



THE CITIZENS' CO-OPERATIVE BANK LLTD.
ADM. OFFICE ; 68-B/D GANDHI NAGAR, Jammu
EPBAX: 2432058, FAX NO.: 0191-2432036

Tender for AMC of Desktops/Printers/UPS etc.

Sealed tenders are invited from the authorized/approved dealers having their **service network** in Jammu for comprehensive AMC of Desktops and other allied accessories like Printers, UPS, LAN etc. at Head Office and in different branches of the bank.

The Tender form containing details of work with specifications can be obtained from the Administrative Office of the Bank at 68-B/D Gandhi Nagar Jammu on a cash payment of Rs.1000/- (Rupees one thousand only) (non-refundable) or can be downloaded from Bank's website www.citizenscooprativebankjammu.com and in that case the tender fee of Rs.1000/- should be enclosed in the form of Demand Draft only.

The tender form duly filled in in two separate envelopes super scribed Cover-A : technical Bid; Cover-B : Financial Bid which are further placed in a Sealed Cover super scribed "Tender for AMC of Computer and other allied accessories, accompanied by an earnest money in the shape of CDR/FDR for Rs. 20,000/- (Demand Draft shall not be accepted) pledged to the Managing Director, The Citizens' Cooperative Bank Ltd. Jammu shall be submitted in the Administrative Office of the Bank at 68-B/D Gandhi Nagar Jammu by or before 20th of Feb.2020 The bank reserves the right to accept/reject any or all tenders without assigning any reason thereof.

MANAGING DIRECTOR

ADM OFFICE, GANDHI NAGAR, JAMMU

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (CAMC) of Computer/Printers/UPS,LAN etc.

Sealed Tenders are invited for the Comprehensive Annual Maintenance Contract for computers/printers/UPS and networking hardware's and accessories including four TBA Servers (Sun Solaris) installed in the Adm Office & other branches of The Citizens Cooperative Bank Ltd., Jammu . The general scope of work includes.

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer/peripherals.
- (i) Four Sun Solaris based servers which has TBA data for four different branches. Bank requires services for mentioned Sun Solaris servers for old data extraction like MIS and existing different reports.
- (j) Cleaning and maintenance of each machine must be done once in a month.

2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B)

3. The list of computers, printers, UPSs, networking, hardware etc. is attached as Annexure-C. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. The Bank reserves the rights to add/remove any item from AMC during the contract period.

4. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The Firm/ company must be a registered with Sales Tax and Registrar of Companies.
- (ii) The company should be in existence for over 5 years in the trade as on 31.3.2019 with average turnover of more than Rs.1.00 crore per annum during the last 3 years. Supporting document (certified copy of Balance sheet, etc) be enclosed. The Firm should have atleast two AMC/Maintenance orders of more than Rs.25.00 lakhs during the last three years.

(iii) The company should have a previous experience in maintenance of such equipments with Banks/Government Department/Public Sector Undertaking in J&K of maintaining not less than 150 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its performance certificate of previous maintenance work in a Banks/Govt. office in J&K for the last three years.

(iv) The company must have expertise in on-site maintenance and repair of computers, laser jet printers, Dot Matrix printer, network components, peripherals and other hardware parts and accessories. Company should have at least one Authorized service center in Jammu from any MNC/Reputed brand like IBM/Lenovo/HP/acer/Dell/Compaq. The bidder firm should be ISO 9000 Certified.

(v) The company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 150 or more computers connected in LAN under Window environment for two years. A performance Certificate to this effect from at least one Govt.Deptt/Public Sector/Banks Undertaking shall be furnished.

(vi) The company applying for this tender shall have to furnish an affidavit on non Judicial Stamp paper of Rs. 200/-duly attested by a Public Notary indicating that he / she has not been debarred/ blacklisted by any Bank, Municipal Body of J&K or by any Department /Board/ Corporation of Govt. of J&K and all the documents submitted by him/her are genuine.

vi) The replacement of any part of the computer/peripherals, when ever required, must be carried out by the vendor with genuine part of same specification and warranty.

vii) The company shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Managing Director, The Citizens Cooperative Bank Ltd., Jammu is conveyed, the original specification/characteristics/features shall not be changed.

viii) The company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc. The other terms and conditions for awarding the AMC shall be as under:

(i) The Company should be having experience in installation/implementation/Data migration of any Core Banking Solution/TBA in previous years. Company should also have Online Management System so that calls can be directly reported on the Company's Call Management System.

(ii) 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.

(iii) The company will prepare log books 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 Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly

basis. A quarterly Preventive Maintenance Report from the user/branch would be submitted to CHIEF MANAGER (ADM) failing which an amount of Rs. 1000 as a penalty would be imposed.

(iv) The service engineers would take up any reported fault within same working day. As far as possible, the repairs would be carried out onsite. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. In case of server the complaint have to be attended within two hours on the same day of call reporting.

(v) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 1000/- (Rupees one thousand only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user should be submitted to the computer section (I/C) after successfully attending the call.

(vi) 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. Antivirus will be provided by the Bank.

(vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Bank in working conditions on the expiry of the contract. In case any damage on the systems of the Bank is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

(viii) An Earnest Money Deposit (EMD) of Rs. 20000/- (Rupees Twenty thousand only) through a Call Deposit Receipt on our Bank or any scheduled bank in Jammu drawn in favour of *Managing Director, The Citizens' Cooperative Bank Ltd., Jammu* must accompany the Tender letter. Tender received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. Earnest money shall be treated as the security deposit which will be refundable after successful completion of the contract.

(ix) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of Bank, the company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by Bank on maintenance of machines for the balance period of contract through alternative means.

(x) The above act of backing out would automatically debar the firm from any further dealing with Bank and EMD would also be forfeited.

(xi) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

6. The interested firm may submit sealed envelopes for "Technical Bid" in Cover- A and "Financial Bid" in Cover- B which are further placed in a sealed cover super scribed "Tender for AMC of computer, printer, ups and networking hardware and related accessories" addressed to Managing Director, The Citizens Cooperative Bank Ltd., Jammu latest by 5 PM on 20th Feb.2020.

7. Late submission of tenders will not be accepted. Tenders by “Telex/Telegram/Fax/E-mail” will not be accepted. Tenders may be submitted by Registered Post/ Speed Post. However, any delay on this account shall not be accepted as reason for exception.

8. Tender received after due date, those received without separate sealed cover and rates not quoted in specified Performa will not be accepted. Bank reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

9. The rates quoted should be NET (inclusive of taxes), FOR Bank and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN 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 and LAN taken together.

10. The bidder should quote the rates/offers in neat and clean manner both in words and in figures, free from cutting. The offers found with cutting or erasing shall be rejected out rightly.

The tender is not transferable.

11. Bank reserves the right to accept or reject any or all tenders without assigning any reasons.

12. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition.

13. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.

14. The successful bidder shall have to enter into a contract with the Bank within 7 days from the date of issuance of order.

15. In case of any dispute, the Managing Director, The Citizens Cooperative Bank Ltd., Jammu shall be the sole arbiter.

Sd/
MANAGING DIRECTOR
THE CITIZENS' COOPERATIVE BANK LTD.,
JAMMU .

TECHNICAL BID

ANNEXURE-A

1	Name of Company		
2	Address of Company		
3	Registration No.		
4	Name of the authorized signatory		
5	Specimen Signature of the Authorized signatory.		
6	Telephone Number of the authorized signatory and other Telephone Number of the Company.		
7	Whether the Company had enclosed EMD. If “Yes: then CDR no.		
8	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2016-17, 2017-18, 2018-19. Copies of work orders in which they have been given AMC of at least 150 computers in one single order in any Banks/Govt/Min./Deptt./Org. may be enclosed	Year	
		2016-17	
		2017-18	
		2018-19	
9	Details of the Government Ministries/Department/Organization/PSUs etc.. in which the firm is engaged in maintenance of LAN from the F.Y 2016-17, 2017-18, 2018-19. Copies of work orders in which they have been given AMC of at least 150 computers in one single order in any Banks/Govt/Min./Deptt./Org. may be enclosed	2016-17	
		2017-18	
		2018-19	
10	Whether proof/copies of work order on items at S.No. 8 & 9 enclose (Yes/No)		
11	List of copies of documents enclosed.		

FINANCIAL BID**ANNEXURE-B**

1	Name of Company	
2	Address of Company	
3	Name of the authorized signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the Company	

S.NO	*ITEMS	Number of Units	Charges per unit	Total price
COMPUTERS				
1	Desktop	120		
	Server	16		
	TBA Servers	04		
PRINTERS				
2	Printers	45		
3	Scanner	16		
UPS				
4	UPS 1KVA/800VA			
	Online UPS 5KVA	12		
	Online UPS 3KVA	04		
LAN				
5	LAN & all related hardware	100 Nodes		

* Before quoting rates for each of the item, please visit and inspect the machinery .

COMPUTERS, PRINTER, UPS & OTHER ACCESSORIES
ANNEXURE -C

S.NO	ITEMS	Number of Units
1	Desktop	120
	Server	16
	TBA Servers	04
2	Printers	45
3	Scanner	16
4	UPS 1KVA/800VA	
	Online UPS 5KVA	12
	Online UPS 3KVA	04
LAN		
5	LAN & all related hardware	100 Nodes