressing to the Union Bank of India, Zonal Office, Ernakulam or an email can be sent to zcc.ernakulam@unionbankofindia.bank.in with subject "RFP Clarifications – Empanelment of AMC vendors for Computers & Peripherals" by the intending bidders before 05:00 PM on 29.04.2026 after which no request will be entertained/replied.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. No queries will be entertained from the bidders after the above date and time.

17. MODIFICATION AND/OR WITHDRAWAL OF BIDS

The bidder may modify or withdraw its bid's submission, provided that written notice of the modification or withdrawal is received by the tenderee prior to the deadline prescribed for submission of bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and delivered with the envelope additionally marked "MODIFICATION" OR "WITHDRAWAL" as appropriate. The withdrawal notice may also be sent by email but followed by a signed confirmation copy, post marked not later than the deadline for submissions of bids.

No bid will be modified after the deadline for submission of bids.

No bid may be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by the bidder in the submitted bid.

No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

18. BID OPENING & EVALUATION

The Bank will open the technical bids, in the presence of Bidder's representative who choose to attend at the time and date mentioned in the Bid document at the address mentioned in the Para "Submission of Bids".

The bidder's 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 purchaser, the bids shall be opened at the appointed time and place on next working day.

Authorized Signatory: The selected bidder shall indicate the authorized signatories/representative, supported with documents acceptable to Bank, who can discuss and correspond with the BANK, with regard to the obligations under the contract. The bidder shall provide proof of signature identification for the above purposes as required by the BANK.

19. CLARIFICATIONS OF BIDS

To assist the examination, evaluation, and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing. The Bank has right to disqualify the vendor whose clarification is found not suitable to Bank.

20. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The document determined as not substantially responsive will be rejected by the Bank and may not be responsive by the vendor for correction of non-conformity.

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

21. CONTACTING THE PURCHASER

Any effort by bidder to influence the Bank in the bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid.

22. PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the purchaser's action

23. USE OF CONTRACT DOCUMENTS AND INFORMATION

The vendor shall not, without the Bank prior written consent, make use of any document or information provided by Bank in Bid document or otherwise except for the purpose of performing contract.

24. PAYMENT TERMS

- a. Maintenance charges after deducting penalty & applicable taxes will be paid quarterly (Post Quarter) after submission of the invoice.
- b. No advance payment will be released against the service order.
- c. The vendor shall draw invoices for payment of quarterly maintenance charges to Respective Regional Offices and the same to be communicated to Zonal Office as well.
- d. Maintenance charges payable by Bank will be the agreed Contract Amount along with applicable taxes.
- e. TDS on payments will be deducted as applicable.
- f. The payment towards Resident engineers must be included in TCO (Total cost of ownership) during the Commercial Bid. Total cost of the employee of Resident Engineers should be according to industry standards as paid for Technical Assistants.

25. TAXES AND DUTIES

The bidder shall solely be responsible for all payments (including any Statutory Payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees / agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the bidder will make all required payments and deposits of taxes in a timely manner.

The bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

26. MINIMUM WAGES

The successful bidder will ensure strict compliance of all labour laws, insurance, minimum wages to the Staff employed or deployed or engaged for the work assigned and the Bank will not be liable for any such persons / personnel of successful bidder and shall not be liable for any levies / penalties etc that may be imposed by the authorities concerned for their action / inaction.

The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act.



27. PERIOD OF EMPANELMENT

This Empanelment shall be effective from 09.05.2026 to 08.05.2029. Please note that Empanelment can be cancelled unilaterally by the Bank in case services are not received as per quality and standard specified in the RFP and contract within the contracted period. If the vendor desires or not desire to renew the existing contract, he shall express his desire by giving three months prior notice before expiry of contract.

28. EFFECTIVE DATE OF CONTRACT

The vendor shall be required to submit and sign an Agreement as per **Annexure-VII** on stamp paper of requisite amount after finalisation of AMC Vendor (not Empanelment). The AMC shall come into effect from date of PO issue and shall remain valid until the completion of the obligations of the parties under the contract. The performance of the services shall commence from the effective date of the contract. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

29. TRANSFER AND SUB-LETTING

The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.

30. TERMINATION OF CONTRACT

The Bank may at any time terminate the contract in part or full if the services are not found to be satisfactory.

The penalty cap that can be imposed on Vendor under this Agreement will be 20% maximum of the total AMC value. Once the penalty deduction is reached to its maximum level, the Bank may consider termination of the Agreement.

31. DELAYS IN THE SUPPLIER'S PERFORMANCE

The maintenance service has to be start by the successful bidder (Vendor) in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages or termination of contract.

32. SUBMISSION OF BIDS

The bid should be submitted in sealed cover addressed to Bank at the following address: -

Union Bank of India, Zonal Office, Ernakulam, Ground Floor, BSNL Telephone Exchange, Civil Line Road, Sonia Nagar, Palarivattom, Ernakulam, Kerala, 682025.

33. DEADLINE FOR SUBMISSION OF BIDS

Bid must be received by the Bank at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Bank, the bids will be received up to appointed time on next working day.



The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

34. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by 15 days written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract.

35. TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the Bidder. If the Bidder becomes Bankrupt or otherwise insolvent, in this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

36. FORCE MAJEURE

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics, Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, Terrorist attacks, public unrest in work area;

Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

37. UNDERTAKING BY VENDOR

The successful bidder must give an undertaking that all components which are going to be used for parts replacement will be original and not re-furbished. This must be submitted along with the Invoices.

38. PENALTY FOR LACK OF SUPPORT

The maintenance standard expected is that any complaint lodged by 02:00 PM on a given day shall be attended before 12:00 PM the next working day. Also, any complaint lodged by 06:00 PM shall be attended by 05:30 PM the next working day. In case the machine is down for more than 48 hours standby must be provided by the vendor. If any complaint not attended on time or no standby is provided by the vendor, the **penalty of Rs. 500 per day per case/complaint will be charged till the date of issue resolution.**

The time of delay/default for determination of penalty will be calculated from the time of lodgement of complaint at the dedicated Telephone Number/Mobile Number/e-mail provided by the AMC vendor for the purpose.

39. RIGHT TO ALTER QUANTITIES AND LOCATIONS

The Bank reserves the right to alter the hardware quantities or site locations mentioned in the offer. The Bank also reserve the right to add or delete one or more item from the list of items specified in offer. The Bank also reserves the right to add or delete name of any branch. The Branches where hardware is currently under warranty period may be later on added under ongoing AMC at the same price, terms and conditions, after expiry of warranty period of such branches. Similarly, branches where in old hardware is replaced with new hardware will be deleted from AMC purview.

40. PERFORMANCE GUARANTEE

Within 15 days of the issue of purchase order the selected successful bidder must submit a performance guarantee equivalent to 10% of the Total Contract value. The Bank guarantee shall be kept valid till completion of contract period. The guarantee shall contain a claim period of three months from the last date of validity.

The PBG should be of that of scheduled Commercial Bank, other than Union Bank of India. In the event of non-performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

The Bank shall invoke the guarantee before expiry of validity, if the services rendered by the successful bidder are not satisfactory and not as per the terms of the contract/AMC and SLAs. The Bank shall notify the prime vendor in writing before invoking the guarantee.

Bank reserves the right to cancel the contract in the event of failure of successful bidder to furnish the PBG within specified time.

41. ADHERENCE TO SECURITY

Bidders are liable for not meeting the security standards or desired security aspects of all the ICT Resources as per Banks IT / Information Security / Cyber Security policy. The deputed persons have to maintain the utmost secrecy and confidentiality of the Bank's data including process performed at the Bank premises.

Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by the Bank.



42. GOVERNING LAW AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. All arbitration proceedings shall be at Ernakulam, Kerala. Any appeal will be subject to the exclusive jurisdiction of the courts at Ernakulam.

During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Ernakulam.

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Ernakulam, Kerala.

Termination of Contract:

If the Termination is on account of failure of the successful bidder to perform the obligations under this RFP contract, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder. The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following

The selected bidder commits a breach of any of the terms and conditions of the bid.

The Successful bidder goes into liquidation voluntarily or otherwise.

The progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

If deductions on account of liquidated damages exceeds more than 10%.

Non-satisfactory performance of the selected bidder during delivery and installation.

An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.

Failure to integrate/implement the Project as per the requirements of the Bank as stated in this RFP.



Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.

Selected bidder or its sub-contractors are found to be indulging in frauds.

The bank suffers a reputation loss on account of any activity of successful bidder penalty is levied by regulatory authority.

43. INDEMNITY

The bidder (the "Indemnifying Party") undertakes to indemnify, hold harmless the Bank (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement.

If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party.



44. EXIT CLAUSE

Exit clause: The Bank reserves the right to exit/cancel the contract in the event of happening one or more of the following conditions:

Failure of the successful bidder to accept the contract and furnish the Performance Bank Guarantee within the stipulated time .

Delay in service beyond the specified period.

Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.

In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of maximum of one month during the contract period.





45. ANNEXURE I – PRE-QUALIFICATION

The minimum qualification criteria for the bidder are as under:

Pre-Qualification Criteria	Compliance (Yes/No)	Detail of proof Attached
<p>1. The bidder should have minimum of 5 years' experience in the maintenance of Computers (Desktops), Printers (Passbook Printer, Dot Matrix Printer, Fast Dot Matrix Printers, LaserJet Printers) & Scanners (Flatbed & ADF) or must be performing the AMC (Computer & Computer Peripherals) for at least three years in Scheduled Commercial Bank.</p>		<p>Relevant AMC POs & customer satisfaction letters to be submitted.</p>
<p>2. The bidder should be a company/Firm/Sole Proprietary concern incorporated in India having an average annual turnover of Rs. 50 lakhs in last three financial years as per the audited balance sheet available at the time of submission of tender in providing the support services (Sale and purchase will not be applicable). This must be individual company turnover and not that of any group of companies.</p>		<p>Copy of incorporation certificate, /Partnership Deed/ Registration Certificate/PAN Card and Audited Balance sheet of last 3 consecutive years and ISO certification need to be submitted.</p>
<p>3. The company/firm should have made operating profits in the last three financial years.</p>		<p>Copy of Audited balance sheet and Profit & Loss A/c for last 3 consecutive years.</p>
<p>4. Applicant/Firm must provide customer satisfaction letters from at least Three Scheduled Commercial Banks (Admin Offices) where the bidder has provided services in last 3 financial years, in case, application is made under this eligibility criteria.</p>		<p>Certificate from the customers clearly stating that they are satisfied with the services and duration of service from and to date to be submitted.</p>
<p>5. The company should have at least single contract of value Rs 4.0 Lakhs for the maintenance of Computers and Computer Peripherals with Scheduled Commercial Bank/Government department.</p>		<p>Relevant PO's to be submitted</p>
<p>6. The bidder should have necessary infrastructure & service support centres in Ernakulam, Kozhikode, Thrissur, Kottayam, Kollam and Trivandrum or nearby places for maintenance of offered hardware and software. The bidder should be capable to provide efficient and effective support so as to attend calls at all branches and offices under Ernakulam Zone within stipulated time frame as mentioned in this RFP. (Proof to be submitted along with technical bids). The Bank will analyse the number of service centres, number & position of engineers at centres, infrastructure etc. of all the vendors/bidders as a part of minimum qualification</p>		<p>Details of service/ support network in the mentioned or nearby (addresses, name of contact persons, phone numbers, e-mail etc.) must be furnished as part of bid.</p>

criteria. If the Bank is not satisfied with the number of service centres, number & position of engineers at service centres, infrastructure etc, Bank reserves the right to technically disqualify the vendor(s). The decision of the Bank shall be final.		
7. Vendors having franchise arrangement of 3rd party service support cannot quote. The engineers should be on the Company's pay roll.		Submit undertaking on letter head and relevant & authenticated proof of engineers having on Company's payroll.
8. Bidders, who have not satisfactorily completed any of the earlier contracts during past 3 years issued by Union Bank of India, will not be eligible for participation in this tender.		Declaration to be submitted on letter head. Also attach previous POs issued by Bank in last three years, if any.
9. The bidder should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs) as on date of submission of bid.		The bidder shall give an undertaking (on their letterhead) that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of the tender as per the Annexure VI
10. Bidder must be ISO 9001 Certified with validity till 30.06.2026. In case the aforesaid certificate expires before 30.06.2026. The bidder must provide a renewed certificate post renewal. Failure to provide the renewed ISO 9001 certificate will result in termination of services.		Provide the relevant certificate as proof
11. Bidder must be able to provide AMC services in Branches located at Rural, Semi-urban, Urban and Metro Areas of Kerala State.		Letter of Undertaking to be submitted

Date:**Signature:****Seal of Company:****Name:**

**46. ANNEXURE II – ACCEPTANCE OF TERMS AND CONDITIONS**

(Letter to the Bank on the vendor's letterhead)

To

**Union Bank of India,
Zonal Office, Ernakulam
Ground Floor, BSNL Telephone Exchange,
Civil Line Road, Sonia Nagar
Palarivattom, Ernakulam Kerala - 682025**

Dear Sir,

Sub: RFP for Empanelment of AMC Vendor for Computer & Computer Peripherals

With reference to the RFP dated 11.02.2026, having examined and understood the instructions, scope of work, terms and conditions forming part of the RFP, we hereby enclose our offer for AMC detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information/annexure.

We hereby undertake that the parts to be replaced during AMC period will be brand new and legally obtained.

We 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 full or in part without assigning any reasons whatsoever.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be responsible for the due performance of the contract.
- We enclose Demand Draft/ pay order for Rs. 1,00,000 (Rs. One Lakh only) favouring Union Bank of India and payable at Ernakulam, towards bid security, details of the same is as under.

Yours faithfully,

Authorized Signatories
(Name & Designation, seal of the firm)

Date:

47. ANNEXURE III – LETTER OF UNDERTAKING ON COMPANY’S LETTER HEAD

To
**Union Bank of India,
Zonal Office, Ernakulam
Ground Floor, BSNL Telephone Exchange
Civil Line Road, Sonia Nagar
Palarivattom, Ernakulam, Kerala, 682025**

Dear Sir,

Sub: RFP for Empanelment of AMC Vendor for Computer & Computer Peripherals

We submit our bid document herewith:

We understand that you are not bound to accept any bid received by you, and you may reject all or any bid.

If our bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We undertake that we don't have any franchise arrangement for the services and will provide direct company service support to the branches under AMC.

Vendor means the bidder who is decided and declared so after examination of bids.

Yours faithfully,

Date:

Signature_____

Seal of Company/firm

Name:

**48. ANNEXURE IV – DETAILS OF SERVICE/SUPPORT CENTRE AND TECHNICAL STAFF**

(A) Details of service/support centre directly owned by the company/firm in the below places where the Bank's Regional Offices and Zonal Offices are present.

Sl. No.	Area	Address of service centre	Name and contact details of Centre head	Staff Strength
1	Ernakulam (1 RO and 1 ZO)			
2	Kozhikode			
3	Thrissur			
4	Kottayam			
5	Kollam			
6	Trivandrum			
Mention details of each service centre in continuation				

(B) Field functionaries/ staff details with complete address and contact no.:

Sl.No.	Name	Location	Address	Phone No.	Email ID
1					
2					
Mention details of each field functionaries/ staffs in continuation					

(Wherever applicable submit documentary evidence to facilitate verification)

We hereby declare that the information submitted above is true to the best of our knowledge.

We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date:

Signature _____

Seal of Company/firm

Name:

**49. ANNEXURE V: FORMAT FOR BIDDER PROFILE****Bidder's Profile****(Bidder's Profile has to be submitted in company's letter head)****Sub: RFP for Empanelment of AMC vendors for Computers and Computer Peripherals.**

S.NO.	Particulars	Details
1	Name of the Bidder	
2	Date of Establishment/ Incorporation	
3	Number of Years in the Business	
4	Address for Correspondence: Registered Office: Corporate Office:	
5	Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Email-ID: Website: (any changes in the above should be informed in advance to Bank)	
6	Domestic Customer Base of the bidder (Number of Clients)	
7	Details of other offices of the Firm/Company	
8	Our PAN number for Income Tax is We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is Our Bank Details Name and Style of Bank Account Name of the Bank and Branch address Account Number RTGS / NEFT (IFSC) Code	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge.

We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date:

Place:

Signature with Seal:

Name:
Designation:

50. ANNEXURE VI: FORMAT FOR NON-BLACKLISTED UNDERTAKING

**Undertaking for not being blacklisted
(Undertaking must be submitted in Company's Letter Head)**

To

**The General Manager,
Union Bank of India,
Zonal Office, Ernakulam
Ground Floor, BSNL Telephone Exchange
Civil Line Road, Sonia Nagar
Palarivattom, Ernakulam Kerala - 682025**

Dear Sir,

Sub: RFP for Empanelment of AMC Vendors for Computers and Computer Peripherals.

We _____ (bidder name), hereby undertake that-

We have not been blacklisted by the Government Authority or Public sector undertaking (PSUs) in India or any Financial Institution in India as on date of submission of response.

We also undertake that, as on date of submission of response no legal case is pending against firm that may affect the solvency / existence of our firm or any other way that may affect capability to provide / continue the services to Bank.

Date:

Place:

Signature with Seal:

Name:

Designation:

51. ANNEXURE VII – FORMAT OF AGREEMENT**AGREEMENT****(To be executed on Rs. 500 non judicial stamp papers after award of contract)**

This agreement made on the _____ day of _____ 2026 between the Union Bank of India a body corporate, constituted under the Banking Companies(Acquisition and transfer of Undertaking Act, 1970) having its Zonal Office at **Ground Floor, BSNL Telephone Exchange Civil Line Road, Sonia Nagar, Palarivattom, Ernakulam Kerala - 682025** (hereinafter called "BANK") and M/s _____ (name and address of vendor) (hereinafter called "Contractor or the vendor").

Whereas the BANK is desirous that the Contractor/Vendor executes AMC – Computers and Computer Peripherals services as per tender document (hereinafter called "the services") and the Bank has accepted the BID by the vendor for execution and completion of such services.

NOW THIS AGREEMENT WITNESSETH as follows:

1. The contract will be valid for period _____ to _____ for hardware mentioned in Annexure.
2. As on date of contract, the contract is values for Rs. _____ (in word Rs _____) Including taxes as applicable as on date of the contract which may vary in accordance with the addition/deletion of hardware for AMC, changes in rates & rules of Taxation without any variation in the AMC charges.
3. Further, the number of hardware items may be increased or decreased during the period of AMC which may be included or excluded from the list and the location of the equipment's may also be changed. The rate quoted will also be applicable for the items included or excluded during the AMC period.
4. Request for proposal dated 13.04.2026, Technical and Commercial bids submitted by the vendor, AMC related order issued by Bank, under which this agreement is signed shall be deemed to form and construed as part of this agreement.

Name & address:

Signature of the company

In the presence of:

Name & Address:

For and on behalf of Union Bank of India

In the presence of: