

REQUEST FOR PROPOSAL(RFP)
ANNUAL MAINTENANCE CONTRACT (AMC)
of
Uninterruptible Power Supply (UPS) Systems at
Branches/ Offices/ ATMs under Tirupathi Zone

Ref No: ZO:TPT:ZCC:TEN:002/2025-26 dated 23.02.2026

Start Date: 27.02.2026

End Date: 21.03.2026 2.00 PM

Opening of Technical Bid: 21.03.2026 04.00 PM

EMD Amount: Rs 50000/- (Refundable)

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 as of the date obtained, however it does not purport to contain all the information that may be necessary or desirable to enable an intending contracting party to determine whether to enter into a contract or arrangement with the Bank in relation to the provision of services.

The Bid document is not a recommendation, offer or invitation to enter any contract, agreement or any other arrangement, in respect of the services. The provision of the services should be subject to observance of selection process and appropriate documentation being agreed between the Bank, and any empaneled Bidder as identified by the Bank, upon 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 selected 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 that each Bidder may require.

Each Bidder shall conduct their own investigations and analysis and shall verify the accuracy, reliability and completeness of the information in this Bid document. where necessary, bidder should 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 the information communicated here in of this Bid. Union Bank of India may in its absolute discretion, and without any obligation to do so, update, amend or supplement the information in contained in this EOI.

This document is the property of Union Bank of India and is intended solely for the purpose of bidding in accordance with Specification, Terms, Condition and Scope indicated herein. It shall not be copied, distributed or recorded in any Medium, Electronic or otherwise, without the prior written permission of the Bank. The use of the contents of this document, even by the authorized personnel or agencies, for any purpose other than the purpose specified herein, is strictly prohibited and may constitute a violation of applicable Copyright Laws, punishable under the Indian Law.



यूनियन बैंक
ऑफ इंडिया

भारत सरकार का उपक्रम



Union Bank
of India

A Government of India Undertaking

आंचलिक कार्यालय, तिरुपति

Zonal Office, Tirupathi

2nd Floor, Bhaskar Rithya Heights, Near Cherlopalli Circle, Tirupathi, Andhra Pradesh- 517 505

TENDER NOTIFICATION FOR AMC OF UPS systems

Sealed quotations are invited by UNION BANK OF INDIA, Zonal Office, Tirupathi for Annual Maintenance Contract of Uninterruptible Power Supply (UPS) systems installed at various branches/offices and ATMs of the Bank in its Tirupathi Zone (Anantapur, Kurnool, Sri Sathya Sai, Nandyal, YSR Kadapa, Annamayya, Chittoor, Tirupathi and Nellore districts of Andhra Pradesh state) for the period 01.04.2026 to 31.03.2027. Request for Proposal formats and Terms and conditions along with bid formats can be downloaded from the website www.unionbankofindia.bank.in (or) <https://eprocure.gov.in>

Last date for Submission of tender at our Zonal Office, Tirupathi at below mentioned address:

21.03.2026 before 2.00 PM

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

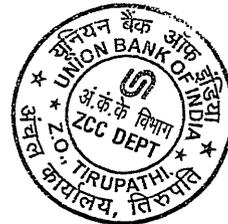
Sd/-

Zonal Head

Zonal Office, Tirupathi

Address for submission of sealed quotations:

Union Bank of India,
Zonal Office, ZCC Tirupathi
2nd Floor, Bhaskar Rithya Heights
Near Cherlopalli Circle
Tirupathi, Andhra Pradesh- 517 505



ZONAL OFFICE: TIRUPATHI

Invitation of Tenders for AMC of UPS - BID DETAILS

Dear Sir/Madam,

Union Bank of India, Zonal Office, Tirupathi invites sealed tenders for the Annual Maintenance Contract (AMC) of UPS systems installed at it's Branches/Offices under TIRUPATHI Zone. Bid details are as mentioned below:

Sr. No.	Subject	Date/time
1.	RFP Ref. Number & Date	Ref No: ZO:TPT:ZCC:TEN:002/2025-26 dated 23.02.2026
2.	Last Date and time for submission of queries	05.03.2026 at 2.00 PM
3.	Pre bid meeting	06.03.2026 at 4.00 PM
4.	Last date for receipt of Bids Documents	21.03.2026 at 02.00 AM
5.	Date & Time of Opening of Technical Bids*	21.03.2026 at 4.00 PM
6.	Address for submission of Bid & Place of Opening of Bids	<u>Zonal Computer Center (ZCC)</u> Zonal Office, Union Bank of India 2 nd Floor, Bhaskar Ritya Heights, Opposite to Surendra Hospital, Near Cherlopalli Cross Roads, TIRUPATHI, Andhra Pradesh – 517 505 Contact No: 8106800865, 8688632764, 6302526431, 0877 - 2248091
7.	Website address	www.unionbankofindia.co.in
8.	E-mail address	zcc.tirupathi@unionbankofindia.bank.in
9.	RFP Fee (Non-Refundable)	Rs 1,500.00
10.	EMD Amount (Refundable)	Rs. 50,000.00

* This RFP is being issued without any financial commitment on the part of the Bank. The Bank reserves the right to modify or vary any part thereof at any stage. The Bank also reserves the right to withdraw any part or complete RFP at any stage without assigning any reason thereof. The Bank is not bound to award the contract to the L1 bidder only. Bank at its sole discretion may cancel any or all bids or any part of bids without assigning any reason thereof. In the presence of the bidders or authorized representative of the bidders (with authorization letter from the Company) Technical bids will be opened. Only one representative per company shall be permitted.



Invitation of Tenders for UPS systems

Introduction:

1.1 Union Bank of India is a Public Sector Bank having it's Central Office at Nariman Point, Mumbai and it's Zonal Office in Tirupathi at , 2nd Floor, Zonal Computer Cell (ZCC), Bhaskar Ritya Heights, Opposite to Surendra Hospital, Near Cherlopalli Cross Roads, Tirupathi, Andhra Pradesh – 517505. Tirupathi Zone comprises of 5 Regions namely Anantapur, Kadapa, Kurnool, Nellore & Tirupathi. The Zonal Office, Tirupathi invites offer for providing comprehensive on-site Maintenance Services of Uninterruptible Power Supply (UPS) Systems of all Branches, Regional Offices, Central Processing Centre, Currency Chests, Offices and ATMs under Zonal Office, Tirupathi.

Scope of Work:

1.2 The scope of work includes but is not limited to comprehensive on-site maintenance of UPS systems installed in branches/offices/ATMs under Tirupathi Zone.

1.3 The replacement of all the spares such as logic boards, capacitors, Mother boards, Charger Boards etc. and consumables shall be covered/included under the AMC. Defective components shall be replaced with genuine spares of the same configuration without any additional cost.

1.4 The Bidder shall maintain adequate standby UPS units and other spare parts to facilitate temporary / immediate replacement, as required.

1.5 The scope of work also includes periodical inspection of UPS health, ensuring proper input and output voltage levels of UPS and maintenance of Batteries and proper earthing.

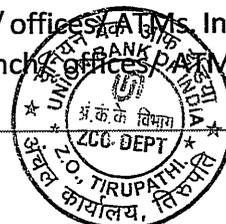
1.6 The bidder shall maintain the equipment as per manufacturer's guidelines and shall use only standard and genuine components for replacement.

1.7 The bidder shall collect asset details within 30 days from commencement of the AMC and maintain proper inventory records thereafter. In case, any asset is inadvertently omitted from the AMC contract, the Bidder shall attend the service calls for such assets and can include them in subsequent bills. Any mismatch in asset serial numbers of the asset, may be rectified at later stage without delaying service.

1.8 During reinstallation of UPS systems under AMC, all connected equipment such as stabilizers and batteries shall be installed even if such equipment is not covered under the AMC.

1.9 Complaints may be registered telephonically or through e-mail by the respective branch/Office. The Bidder shall maintain proper records of all complaints.

1.10 On Administrative grounds, the Bank may close or re-locate branch/ offices/ ATMs. In such cases, UPS and Batteries at those locations may be shifted at other branches/offices/ATMs and shall continue to remain under AMC at the new location.



1.11 The engineers deployed for branches shall obtain a signed branch-visit report from Branch managers/officers and submit one copy to the branch. Copies of all branch visit reports for a month shall be submitted to Zonal Office Tirupathi within first seven (7) days of following month.

1.12 A logbook shall be maintained by the firm recording all the complaints on details of the removed parts from the branches/office/ATMs for repair. The Bidder shall submit a copy of consolidated complaint reports including Branch wise breakdown calls lodged/attended and their status on a fortnightly basis to ZCC Tirupathi.

All the complaints received shall be attended as follows:

- Any complaint lodged by 02:00 PM on a given day shall be attended before 02:00 PM on the next day. Any complaint lodged by 06:00 PM shall be attended before 6:00 PM of next working day. In case any UPS or its battery are expected to remain non-functional for more than 48 hours, a standby UPS of the same or higher configuration must be provided by the bidder.
- Repairs and servicing of equipment shall be carried out at Bank's premises. If equipment is required to be transported to the firm's/manufacture's service workshop for repairs, it shall be done at the firm's risk and cost with proper acknowledgement to branch/office/ZCC.
- The replacement of components shall be as per manufactures guidelines. No hardware items or components shall be replaced or removed for repair without prior written approval from the branch/ office/ ZCC Tirupathi.

1.13 In case any working UPS is damaged at branch/office/ ATM, the Bidder shall provide standby UPS immediately to that location without any additional cost until the damaged UPS or batteries is restored or replaced.

1.14 The rates quoted shall include maintenance, reinstallation and upgradation services for the equipment not covered under warranty.

1.15 The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare parts without any additional cost to the Bank. The bidder shall carry out preventive maintenance (PM) on quarterly basis, ensuring that maintenance is carried out in each equipment at least once in a quarter. A separate logbook shall be maintained to record the preventive maintenance carried out on each equipment. The firm must submit the preventive maintenance reports to Regional Offices & Zonal Office Tirupathi on quarterly basis for the release of AMC payment.

1.16 The schedule of preventive maintenance shall be as follows: -

- To ensure UPS systems are working properly at branches /ATMs /offices and no service calls pending at branches /ATMs /offices.
- Checking power supply sources.
- Ensuring tubular batteries having adequate distilled water and are rust free.
- Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- Shifting of equipment as and when required between ATMs/ offices and



- 1.26 Vendors operates under franchise arrangements or relying on third party service support shall not be eligible to quote. An undertaking to this effect shall be submitted on the bidders letter head.
- 1.27 The bidder shall be capable of providing multi Original Equipment Manufacturer (OEM) support i.e. capable of providing service & support of UPS systems of Numeric, Numax, Techser, Consul or any equivalent make.
- 1.28 The engineers should be on the Firms payroll (relevant proof to be submitted along with technical bid).
- 1.29 Bidders, who have not satisfactorily completed any of the earlier contracts during the last five (5) years issued by Union Bank of India, shall not be eligible to participate in this tender.
- 1.30 The bidder should have not been blacklisted by any Government Authority or Public Sector Undertaking (PSUs) as on the date of submission of the bid. The bidder shall submit an undertaking (on their letterhead) stating that they have not been blacklisted by any Government Authority or PSUs as on date of submission of the tender.
- 1.31 The Vendor must comply with the above-mentioned criteria; Non-compliance with any of the criteria may result in rejection of the offer. The Bidder must submit the necessary documentary proof. Self-certified photocopies of relevant documents/certificates shall be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserve the right to independently verify and evaluate the claims made by the vendor. Any misrepresentation shall result in rejection of the offer. Non-submission of relevant documents shall lead to cancellation of the offer.
- 1.32 Sealed Tenders should reach to Zonal Office Union Bank of India, 2nd Floor, Zonal Computer Cell (ZCC), Bhaskar Ritya Heights, Opposite to Surendra Hospital, Near Cherlopalli Cross Roads, TIRUPATHI, Andhra Pradesh – 517 505 on or before 02.00 PM of 21.03.2026.
- 1.33 Bids received after the specified date and time shall not be accepted. The Bank shall not be responsible for any delay, loss or non-receipt of tenders sent by post or courier services.
- 1.34 Tenders shall be submitted in two separate sealed covers, one cover for technical bid and another for the financial bid clearly mentioning the Technical Bid or Financial Bid on the top of the cover.

A. Sealed cover for Technical Bid to contain

- a) Application Form for AMC on UPS Assets as per format enclosed in Annexure
- b) Company profile (including Experience, Employee Profile & details of Organizations utilizing their services at present)
- c) Acceptance of above described "Scope of work" and "Terms & Conditions"
- d) Demand Draft or Payorder towards Application Fee of Rs. 1,500/- (One Thousand Five Hundred only)(Non-refundable) in favour of Union Bank of India, Zonal Office



- e) The Bidder is required to deposit a sum of Rs 50,000/- (Rupees Fifty Thousand only) (refundable) in the form of a Demand Draft or Banker's Cheque or Pay order in favor of Union Bank of India, Zonal Office, Tirupathi as Earnest Money Deposit. The EMD shall be submitted in a separate envelope along with the Bid response. No interest shall be paid on the EMD.

EMDs / Bank Guarantees furnished by all unsuccessful Bidders shall be returned upon expiry of the bid validity period or finalization of successful Bidder, whichever is earlier.

The EMD submitted by the bidder shall be forfeited if:

- The bidder withdraws his bid before the opening of the bids.
- The bidder withdraws the bid after the opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- The selected bidder withdraws the bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any provisions of the terms and conditions of the RFP during evaluation process and up to submission of the Performance Bank Guarantee.

Failure to accept the Order by the Selected Bidder within seven (7) days from the date of receipt of the Order shall render the EMD liable for forfeiture at the discretion of Bank. However, the Bank reserves its right to consider, at its sole discretion, any late acceptance of the Order by the selected Bidder.

Note: The cover should be sealed and superscribed as "TECHNICAL BID FOR UPS ASSETS AMC-SUBMITTED BY _____(FIRM)"

[In case of Bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they must provide valid NSIC/MSME Certificate clearly stating that they are registered with NSIC under single point registration scheme.]

B. Sealed cover for Financial Bid to contain

- a) Financial Bid as per the format enclosed in Annexure V

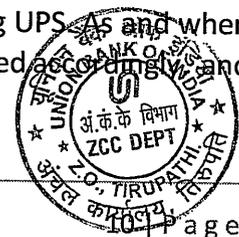
Note: The FINANCIAL BID on the Company's letter head should be submitted in a separate sealed cover superscribed as "FINANCIAL BID FOR UPS ASSETS AMC - SUBMITTED BY _____(FIRM)"

1.35 Any incomplete application is liable to be rejected summarily and Bank reserves the right to accept or reject any or all applications without assigning any reasons whatsoever and no correspondence in this regard shall be entertained.

1.36 Vendors will be short listed based on experience, technical competence, presence of service in/near to Regional Offices, Annual Turn Over, Net Profit, work satisfaction reports and Staff/Manpower strength etc. and any other additional parameters as deemed appropriate by the Bank.



- 1.37 Short-listed vendors are required to make detailed presentations to the Bank's internal Evaluation Committee along with required documents substantiating eligibility criteria. The Committee may visit the offices of the vendors as part of the empanelment process, if considered necessary.
- 1.38 The Financial bid of short-listed vendors (technically qualified bidders) will only be opened. Details regarding the Schedule of Financial Bid Opening will be communicated in due course to the short-listed vendors only.
- 1.39 The Bank may not consider the bids from Bidders, who have not satisfactorily completed any earlier contracts with the Bank.
- 1.40 Bidders/Authorized Agents visiting the Zonal Office, Tirupathi to attend the technical Bid Opening Meeting must carry their Company Identity Card and authorization letter along with them.
- 1.41 Tender is not transferable.
- 1.42 The Total Cost of Ownership (TCO) for all the equipment shall be considered for determining the L1 vendor. The order may be placed on L1 vendor for all or not less than 50% of branches/offices. The Bank may also divide the order Region wise between L1 and L2 vendors.
- The Bank reserves the sole discretion if L2 vendor is agrees to match the price quoted by L1 vendor, the AMCs may be awarded to both L1 & L2 vendors. The Bank shall also be entitled to award the contract to L2, L3, L4 etc. bidders in the event of L1 bidder backing out the commitment or being unable to provide AMC services as per the RFP.
- 1.43 After finalization of the vendors, each vendor must visit every branch/office/ ATM location in the allotted region and submit the physical asset details to the Zonal Computer Cell (ZCC) (proforma will be shared by ZCC) at their own cost. Hardcopy duly signed by the Branch Manager or a softcopy must be submitted to Zonal Computer Cell (ZCC). Asset details must be submitted on or before 30.04.2026.
- 1.44 Within 30 days from the date of issuance of Purchase Order, the vendor must submit a Performance Bank Guarantee (PBG) for 5% of the contract amount, valid for the entire period of the contract i.e., up to 31-03-2027. The PBG shall be forfeited at any point of time if the service of the vendor is found to be unsatisfactory. The finalized Vendor(s) must enter into Service Level Agreement (SLA) with the Bank on or before 30.04.2026.
- 1.45 The Escalation matrix along with names and contact details of persons coordinating AMC jobs, must be submitted to Zonal Office and Regional Office immediately after the AMC is awarded.
- 1.46 It is also to be noted that the Bank is in the process of replacing the existing UPS and when old UPS is replaced or disposed of the existing AMC inventory shall be adjusted accordingly and AMC charges will be paid proportionately.



- 1.47 No hardware shall be removed from the Bank premises by the vendor without prior written permission from the concerned Branch Manager.
- 1.48 The Vendor shall visit all the branches/offices /ATMs under AMC at least once every quarter for preventive maintenance (PM) of the UPS systems, even if no service calls are received from the branch / office. PM reports must be attested by the respective Branch Manager along with Branch stamp and submitted along with the quarterly AMC payment Invoice.
- 1.49 AMC Payment shall be released Quarterly (in arrears) only upon submission of satisfactory PM reports from all the branches/offices where AMC services are provided along with AMC Invoice.
- 1.50 GST on AMC charges claimed by the vendor shall be paid as per applicable rules in force. TDS shall be deducted as per extant Guidelines.
- 1.51 The AMC awarded to the vendor may be terminated at any time without assigning any reason, if their services are found to be unsatisfactory.
- 1.52 After expiry of the contract, AMC may be further renewed as per the Bank requirement.
- 1.53 The AMC vendor must open a Bank account with Union Bank of India, if not already maintained to facilitate ease of transactions/payments.
- 1.54 The AMC vendor shall submit manpower details including contact numbers and experience details to the Zonal Office, Tirupathi and same shall be updated periodically.
- 1.55 The prices quoted by the bidders in commercial bid shall be justifiable in relation to the project cost.
- 1.56 The vendor shall be solely responsible for payment of wages and compliance with all applicable Indian labor laws and statutory obligations for engineers deployed under this contract. The Bank shall bear no liability whatsoever in this regard.
- 1.57 This contract shall be effective from 01.04.2026 to 31.03.2027. Please note that the Contract may be cancelled unilaterally by the Bank in case the services are not rendered as per quality and standard specified in the RFP and the contract within the contracted period. The contract shall initially be for a period of one year and may be extended for further period of one year without any change in AMC rates, based on the performance of preceding year at the sole discretion of the Bank. If the vendor desires or does not desire to renew the existing contract, he shall convey his intention by giving three months prior notice before the expiry of contract.
- 1.58 The vendor shall be required to submit and sign an Agreement as per Annexure-VIII on stamp paper of requisite amount. The contract shall come into effect on 01.04.2026 and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries, supplies and 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.



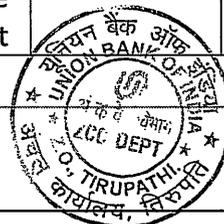
- 1.59 The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.
- 1.60 The bank may at any time terminate the contract 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 10% maximum of the total AMC value. Once the penalty deduction is reached to its maximum level, the Bank may consider termination of the Agreement.
- 1.61 The Bank, without prejudice to any other remedy for breach of Contract, by 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.
- 1.62 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.



ANNEXURE I – PRE-QUALIFICATION

The minimum qualification criteria for the bidder are as under:

Pre-Qualification Criteria	Compliance (Yes/No)	Detail of proof Attached
1. The bidder should have minimum of five (5) years of satisfactory experience in the Maintenance of UPS and must be performing the AMC (UPS) in Public Sector Banks in branches/ offices under Tirupathi Zone. (Proof to be submitted along with technical bid).		Relevant AMC Purchase Order (PO's) to be submitted.
2. The bidder should be a company/Firm/Sole proprietary concern/Limited Companies incorporated in India having an average annual turnover of Rs. 15 lacs in the 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 considered). This turnover must pertain to individual company and not to any group of companies.		Copy of incorporation certificate, and Audited Balance sheet.
3. The company/firm should have recorded operating profits during the last three consecutive financial years.		Copy of Audited balance sheet and Profit & Loss A/c for last three (3) consecutive financial years.
4. The Applicant/Firm must provide customer satisfaction letters from any Public Sector Bank where the bidder has rendered AMC services in last five (5) financial years.		Certificate from the customers clearly stating their satisfaction with the services provided, including the duration of service (from date to date to be submitted).
5. The company should have at least one contract of value Rs 3.00 Lac for the maintenance of UPS systems with Public Sector Bank/Government department.		Relevant Purchase Order (PO's) to be submitted
6. The bidder should have necessary infrastructure & service support centers in any of the Districts Anantapur, Kurnool, Sri Sathya Sai, Nandyal, YSR Kadapa, Annamayya, Chittoor, Tirupathi and Nellore of Andhra Pradesh state for maintenance of offered hardware and software. The bidder must be capable to provide efficient and effective support to attend calls at all Branches and Offices under Tirupathi Zone within stipulated time frame as mentioned in this RFP. (Proof to be submitted along with technical bids). The bank will evaluate the number of service centers, number and deployment of engineers at centers, infrastructure etc as a part of minimum qualification criteria. If the Bank is not		Details of service/support network in Anantapur, Kurnool, Sri Sathya Sai, Nandyal, YSR Kadapa, Annamayya, Chittoor, Tirupathi and Nellore districts (addresses, name of contact persons, phone numbers, e-mail id



<p>satisfied with the number of service centers, deployment of engineers at service centers, infrastructure etc, Bank reserves the right to technically disqualify the vendor(s). The decision of the Bank shall be final and binding.</p>		<p>etc.) along with proof of Registered/ Branch offices must be furnished as part of bid.</p>
<p>7. Vendors having franchise arrangements with third party service providers are not eligible to quote. The engineers must be on the Company's pay roll.</p>		<p>Submit undertaking on letter head and relevant & authenticated proof of engineers having on Company's payroll.</p>
<p>8. The bidder should be capable of providing multi Original Equipment Manufacturer (OEM) support i.e. capable of providing service & support of UPS of Numeric/Numax/Techser/Consul or equivalent make or any make.</p>		<p>Relevant documentary evidence to be submitted.</p>
<p>9. Bidders, who have not satisfactorily completed earlier contracts during past five (5) years issued by Union Bank of India, shall not be eligible to participate in this tender.</p>		<p>A declaration is to be submitted on the Company letter head. Also attach copies of previous POs issued by Bank during the last five years, if any, shall also be added.</p>
<p>10. The bidder should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs) as on date of submission of bid.</p>		<p>The bidder shall give an undertaking (on their letterhead) that bidder has not been blacklisted by any Government Authority or PSUs as on date of submission of the tender as per the annexure VII</p>

Date:

Seal of Company:



Signature:

Name:

ANNEXURE II – ACCEPTANCE OF SCOPE, TERMS AND CONDITIONS

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

To

**Union Bank of India,
2nd Floor, Zonal Computer Cell (ZCC),
Zonal Office, Bhaskar Ritya Heights,
Opposite to Surendra Hospital,
Near Cherlopalli Crossroads, Tirupathi,
Andhra Pradesh – 517 505**

Dear Sir,

Sub: RFP for AMC of UPS Systems

With reference to the RFP dated 27.02.2026, 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 mentioned in the RFP and all required information/annexures have been enclosed.

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

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

We further understand that

- The Bank is not bound to accept the lowest or any bid received, and the Bank may reject any or all the bids.
- If our Bid for the above work is accepted, we undertake to enter and execute the agreement in the prescribed format by the Bank at our own cost, when called upon to do so by the purchaser. 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 shall be responsible for the due performance of the contract.
- We enclose a Demand Draft/ pay order for Rs. 50000.00 (Rs. Fifty Thousand only) (refundable) favoring Union Bank of India and payable at Tirupathi, towards bid security, details of the same is as under.
- We enclose a Demand Draft/ pay order for Rs. 1500.00 (Rs. One Thousand five hundred only) (non-refundable) favoring Union Bank of India and payable at Tirupathi, towards Tender fee details of the same is as under.

DD / PO No.	DD / PO Date	Issued by Bank & Branch	In favour of	Amount(in Rs.)

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the firm)

Date:



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

To
**Union Bank of India,
2nd Floor, Zonal Computer Cell (ZCC),
Zonal Office, Bhaskar Ritya Heights,
Opposite to Surendra Hospital,
Near Cherlopalli Cross Roads, Tirupathi,
Andhra Pradesh – 517 505**

Dear Sir,

Sub: RFP for AMC of UPS Systems

We submit our bid document herewith:

We understand that the Bank is not bound to accept the lowest or any bid received, and that the Bank may reject any (or) all bids without assigning any reason whatsoever.

If our bid for the above job is accepted, we undertake to enter and execute the agreement in the prescribed format at our own cost, when called upon by the Bank to do so. 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 shall provide direct company service support to the branches under AMC.

The vendor shall mean the bidder who is selected and declared as such after examination of the bids.

Yours faithfully,

Date:

Signature _____

Seal of Company/firm

Name:



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

(A) Details of service/support centre directly owned by the company/firm in Andhra Pradesh.

Sr. No.	Area	Address of service centre	Name and contact details of Centre head	Staff Strength
Mention details of each service centre in continuation				

(B) Field functionaries/ staff details with complete address and contact number.:

S.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:



Annexure V

FINANCIAL BID:

(To be submitted on company's letterhead)

The Annual maintenance charges for all items will be as under :

(Amount in Rs.)

S No	Name of the item	Unit AMC Price (Excl. of taxes)	Quantity (approx..)	Total AMC Amount (Exclusive of Taxes)
1	1 KVA		4	
2	2 KVA		100	
3	3 KVA		210	
4	5 KVA		48	
5	6 KVA		1	
6	10 KVA		8	
Total Cost of Ownership (TCO) : Grand Total (1+2+3+4+5+6)				
TCO (in Words):				

Note : During the June 2026 quarter, approximately 60% of the hardware items covered under AMC are expected to be replaced.

1. The Bank reserves the right to either increase or decrease the quantity mentioned in the above table on the same terms and conditions, during validity period of the commercial bid.
2. The mentioned above are tentative and Bank may increase or decrease as per the Bank's requirement.
3. TCO quoted above should include all charges (including the cost of Engineers) excluding Taxes.
4. If there is any difference in TCO amount mentioned in figures and words, amount mentioned in words only will be considered for evaluation.

Signature with date & Seal of the bidder



ANNEXURE VI: FORMAT FOR BIDDER PROFILE

(Bidder's Profile must be submitted in company's letter head)

Sub: RFP of Vendors for AMC of UPS Systems.

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.: Fax: 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 / NEST (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:



ANNEXURE VII: FORMAT FOR NON-BLACKLISTED UNDERTAKING

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

To
**Union Bank of India,
Zonal Office, ZCC Tirupathi
2nd Floor, Bhaskar Ritya Heights,
Opposite to Surendra Hospital,
Near Cherlopalli Crossroads, Tirupathi,
Andhra Pradesh – 517 505**

Dear Sir,

Sub: RFP of Vendors for AMC of UPS Systems.

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 this response.

We also undertake that, as on date of submission of this response, no legal case is pending against our 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.

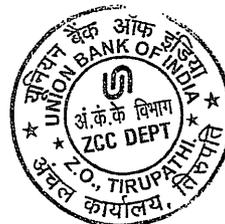
Date:

Place:

Signature with Seal:

Name:

Designation:



ANNEXURE VIII – FORMAT OF AGREEMENT

AGREEMENT

(To be executed on Rs. 100 non judicial stamp papers after award of contract)

This agreement made on the _____ day of _____ 2026 between the Union Bank of India having its Central Office at Nariman Point, Mumbai, Maharashtra, a body corporate, constituted under the Banking Companies(Acquisition and transfer of Undertaking Act, 1970) having its Zonal Office at **2nd Floor, Zonal Computer Cell (ZCC), Bhaskar Ritya Heights, Opposite to Surendra Hospital, Near Cherlopalli Cross Roads, Tirupathi, Andhra Pradesh 517505** (hereinafter called "BANK") and M/s _____ (name and address of the vendor) (hereinafter called "Contractor or the vendor").

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

NOW THIS AGREEMENT WITNESSETH as follows:

1. The contract shall be valid for the period from _____ to _____ for the hardware mentioned in the 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 quoted rates shall also be applicable to all such inclusions or exclusions during the AMC period.
4. Request for proposal 27.02.2026, Technical and commercials bids submitted by the vendor, AMC related order issued by the Bank, pursuant to which this agreement is signed shall be deemed to form and be construed as part of this agreement.

Name & address:

Signature on behalf of the company

In the presence of:

Name & Address:

For and on behalf of Union Bank of India

In the presence of:

