

**THE DISTRICT COOPERATIVE CENTRAL BANK LTD
MAHABUBNAGAR**

**REQUEST FOR QUOTATIONS (RFQ) FOR
Annual Maintenance Contract (AMC)
*Of Computer Hardware and Peripherals***



BID DETAILS

Sr. No.	Subject	Date/time
1.	RFQ Ref. Number & Date	2827/IT/22-23, dated 09.12.2022
2.	Last Date for receipt of queries for pre- bid meeting.	17.12.2022
3.	Last date for receipt of Bids Documents	19.12.2022, 3.30PM
5.	Date & Time of Opening of Technical Bids and Commercial Bids	19.12.2022, 6.00PM
6.	Address for submission of Bid, Place of Opening of Bids	The District Cooperative Central Bank Ltd, Mahabubnagar, Post Box no.14, Dist court Road mahabubnagar 509001
7.	Website address	http://dccbmbnr.org
8.	E-mail address	ceo_mbnr@mbnrdccb.org
9.	R F Q Fee	500/-
10.	E M D Amount	25000/-

*In the presence of the authorized representative of the bidders (authorization letter from Company to be submitted) Technical bids will be opened. Only one representative will be allowed to represent the Company.

Invitation for Tender Offers

The District Coop Central Bank Ltd, Mahabubnagar invites sealed tender offers from eligible, reputed manufacturers and/or their authorized dealers for Annual Maintenance Contract (AMC), as Third Party Maintenance, For IT Infrastructure items viz, Printers & Pass book printers, CC Cameras, Burglar Alarms, LAN & all Network equipment, installation and maintenance of Computer Software whichever is required by BANK and Bio Metric devices at our branches & offices located within the erstwhile Mahabubnagar District.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of Printers & Pass book printers, CC Cameras, Burglar Alarms, LAN & all Network equipment, installation and maintenance of Computer Software whichever is required by BANK and Bio Metric devices at different branches of The District Coop Central Bank Ltd, Mahabubnagar in Telangana region as third party maintenance, as specified in this document.

Instructions & the Terms & Conditions to the vendors in relation to the AMC offer are given in Annexure I. Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.

Requisites to the Technical Bid are given in Annexure –II. Bidders should ensure that all pre-requisites are being full filled by them. Incomplete /non-full fulfillment shall be liable to rejection out rightly.

The details of the IT Infrastructure available for AMC are given in Annexure III.

Format of Quotation for AMC (TCO) is given in Annexure –IV.

Application for Expression of Interest for empanelment of Bidder is given in Annexure – V.

Declaration on Letter Head is given in Annexure – VI.

The Bidder is required to submit a Demand Draft amounting to **Rs. 500/-** (Rupees Five Hundred only) in favor of The District Cooperative Central Bank Ltd payable at Mahabubnagar along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.

The copy of tender document may be obtained from The District Coop Central Bank Ltd, Mahabubnagar website i.e <http://dccbmbnr.org>. The details are given below:

Earnest Money Deposit of Rs 25000/- must accompany all tender offers as specified in this tender document.

Technical Specifications, Terms and Conditions and formats for submitting the tender offer are described in the tender document and its Annexures.

Sd/-

Chief Executive Officer

Instructions to vendors

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office or same may be downloaded from our website. Bids should accompany Demand Draft of Rs 500/- (non-refundable) towards Tender Document's cost.

2. Two Bid System Tender

Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address given above, on or before the last date mentioned above. All envelopes should be securely sealed and stamped. Only one Quotation should be submitted by one vendor.

Both envelopes must be super-scribed with the following information:

Type of Offer (Technical / Commercial)

Tender Reference Number

Due Date

Name of Vendor & mail id with contact number

2.1 ENVELOPE-I (Technical Offer):-

The Technical offer should be completed in all respects and contain all information asked for, except prices. The T.O. should include all items asked for. The technical offer should not contain any price information. The T.O with any price information anywhere is liable to be rejected. The T.O. should be complete to indicate that all products and services asked for are quoted as per Annexure –II.

2.2 ENVELOPE-II (Commercial Offer):-

Quotation /Offer should give all relevant price information as per Annexure – IV.

Both Quotations (Technical & Commercial) must be submitted, on or before 3.30pm on **19.12.2022** giving full particulars in sealed envelope at the Bank's address given below:-

Chief Executive Officer

The District Cooperative Central Bank Ltd, Mahabubnagar,

Post Box no.14,

Dist court Road mahabubnagar

509001

Delay in submission: Delay in submission of any part arising due to postal on any other irregularities at any stage will not be considered. The bank will not be responsible for any damage in transit in case of postal delivery / delivery through courier service.

All tenders where any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

The unit rate for AMC amount for each and every item should be quoted. Any

Quotation found to contain incomplete information is liable to be rejected outright.

3. Eligibility of the Vendor

3.1 The Bidder should have effective Annual Maintenance Contracts (AMCs) with at least 3 (Three) Central/State Govt. Depts. / Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).

3.2 The Bidder should have sufficient qualified and experienced engineers. They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort through franchises will not be acceptable.

3.3 The Bidder should be financially sound and they should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.

4. Quotations

The vendor must ensure that all the items as specified in this offer are quoted for. Rates & total amount should be quoted for each Category. The vendor must also ensure that it is in a position to undertake the work specified.

The evaluation of L1 Bidder/Vendor will be strictly on the basis of Total Cost of Ownership (TCO) for the offered quantity of hardware in this Tender Offers. Other Bidders/Vendors may be required to match the rates offered by L1 Bidder/Vendor, since bank reserves the rights to allot AMC to more than one vendor.

The Bank reserves the right to appoint more than one vendor for each category mentioned in the Annexure III. It also reserves right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.

5. Non-transferable Offer

This Offer document is not transferable. Only the party, who has purchased this offer document, is entitled to quote.

6. Validity of Offer

The offer should be valid for a minimum period of 90 days from the date of submission.

7. Address of Communication

Any communication in this regard should be made to the following office:

The District Cooperative Central Bank Ltd, Mahabubnagar,
Post Box no.14,
Dist court Road mahabubnagar
509001

8. Modification and Withdrawal of Offers

The Bank has a right to modify / alter the Offer and the terms thereon, before the closure of the Offer. The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same, in the presence of vendors. Bidders shall be informed date & time for opening of offers separately.

10. Preliminary Scrutiny

The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made, whether the documents have been properly signed and whether items are quoted as specified. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers.

11. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. The Bank has the right to disqualify the vendor whose clarification is found not suitable to the Bank.

12. No Commitment to Accept Lowest or Any Other Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

13. Make and Models of the equipment

The details of the equipment are mentioned in the Annexures III. The Vendor should quote only the Items in which they have expertise. The brief details given about the configuration are only indicative. A vendor must quote rate for each category.

14. Details of Spread.

Branches of our Region are located in 6 districts .viz, Mahabubnagar, Narayanpet, Nagarkurnool, Jogulamba Gadwal, Wanaparthy, and Rangareddy. Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.

15. Format for Offer (TCO)

The offer must be submitted in suggested format as per Annexure IV.

16. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. The Bank may treat offers not adhering to these guidelines as unacceptable.

17. Costs & Currency

The offer must be made in Indian Rupees only and should include all the charges, excluding service tax.

18. No Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations, except with the lowest quoting vendor, whose offer is found to be other-wise in order.

19. Right to Alter Quantities

The Bank reserves the right to alter the hardware quantities specified in the offer. The Bank also reserves the right to add or delete one or more items from the list of items specified in offer.

20. Price Variations and Supply of Spares

The price quoted by the vendor should be valid for a minimum period of one year. The vendor must give an undertaking along with the quotes to provide service commitment along with availability of spares for a minimum period of one year.

21. Procedure for Logging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (Viz by mail,phone.mobile etc.)

ANNEXURE I

Terms and Conditions of the AMC Offer

1. SCOPE:

- 1.1 The scope of AMC includes configuring/fixing issues with printers (printer knobs, printer heads, paper guide, power cords, cables, power adapter, Network e drums, laser printer fuser assembly set, paper trays, Logic cards, miler strip, all plastic items excluding ribbons and toner cartridges), Scanners, Biometric devices, CC Cameras, Burglar Alarms, LAN & all Network equipment and also includes software issues like operating system (Windows), reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, bringing PC to Bank domain after reinstallation of PC, installation/configuration of all software's provided by Bank like Antivirus, software patches, MS office, Acrobat, Java patches, email client configuration in client machine etc whichever required by Bank.
- 1.2 The replacement of all the spares is included under the AMC. Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the computer and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the company's consent. Faulty parts removed from the system should be handed over to HO.
- 1.3 The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
- 1.4 Vendor, to whom AMC will be awarded, shall make available at least One Service Engineer exclusively at our Head Office on full time basis.
- 1.5 The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.
- 1.6 Complaint can be registered either telephonically or by e-mail by respective branch/Office and proper record of the complaints to be maintained by the AMC Vendor. Escalation matrix and name of persons coordinating AMC jobs should be submitted to IT Department, Head Office Mahabubnagar immediately after AMC is awarded.
- 1.7 The engineers deployed for branches will get signed branch-visit report from Branch Head/Officers and submit one copy to branch. All the copies of branch-visit reports to be submitted to IT Department (in Head office) regularly.
- 1.8 A logbook shall be maintained in which the vendor shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit copy of consolidated complaint reports furnishing the details of branch-wise breakdown calls lodged/attended and its status on regular basis to IT Department,

Head Office Mahabubnagar.

- 1.9 All the complaints received shall be attended by them in following manner.
- 1.10 Minor faults immediately with telephonic support.
- 1.11 Major faults which require visit to branch within 48 hrs.
 - a. The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under Acknowledgement.
 - b. Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
 - c. The replacement of components shall be as per manufactures instructions and as per the decision of IT Department, Head Office Mahabubnagar. No hardware items or parts will be taken out for repair without prior written approval of IT Department Head Office, Mahabubnagar
- 1.12 The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.
- 1.13 The AMC Vendor shall carry out Preventive Maintenance (PM) on quarterly basis and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The AMC Vendor has to submit the preventive maintenance report to IT Department, Head Office Mahabubnagar on quarterly basis for the release of AMC payment.
- 1.14 It shall be the responsibility of the AMC Vendor 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 AMC Vendor is liable to rectify in even after the contract.
- 1.15 Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, and other peripherals during the AMC period will be calculated on pro- rata basis.

- 1.16 The parts to be replaced will either be new parts or equivalent to new parts.
- 1.17 All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.
- 1.18 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, when moved for maintenance or for any other purpose.
- 1.19 In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor.
- 1.20 The vendor shall replace any worn out or defective part/component of all the IT assets under Comprehensive AMC, at no extra cost to the Bank. For printers, where parts are unserviceable and parts such as plastic parts, printer knobs, paper feed, printer interface cord, power cord, Fusion Units, Teflon etc., need replacement, the company shall replace such parts at no extra cost to the Bank. If the vendor is not able to maintain any equipment due to non-availability of components/parts, the vendor shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the vendor shall provide alternate/substitute system/s of same or higher compatible configuration at its own cost and responsibility till the above components are repaired or replaced by the vendor. In case of replacement of any of the parts or whole of the system, the vendor will be required to provide replacement with the same brand/model.
- 1.21 In case of systems covered under warranty which are not under the purview of Comprehensive AMC, the service engineers shall escalate the service call to the concerned vendor/OEM and take up necessary follow up activities for the same for defect rectification and repair & replacement of any parts or components of the equipment and maintain complete records of such activities and also intimate the IT Cell officials regarding the call details.

ENHANCEMENT / UPGRADATION OF EQUIPMENT

The Bank shall have the right to make changes or attachments to the equipment's provided such changes or attachments do not prevent proper maintenance from being performed. All engineering changes generally adopted hereafter by the vendor for equipment similar to that covered by this agreement shall be made to the equipment at no cost to the Bank.

The actual quantity of equipment covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such

consent is not unreasonably withheld. In the event that the quantity is increased the vendor is entitled for AMC charges on Pro-rata basis.

FORCE MAJEURE:

The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following: -

"Act of God, refusal of permissions or other Government Act, Fire, Explosion, Accident, industrial dispute and the like which renders it impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause/circumstances of whatsoever nature beyond vendor's control".

CONFIDENTIALITY

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to disclose it to any other parties. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

TRAVEL EXPENSES.

No travel expenses shall be borne by the Bank in respect of travel undertaken by the vendor towards fulfillment of obligations under the Contract.

2. DAYS OF SERVICE:

2.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working days.

2.2 Work undertaken on Sundays and holidays will be by prior arrangement.

3. DURATION OF CONTRACT:

3.1 The contract shall initially be valid for a period of one year.

3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.

3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

4. CARE OF THE EQUIPMENT:

4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.

4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.

4.3 The vendor shall ensure that the Systems being maintained are available to the Bank in proper working condition for at least 95% of the time in every month.

5. MOVEMENT OF EQUIPMENT:

5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.

5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.

5.3 The Bank shall pay maintenance charges, as per clause 7 hereunder, for all the Computer Systems/machines, irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.

5.4 The obligations of both the Bank and the vendor shall proportionately cease forthwith if the Bank sells or transfers the ownership of any one or more Computer Systems/machines. If any machines are withdrawn from use, the AMC charges will be reduced proportionately.

6. PAYMENT OF CHARGES:

6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.

6.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.

6.3 The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office.

6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc.

7. OBLIGATIONS OF THE VENDOR:

The Vendor shall be liable to pay penalty of Rs 50/- per day of delay beyond 48 hours in completion of maintenance work. The penalty shall be as under:

8. ASSIGNMENT:

All rights, liabilities and obligations are non-transferable and any transfer/assignment of the same can be done only mutually.

09. TERMINATION :

The vendor may terminate the contract by giving three months' notice in writing. However, the bank may terminate the contract by giving 15 day's notice. Maintenance charges payable, shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for the actual period for which the vendor provided the maintenance service.

10. JURISDICTION AND ARBITRATION

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provisions of the Indian Arbitration and conciliation Act 1996 and its subsequent amendment and only Courts of Mahabubnagar city only shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to laws of India alone.

11. GENERAL :

The vendor shall be required to sign an Agreement as per Bank's Standard Format incorporating various terms & conditions.

Bid for Technical Offer-

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least 3 (THREE) Central/State Govt. Departments/ Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- Address & contact details of office in Mahabubnagar along with details of sufficient qualified and experienced Engineers on their payroll stationed at Mahabubnagar. (Enclosed relevant documents as proof).
- Details of financial position of the bidder during last Three Years (Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted).
- DD for Rs. 500/- towards cost of Tender Documents (Non-refundable) Favouring : The District Coop Central Bank Ltd, Mahabubnagar
- DD for Rs. 25000/- towards Earnest Money Deposits. Favouring : The District Coop Central Bank Ltd, Mahabubnagar.
- Any instrument Other than DD viz, FD,Cheque etc. not accepted.

Technical Bids should be submitted in separate & securely sealed envelope with super- scribed as "Technical Bids". Commercial bids should not be the part of this bid.

ANNEXURE III

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC

Sr.No	Items with brief details	Approximate Quantity*
1)	Pass Book Printers	22
2)	Printer cum Scanners	32
3)	CC Cameras	182 CAMERAS 25 DVRs
4)	Burglar Alarms	22
5)	Bio-metric Devices	22
6)	LAN and Network Equipment	22 Branches
7)	Installation and maintenance of Computer Software whichever is required by BANK	22Branches(190 Systems)

* The quantity mentioned above is estimated and not actual quantity May vary.

ANNEXURE IV

Bid for Commercial Offer-

FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC

Sr. No.	Items with brief details	Approximate Quantity*	AMC Rate per Unit (Excluding Taxes)	Total Cost
1)	Pass Book Printers	22		
2)	Printer cum Scanners	32		
3)	CC Cameras	182 CAMERAS 25 DVRs		
4)	Burglar Alarms	22		
5)	Bio-metric Devices	22		
6)	LAN and Network Equipment	22 Branches		
7)	Installation and maintenance of Computer Software whichever is required by BANK	22 Branches		

Commercial Bid should be submitted in separate & securely sealed envelope with super-scribed as "Commercial Bid".

Date:

(Seal & Sign of the Bidder/Vendor)

Annexure - V

Application for Expression of Interest for empanelment of Bidders/Vendors for AMC & Related Services for Dot Matrix Printers (132 col & 80 col), Passbook printer and peripherals, Laser Printers, Cameras, Burglar Alarms, Bio metric Devices. Ports and LAN connectivity issues, installation and maintenance of Computer Software whichever is required by BANK at The District Coop Central Bank Ltd, Mahabubnagar

1.	Name of the Company	
2.	Address of Registered Office	
3.	Registration number and Date of Registration	a. Under Companies Act 1956 _____ b. Under C.S.T _____ c. Under B.S.T _____ d. Under G.S.T _____ e. Other (Please specify)
4.	Company PAN/TAN	a.) PAN _____ b.) TAN _____
4.	Nature of Business	
5.	Services that can be provided	
5.	Whether a fully functional Service / support center is available at Telangana region	Yes / No
6.	Details of at least three deals executed to Banks/Financial Institution since 2019.	
7.	Details of profit in	a. 2019-2020 b. 2020-2021 c. 2021-2022

The following documents are enclosed
(Please Specify)

DECLARATION ON LETTER-HEAD.

To,
Chief Executive Officer
The District Coop Central Bank Ltd,
Mahabubnagar,
Post Box no.14,
Dist court Road Mahabubnagar
509001

Dear Sir/Madam,

Reg : Undertaking of correctness of information& Documents submitted.

We certify that the all information provided by us is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time and documents submitted by us are not sufficient / appropriate as per terms and conditions mentioned in this RFQ our application is liable to be rejected and we will be abide by the decision taken by the bank& bank's decision shall be final.

Signature Date:

Place:

Seal of the Company