



HUBBALLI DHARWAD ZONE
Information Technology Department
Shiva Naga Plaza,1st Floor,Basaveswara Nagar Cross,
Gokul Road, HUBLI - 580030
Website: www.bankofindia.co.in

Ref.No.BOI: HDZO: IT: 2021-22:09

Date: 21.10.2021

TENDER NOTICE
AMC of systems and other computer peripherals for our offices and branches in Hubballi Dharwad Zone

Tender Reference	Bank of India, Information Technology Department Hubballi Dharwad Zonal Office
Purpose	Request for Quotations for Annual Maintenance Contract of systems and other computer peripherals for our branches and offices in Hubballi Dharwad zone
Validity of Work Order	For a period of 1 year from 01.11.2021 onwards and extendible up to further 2 years as per the discretion of the bank
Address for Submission of Sealed Tender Quotations	Submission as per the procedure by hand delivery to the address mentioned below
Earnest Deposit Amount	Rs. 1,00,000 (Rupees One Lakh Rupees Only) favoring Bank of India A/C (name of the bidder) which will be retained for the period mentioned above for the L1 bidder
Tender Document Fees	Rs. 5000 (DD to be drawn favoring Bank of India, Zonal Office, Hubli payable at Hubli) towards Tender Document Cost as well as Participation fees which is non refundable irrespective of whether the tender is accepted and contract is awarded or not.

1. Bank of India, Hubballi Dharwad Zone invites tender for Annual Maintenance Contract for systems and other computer peripherals for our branches and offices spread in Bagalkot, Belagavi, Ballary, Bidar, Vijayapura, Chitradurga, Davangere, Dharwad, Gadag, Kalaburgi, Haveri, Koppal, Raichur, Shivamogga, Uttar Kannada and Yadgiri districts of Karnataka. The service providers having their stores and spare centre at Bengaluru and Hubli would be given preference.

2. In this regard, a two-envelope bidding Procedure (Technical Bid and Price Bid) in separate envelopes will be adopted. The Technical Proposal envelope should not contain any financial terms and quotations. The financial bid envelope should contain both the cost details.

3. The Bidding Document may be obtained from the Bank as under:

Date of Commencement of BID Document in our Website	21-10-2021
Last Date for Submission of Sealed Tender Quotations	30-10-2021 by 4 P.M.
Date of Opening of Quotations	02-11-2021
Contact Details	Kamlesh Kumar Tiwary Information Technology Department Phone: 9435237392
Address for Communication and submission of bid.	Bank of India Hubballi Dharwad Zonal Office Information Technology Department 1 st Floor, "Shiva Naga Plaza", Basaveswara Nagar cross, Gokul Road, Hubballi-580030 E-Mail Id: HubballiDharwad.IT@bankofindia.co.in

(K. Prabhakaran)
Zonal Manager

- a) Maintenance includes replacement/maintenance of all spares/parts for proper functioning of all systems and subsystems listed in Annexure-I by the vendor. AMC of a computer system covers CPU, Monitor, Keyboard, Mouse and all related hardware items.
- b) Maintenance includes replacement of each and every malfunctioning part of Computer, printers and related items listed at Annexure-I like Hard Disk, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, scanning unit, display card etc. and all the plastic parts except consumables are to be covered under AMC by the vendor.
- c) All parts to be replaced by the vendor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

Terms and Conditions:

1. The vendor shall depute an adequate number of well qualified engineer(s) who can maintain the equipment listed in Annexure-I properly. The Engineer(s) should be an Indian national only, having adequate knowledge in Computer hardware and related field. Engineer(s) should have minimum 3 years of experience and should be specialist in repairing and maintaining systems and printers.
2. The engineer(s) are also required to get the compliant sheets signed by the respective end users. The vendor shall provide a computerized network based system for entering, monitoring of complaints and for online help desk facility.
3. The vendor would carry out preventive maintenance of each machine mentioned in Annexure-I once in every quarter, in order to forestall any major failure of the same. Vendor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty as per the rates mentioned in penalty clause.
4. The equipment will have to be repaired in house. In rare cases when it is very essential to take out the equipment for repairs outside the branch, it is mandatory to have a valid pass for such equipment and making proper entries with coordinators and at Security office;
5. Upkeep and maintenance of the hardware installed as per the items mentioned in Annexure-I. Vendor must also maintain the required drivers for maintaining the equipment in Annexure-I.
6. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond the 48 hours, a penalty of Rs 200 (Rupees two hundred only) per day will be charged. The amount of penalty will be either recovered from the Bank Guarantee/Security of the annual maintenance period or from the AMC charges/bills.

7. Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion may reinstate or replace the malfunctioning/ nonfunctioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of matching or higher configuration.

8. The vendor shall ensure the following service norms:

- (a) Service Availability Timings: 0900 hours to 1800 hours (Monday to Saturday)
- (b) On site response Time : Maximum 3 Hours
- (c) Annualized Uptimes : 95%

9. The Vendor shall ensure that the engineer(s) are present timely and possess valid ID cards on all working days.

10. Two Bid System (Technical and Financial):

The two bid system will be followed for this tender. Bidder is advised to carefully read this tender document before submitting his bid. In this system bidder must submit his offer in two separate sealed envelopes as explained below.

Envelope No.1 "Technical Bid" shall contain.

- i. The firm should be in existence for over 3 years in the trade with annual maintenance contracts worth more than Rs. 5 Lakhs in each case per annum during the last 2 years ending 31st March, 2020.
- ii. Audited balance sheet for last two years.
- iii. The company preferably should have a previous maintenance contract for at least three years with Government Departments/ Public Undertaking/Autonomous Body/Corporate. The total annual value of which should not be less than Rs.5 Lakhs.
- iv. The firm must have expertise in preventive onsite maintenance and repair of servers, clients, computers, Laser/inkjet, Dot matrix printers, passbook printers, scanner peripherals and other hardware parts and accessories.
- v. Company must submit the satisfactory performance certificate against latest contract completed. This certificate must be issued from the organization/department where bidder has provided the AMC services against Computer, Printers etc. without this certificate the bid will be summarily rejected.
- vi. The firm must be registered with the Registrar of companies and should furnish GST no.
- viii. Income tax returns for the last three financial years must be attached.

ix. Bidder shall be required to deposit an amount of Rs. 1,00,000 (Rupees One Lakh only) as earnest money in the form of a demand draft drawn in favor of Bank of India A/C <Name of the Vendor> payable at Hubli. Bids not accompanied by the requisite earnest money would be rejected. The EMD is required to protect the Bank against the risk of Bidder's conduct, which would warrant the EMD's forfeiture. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of bid finalization.

The EMD may be forfeited:

- a) if a Bidder withdraws his Bid after becoming L1 and not accepting the Work Order;
OR
- b) if a Bidder submits any statement or form which turns out to be false / incorrect at any time prior to signing of Contract;
OR
- c) in the case of a successful Bidder, if the Bidder fails to furnish Performance Bank Guarantee

The EMD will be forfeited and also the Performance Guarantee will be revoked in case the successful Bidder dishonors his bidding commitments. Further, in case of forfeiture of the EMD or forfeiture of the Bid Security along with revocation of the Bank Guarantee, the Bidder would be debarred from participating in the next 3 eligible tenders.

x. The bidder shall sign all papers of the bid as also the pamphlets, client list, company profile etc. The company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number, copy of job orders pertaining to annual maintenance of computers and printers awarded in the immediate past.

xii. List of Engineer(s) to be deployed in showing their qualification, experience and mobile number.

(B) Envelope No.2 "Financial Bid" shall contain:

Two resident desktop engineers having minimum experience of 3 years in handling IT related issues (both hardware and software along with troubleshooting) should be placed at our zonal office IT department on all working days of the bank from 9.00 A.M to 6.00 P.M to cater to the issues of various departments of our zonal office and is not required to visit any of our branches.

The rate quoted by the vendor for the AMC of computers, printers, scanners etc in the proforma as per Annexure II should be inclusive of the resident engineer charges and should be loaded within the AMC rates for systems and peripherals and not to be quoted separately.

The annexure II to be provided in a separate sealed cover with proper seal and signature of authorized person. Maintenance would include repair/replacement of parts of computers/peripherals of matching or higher configuration of same make whenever necessary in each case. Cost of Spares/Consumable will only be borne by the vendor.

The others terms and condition for awarding the AMC shall be as below:

- (i) The engineer(s) would be equipped with Mobile phones to ensure their availability.
- (ii) The contract will be valid for a period of 1 year effective from 01.11.2021 and 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.
- (iii) The firm will prepare separate log books for each of the machines to be taken under the AMC and Preventive maintenance and special cleaning of the Monitor, printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out on once in every three months. A Preventive Maintenance Report from the user would be submitted to zonal office IT department every quarter. The quarterly payment will strictly be made on the basis of satisfactory report of completion of AMC from the branches.
- (iv) As far as possible, the repair would be carried out on site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same within 24 hours.
- (v) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made. Income Tax shall be deducted as applicable under the rules. Tendered rates are inclusive of all taxes and levies payable under the respective states and nothing extra shall be payable on any account.
- (vi) Interested bidder may submit their documents satisfying the technical bid requirements in a sealed cover super scribed with "Quotation for AMC computer, printers and peripherals for technical bidding". The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with "Quotation for AMC of computers, printer and peripherals for financial bidding".
- (vii) Thereafter, both the envelopes may be placed in a third sealed cover super scribed with "Quotation for AMC of computers/printers and peripherals for technical and financial bidding" addressed to Bank of India, Hubballi Dharwad Zonal Office, Information Technology Department, 1st Floor, Shivanaga Plaza ,Basaveswar Nagar Cross ,Gokul Road, HUBLI - 580030. After scrutiny of technical bidding specifications, the shortlisted vendors who are eligible shall be informed for opening of sealed "Financial bid".
- (viii) Late submission of tenders will not be accepted. Tenders by Telex/Telegram/Fax/email" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However any delay on this account shall not be accepted as a reason for exception.

(ix) Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The bank reserves the right to reduce or increase the number of items offered for maintenance during the contract of the AMC.

(x) The branch wise list of hardware items provided with this tender document is tentative and vendor should deploy their service engineers to all the branches of our zone to list out all the available hardware items and any additions/deletions/modifications shall be intimated to us immediately so that the master data of all the branches can be properly updated at our end and share the same with the vendor to avoid issues like hardware mismatch/hardware not found/hardware not in use etc.

(xi) The rates quoted should be net and no discount, free services/offers quoted will be considered. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail and this tender is non transferable.

(xii) The quantities mentioned in the Annexure I may either be increased or reduced at the discretion of the bank (before/after assigning the tender at any stage). In case any of the hardware assets that are shared with the vendor for AMC are not found/not in use when the engineer visits the branch, the same should be specified in the report of that particular branch and also an email communication also to be sent to our department so that those assets can be immediately removed from AMC list from that quarter onwards. In case there is a mismatch between the serial no. of asset list provided to the vendor and actual serial no. on the hardware item, the same should be noted immediately and to be intimated to our department so that we can update the same at our end and inform the vendor accordingly. The AMC charges for those asset times would not be paid to the vendor.

(xiii) Representatives of the bank if required may inspect the offices, work place of the vendor to ascertain whether the firm has the necessary wherewithal to undertake the job. The decision of the representatives during such visits would be final and binding.

(xiv) Mere quoting lowest rates will not amount to commitment on the part of the bank for award of contract. Bank of India reserves the right to accept or reject any or all tenders without assigning any reasons. Bank of India also reserve rights to award contract on complete or part basis to one or more Vendor(s)

(xv) 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 courts of law with jurisdiction in Bengaluru or by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/ Arbitrators shall give a reasoned award.

Any appeal will be subject to the exclusive jurisdiction of courts at Bengaluru. The vendor shall continue to work under the contract during the arbitration proceedings / legal action 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 court/arbitrator or the umpire, as the case may be, is obtained. The venue of arbitration shall be Bengaluru.

1. Performance Guarantee:

The successful tender/firm will be required to furnish Performance Guarantee in the name of Bank of India, Hubballi Dharwad Zone for an amount equal to 10% of the contract value which will be released to the vendor on successful completion of the contract.

2. Penalty for delayed Service:

2.1 The AMC will include rectification of all Hardware and Software problems. The engineer(s) will have to ensure that all calls are attended within 3 (Three) Hour and the upkeep time for the repair of any system would be up to two working days. In Case of failure to do so, a penalty will be charged for downtime at the rate of Rs 200 (Rupees two hundred only) per day or part thereof beyond the demarked time limit (48 hours from the time a complaint was lodged).In respect of Hard Disks, replacements have to be effected within 48 hours of the lodging of complaint. The downtime penalty for this work would be double the normal rate.

2.2 Bank of India reserves the right to cancel the contract in case company is failing to provide services up to the satisfaction level or on security grounds. The penalties, if any shall be recovered from Security deposits/Performance Bank Guarantee.

3. Submission of AMC reports:

The vendor has to submit quarterly AMC reports to the zonal office at the end of each quarter along with the PM activity reports of each branch with respective branch manager's seal and signature subsequent to which the payment would be released to the vendor.

The payment will be done only after carrying out preventive maintenance (PM) activity and submission of AMC reports of all the hardware items in a particular branch once in every quarter which is a mandatory requirement for releasing the payment from our office.

PRE-QUALIFICATION -- PROFORMA-I

1.	Name of Organization / Firm / Company	
2.	Address	
3.	Year of establishment	
4.	Status of the firm (Company / Firm / Proprietary)	
5.	Name of Directors / Partners / Proprietor	i) ii) iii)
6.	Whether registered with the registrar of companies / registrar of firms. If so, mention number and date.	
7.	a) Name of Directors / Partners / Proprietor	
	b) Enclosed Solvency Certificate from the bankers	
8.	Whether registered for sales tax purposes. If so, mention number and date. Furnish also copies of sales tax clearance certificate.	

9.	Whether an assessee of income tax. If so, mention permanent account number. Furnish copies of income tax clearance certificate.	
10.	State Annual turnover of the company. Furnish copies of audited balance sheet and profit & loss account (audited) for the last three years.	
11.	Specify the maximum value of single work executed in the year in the country.	
12.	Status and details of disputed / litigations / arbitration, if any.	i) ii) iii)

Note: Where copies are required to be furnished these are to be certified copies preferably by the concerned agencies or a Government Officer.

Place:

Date:

SIGNATURE OF SERVICE PROVIDERS

PRE-QUALIFICATION -- PROFORMA-II

PARTICULARS IN RESPECT OF 3 MAJOR WORKS EXECUTED IN LAST 3 YEARS

S.No.	Name of the Company with Address	Business Type	Description of the Contract	Start Date	End Date	Value of the Contract

1. Relevant certificates of having completed similar works issued by competent authority must be enclosed failing which your tender will be summarily rejected.

2. Tenderer must attach copies of the certificates issued by the Client.

Place:

Date:

SIGNATURE OF SERVICE PROVIDERS

PRE-QUALIFICATION -- PROFORMA-III RESOURCES PERSONNEL

DETAILS OF SKILLED AND TRAINED MANPOWER INCLUDING ENGINEERS AND
TECHNICAL STAFF PRESENTLY EMPLOYED

S.No.	Name	Qualification	Designation	Total Experience (in years)	Remarks
1					
2					
3					
4					
5					
6					
7					
8					

Note: In case of Joint venture, the information is to be furnished by both the partners.

Signature of Vendor

Signature of the Bidder

ANNEXURE - I

DETAILS OF SYSTEMS TO BE UNDER AMC

SL. NO.	PARTICULARS	TYPE	NO.OF SYSTEMS/PERIPHERALS
1	DESKTOP PCs	Intel AMD i3, i5	400
2	LASERJET PRINTERS	HP, Canon, Samsung	70
3	LINE PRINTERS/HIGH SPEED	Printronix P7000 / Lipi 2250	62
4	FLATBED SCANNERS	HP/Canon/Epson	50
5	PASSBOOK PRINTERS	Lipi/olivetti/epson	80
6	CASH RECEIPT PRINTER	Wep DR400/Others	50
7	Passbook KIOSK	Barcode Olivetti Passbook printer and system	25

ANNEXURE - II

SL. NO.	PARTICULARS	TYPE	NO.OF SYSTEMS/PERIPHERALS (1)	AMC Rate per unit for 1 year (2)	Total Amount (1) * (2)
1	DESKTOP PCs	Intel AMD i3, i5	400		
2	LASERJET PRINTERS	HP, Canon, Samsung	70		
3	LINE PRINTERS/HIGH SPEED	Printronix P7000 / Lipi 2250	62		
4	FLATBED SCANNERS	HP/Canon/Epson	50		
5	PASSBOOK PRINTERS	Lipi/olivetti/epson	80		
6	CASH RECEIPT PRINTER	Wep DR400/Others	50		
7	Passbook KIOSK	Barcode Olivetti Passbook printer and system	25		

We agree to the terms and conditions as mentioned in the tender.

Authorized Signatory of the Company with seal