



Vidyasagar Central Co-operative Bank Ltd., Midnapur.
H.O. Midnapur

Memo No. Comp/46

E-TENDER NOTICE

Date: 17.01.2022

E-tenders for Computer Hardware comprehensive Maintenance in a prescribed format are invited from the intending Authorised Service Provider / Companies / Firms having at least three service engineers at three districts and sound experience in service, maintenance and installation of computer hardware software and networking for the various branches of the Bank situated in this district of Paschim Medinipur, Purba Medinipur and Jhargram. The successful bidder should have the capability of providing onsite services for different Hardware items and networking issues for all of our branches.

The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) (including mouse, Keyboard and monitor).

The intending parties are requested to submit their e-quotation for their technical bid and financial bid by **31st Jan, 2022 within 01.00 Noon** at our portal www.vidyasagarccb.in. The bank reserves the right by itself to cancel any or all the quotations without assigning any reasons thereto.

The Bank is not bound to accept the lowest rate if otherwise ineligible.

Sl. No.	Items to be covered under AMC (Approximated)	Qty	Approved Rate of each Item	Total (Rate per unit * Qty.)
1.	Lenovo Desktop	240 Nos.		
2.	HP Desktop	40 Nos.		
3.	Passbook Printers (Epson PLQ 20)	35 Nos.		
4.	DotMatrix Printer (EpsonFX2175, TVSE HD755, 345 Gold)	39 Nos.		

Terms and Conditions:

- 1 Upkeep and maintenance of the hardware installed.
- 2 To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- 3 Repair to be carried out at the*location of the equipment.
- 4 Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- 5 Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti Virus Software will be provided by Bank.)
- 6 Any other maintenance work to be undertaken related to the computer/peripherals
- 7 Successful vendor will take care of the matter of services of other Hardware peripherals also which will not be within the agreement of current AMC but within its warranty period.
- 8 The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
- 9 The firm/company also must have expertise and experience in LAN troubleshooting.
- 10 The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- 11 The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Untill and unless written order of the General Manager of the Bank conveyed, the original specification/characteristics/features shall not be changed.
- 12 The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, GST number, etc.

The other terms and conditions for awarding the AMC shall be as under:

- 13 The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Bank, based on the performance of the service provider.
- 14 The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the CPU Monitor, printer, keyboard, mouse etc. from outside with liquid and vacuum cleaner will be carried out on quarterly basis.

- 15 The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- 16 The firm /company will depute service engineer/s at three zonal branches namely Head Office, Jhargram and Egra to avoid delayed service in all working days.
- 17 The firm must carry out repairs within 24 hours, to the satisfaction of the user. A call Register duly signed by user and should be countersigned by the officer of computer section after successfully attending the call.
- 18 The successful bidder shall provide necessary support for maintaining virus free computer environment in the Bank and help in upgrading the Software's/Virus Detection mechanism.
- 19 An Earnest Money Deposit (EMD) of Rs. 5,000/-(Rupees Five thousand only) and the tender fees of Rs. 1000.00 (Rs. One Thousand only) is to be deposited in A/c No 123006402309 of Head Office bearing IFSC : WBS0VCCB01 of the Bank and the UTR No has to be mentioned in the quotation. **Quotation received without UTR No** will not be considered as a valid quotation. Earnest money received from other unsuccessful tenders will be returned without interest on demand.
- 20 No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
- 21 The rates quoted should be inclusive of all taxes and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment taken together.
- 22 The tender is not transferable.
- 23 The Bank reserves the right to accept or reject any or all tenders without assigning any reasons.
- 24 The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- 25 In case of any dispute, the settlement will be made in the Court of Midnapore.

Date, Time and venue of opening of Tender Form: - 31st Jan 2022 at 03:00 pm at H.O. of the Bank at Midnapore.

The vendor(s) or his authorized representative may attend H.O. of the Bank at the time of opening of the Tender Form(s).

Documents to be submitted along with Tender Paper:-

- a. Copy of Proprietorship / MOU / Partnership Deed of the Bidder
- b. PAN No. and Goods and Service Tax No. Trade License.
- c. Credential Certificate / Resume (if any).


General Manager

Copy forwarded to the Branch Manager of Midnapore, Jhargram, Kharagpur, Egra and Contai Branch with a request to put up the said notice on their Notice Board for wide publication.