

05-12-2015

NOTICE INVITING TENDER

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of
Computers/Printers/LAN.**

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computer/printer and networking hardwares and accessories installed in the Branches / Administrative Offices of UCO Bank Under Solan Zone the general scope of work includes.

1

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted 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) Any other maintenance work to be undertaken related to the computer/peripherals.

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

- (i) The firm/company must be a service tax payer and have valid Service Tax No. / TIN No.
- (ii) The firm/company should be in existence for over 3 years in the trade as on 31.3.2015 with maintenance turnover of more than Rs. 05 lakh per annum during the last 3 years ending 31st March 2015.
- (iii) The firm/company should have a previous experience in maintenance of such equipments with Service Industry preferable with Banks.
- (iv) 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.
- (v) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement, original specification/characteristics/features shall not be changed untill and unless written order of the Bank.
- (vi) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, TIN No. Service Tax number, etc.

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

- (i) The initial period of contract will be for one year from the date of award of contract. The AMC can be extended, if so desired by the UCO BANK Zonal Office Solan, based on the performance of the service provider. In case for any Hardware item AMC is already going on with Other Vendor then AMC for that Hardware item will come into effect after that expiry period.
- (ii) The vendor will provide sufficient no. of qualified engineers with experience of at least three years in software and maintaining computer equipments in Service Industry preferably with Banks on all the working days from 9.30 AM to 6.30 PM for attending and redress of complaints. The engineer shall also be available on holidays as per requirement of Bank (if needed). 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) Service Personnel will visit the site for periodic preventive maintenance checkup of the system once in a 3 month. Apart from periodic preventive maintenance visit all breakdown calls reported to the vendor should be attended. The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance.
- (iv) The service engineers would take up any reported fault with 3 hour (except in case of Natural/Manmade Calamities Conditions) 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.
- (v) If the firm fails to carry out repairs with 48 hours (except in case of Natural/Manmade Calamities Conditions) to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the 48 Hours till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the Zonal IT Cell after successfully attending the call.
- (vi) Any Equipment Found under End of Life by the OEM or failed beyond the scope of repairable condition. Repair of the same will be done on the best effort basis or suitable upgrade offer will be given.
- (vii) The successful bidder shall provide necessary support for maintaining virus free computer environment in the UCO Bank Branches under Solan Zone and help in upgrading the Software's/Virus Detection mechanism.
- (viii) 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 firm/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 department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (ix) An Earnest Money Deposit (EMD) of Rs. 5000/- (Rupees Five thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Solan drawn

in favour of UCO Bank Zonal Office Solan must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The successful tenderer shall submit a performance guarantee as determined by the UCO Bank Zonal Office while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

- (x) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of UCO Bank Zonal Office Solan, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by UCO Bank Zonal Office Solan on maintenance of machines for the balance period of contract through alternative means.
 - (xi) The above act of backing out would be automatically debar the firm from any further dealing with UCO Bank Zonal Office Solan and EMD/performance guarantee amount would also be forfeited.
 - (xii) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of services and submission of Preventive Maintenance/Satisfactory Services reports from the every branch would be submitted to Zonal IT Cell No Payment will be made by Zonal Office Solan on behalf of branches, Vendor has to collect the Payment on quarterly basis from Branches on their own.
5. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computer, printer and networking hardwares and related accessories" addressed to UCO Bank Zonal Office Solan Chambaghat Solan Himachal Pradesh -173213 latest by 5.00 PM on 19/12/2015.
 6. 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, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
 7. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. UCO BANK ZONAL OFFICE SOLAN reserves the right to reduce or increase the number of items offered for maintenance contract.
 8. The rates quoted should be exclusive taxes The rate should be quoted per piece of each item of hardware. This is to facilitate addition or removal of equipments from the list covered under the contract.
 9. UCO Bank Zonal Office Solan reserves the right to accept or reject any or all tenders without assigning any reasons.
 10. 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 and is not more than six years old. Equipment which are more than six years old may be brought under contract by mutual agreement.

11. 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.

12 Exclusion-

Following Services are not included in the Contract but Could be done on the Chargeable Basis

(i)- Supply of Proper Electrical Power supply/Earthing to the Networking and Other IT equipments (Computer /Printer) to be managed by the Bank but Vendor should report any deviation from the standard Electrical Inputs to the Branch and Zonal IT Cell.

(ii)- Defects arising due to Site related problem such as improper electrical power supply..

(iii)- Any Loss Due to Natural or man made Calamities Like Earthquake ,Lightning, Flood, Fire ,Bad weather Condition, or any such force majeure circumstances

(iv)- Consumable Item like Printer Head ,Toner ,Cartridges, Teflon Fuser, Network Cables UPS Batteries etc

(v)- Any Civil Structure Work ,Electrical wiring, and its accessories and Other related work

(vi)- Data Backup ,Data Recovery- user should take regular backup of their data


(vii)- Shifting of System or accessories

(viii)- System burning or any failure due to mishandling

(ix)- Extra accessories required for the use of System.

(x)- Missing or Stolen Part

13. In case of any dispute, the settlement will be made in the Courts of Solan.


Vivek Kaul
(Zonal Head)

यूको बैंक UCO BANK

(भारत सरकार का उपक्रम)

(Government of India Undertaking)

सम्मान आपके विश्वास का / HONOURS YOUR TRUST

TECHNICAL BID

ANNEXURE-A

1	Name of firm	
2	Address of Firm	
3	Registration No./ TIN No. /Service Tax No.	
4	Whether firms has completed 3 years of establishment on 31.03.2015	
5	Whether turnover of company more than Rs. 05 lakh per annum during the last 3 years ending 31 st March 2015.	
4	Name of the authorized signatory	
5	Specimen Signature of the Authrized signatory.	
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.	
8	List of copies of documents enclosed.	

यूको बैंक UCO BANK

(भारत सरकार का उपक्रम)
(Government of India Undertaking)
सम्मान आपके विश्वास का / HONOURS YOUR TRUST

FINANCIAL BID

ANNEXURE-B

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

COMPUTERS, PRINTER

Item	Make	Rate Per Unit (Excluding Taxes)
Desktop PC		
Passbook Printer		
Laser Printer		
Dot Matrix Printer		
Line Printer		
Scanner		
Maintenance of Local Area Network of Branch and/or ATM		