

**HARYANA STATE COOPERATIVE APEX BANK LTD**  
**SCO 78-80, BANK SQUARE, SECTOR-17B, CHANDIGARH**  
**Ph. 0172-2714520, 2704349 (FAX)**  
**Email-harcobank@harcobank.org.in**

**NOTICE INVITING TENDERS**

The e-tenders are hereby invited on behalf of Haryana State Cooperative Apex Bank Ltd under Two Bid System (Technical Bid and Financial Bid) for the following works to be carried out from the eligible parties as per details given below:-

<b>Tender Ref. No.</b>	EDP/2019-20/AMC
<b>Description of Item</b>	<b>Request of Proposal for Annual Maintenance Contract (AMC) of Computers and peripherals.</b>
<b>Earnest Money</b>	<b>Rs. 10000/-</b>
<b>Tender Fee (Non-refundable)</b>	<b>Rs. 1000/-</b>
<b>e-service Fees (Non -refundable)</b>	<b>Rs. 1000/-</b>
<b>Start date and time of Bid preparation &amp; submission on e-procurement portal</b>	16.01.2020
<b>Last date and time for Bid preparation &amp; submission by bidders</b>	15.02.2020 (17:00 hrs)
<b>Date and time of Tender Opening (Technical Bid Part-I)</b>	17.02.2020 (14:00 hrs)
<b>Date and time of Tender Opening (Financial Bid Part-II)</b>	To be decided later on
<b>Last date and time for Earnest Money Deposit (EMD) of Bid submission</b>	15.02.2020 (17:00 hrs)
<b>Pre-bid meeting</b>	03.02.2020 (12:00 hrs)

The complete bidding documents, fee details, technical specifications and key dates can be viewed / downloaded from the web sites <https://etenders.hry.nic.in/> and [www.harcobank.org.in](http://www.harcobank.org.in) Bid through any other mode shall not be entertained. Please note that Managing Director, HARCO Bank reserves the right to accept or reject the tendering process at any stage without assigning any reason whatsoever.

**Managing Director**  
**Haryana State Cooperative Apex Bank Ltd.**

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**NOTICE INVITING TENDER (NIT)  
FOR  
Annual Maintenance Contract (AMC) of Computers  
and peripherals**

## **The Haryana State Cooperative Apex Bank Ltd., Chandigarh**

### **Tender for Comprehensive AMC of 165 Computers, 3 Laptops, 17 UPS and 1 Server for One year**

Online rates are invited for the Annual Maintenance Contract (AMC) of Computers and peripherals as indicated in ANNEXURE-I from the firms as per the configuration indicated against each item. It is, however, clarified that the numbers and specifications are indicative and likely to vary depending upon the perceived needs of the Bank. Therefore, the offer should be independent of these changes.

The rates should be submitted online on <https://harcobank.haryanaeprocurement.gov.in/>. The commercial bid will be opened only of those quoting parties that meet the technical bid qualification requirements.

#### **Tender Document**

##### **A. Technical bid qualification Requirements**

**A1.** The technical qualification offer will contain information demonstrating the competency of the firm. This should confirm to the following:

1. Profile of the firm.
2. Contact person (name, telephone no. email)
3. Area of Expertise.
4. Man power profile of the firm.
5. Customer base with details of equipment maintained at each existing location with details of services rendered.

**A2.** The following conditions are must that have to be satisfied failing which the commercial offer will not be considered. Documents should be supplied with the tender in proof thereof:

1. Annual turnover of Rs.1,00,000/- or above. (Copy of the latest Audited Balance Sheet and Profit and Loss Statements to be enclosed).

2. The firm quoting for the AMC must have experience of at least two years of maintaining computers and peripherals in an approved Banks/University/Govt. Organization or any other Organization, where at least 50 PCs and Servers on Local Area Network and are on AMC with the quoting firm. The token of proof to be attached.
3. The bidding firm should submit a copy of order from at least two customers for the maintenance of computers and other peripherals of the value of Rs.1,50,000/- or more for the last two years.
4. Earnest Money Deposit (EMD) of Rs. 10,000/- should be submitted online.
5. The Firm should have their work and repair centre at Chandigarh/Panchkula/Mohali.
6. All disputes will be subject to Chandigarh jurisdiction only.
7. GST Number.
8. The Firm should give an undertaking in the following format:

**Undertaking**

I/we agree to maintain all the items of Annexure 'I' and all terms and conditions of the tender document are acceptable to us.

**Date:**

**Signature of Bidder  
(With Seal)**

## **B. Commercial bid Requirements**

### **B1. Terms & Conditions:**

1. The bidder should submit a consolidated price for all the items in Annexure-‘I’ for AMC.
2. There should not be any over writing and cutting/erasing etc on the bid sheet. If inevitable; the same should be authenticated by a person authorized by the bidding firm.
3. The payments shall be made on half yearly basis after the successful execution of the maintenance work against bills submitted to this institution after obtaining a satisfactory report from Section Incharge or Branch Managers, HARCO Bank.
4. The AMC will be comprehensive including periodic software maintenance by the resident engineer of the quoting party.
5. A Separate Security deposit amount equivalent to one quarter contract shall have to be provide in the form of Bank guarantee/FDR in the favor of Managing Director, SCO 78-80, Bank Square, Sector 17B Chandigarh. This would be required at the time of signing the contract. This amount is refundable one month after the successful completion or expiry/termination of the contract.
6. The successful bidder will have to sign a Service Level Agreement with the Bank detailing the terms and conditions of tender document.
7. The AMC contract would be for the whole lot of equipment as a package and will not be for individual items. In case bidder do not quotes for an item, their quote will be summarily rejected.
8. The rate to be quoted should include the cost of repair, replacement, cleaning once per year and maintenance of various Computers/Peripherals/Cards/Parts for the items specified in the tender documents only.
9. The AMC charges should cover maintenance of hardware and software like windows, MS Office, Anti Virus Software, Internet Explorer, installation/removal of any software/hardware purchased by the office from time to time, placement of hard disc, CD/DVD drives and picture tube etc.
10. The rates quoted should be inclusive of all the taxes.

11. Initially the AMC contract is for a period of one year. However, the Bank reserves the right to review the contract before the expiry period of 12 months depending upon the need for continuity and extend it further for a maximum period of one year on half yearly basis on the approved rates and on the same terms and conditions. In that case the AMC provider will certify that they have not quoted at a price lower than being offered to the Bank,
12. The Tender should be valid for three months from the date of opening.
13. Ambiguity and vagueness should be avoided.
14. All the equipments available in various Sections and Branches of HARCO Bank, Chandigarh are required to be maintained on as is where is. No Additional charges would be paid for making the equipment functional.
15. All the tenders should be addressed to the Managing Director, SCO 78-80, Bank Square, Sector 17B Chandigarh-160017.

**B2. Scope of Services under Maintenance Contract:**

The Firm has to provide following services to maintain the equipment in good working condition:

1. Unscheduled, on call, corrective and remedial maintenance service.
2. Replacement of defective & unserviceable parts, replacement of parts should be new parts of same make or model with equal or higher configuration in performance.
3. Cleaning of equipment like CPU Unit, Keyboard, Monitor and Printer with vacuum cleaner as and when required.
4. Marking through permanent marker of each computer and its peripherals.
5. Quarterly cleaning of virus on each system or as required.
6. Backup machine should be provided in case repair needs more than usual down time of 72 hours.
6. Other related services essential for keeping the equipment in good working condition.

**B3. Preventive Maintenance:**

1. The Vendor shall undertake preventive maintenance of the goods under this

Annual Maintenance Contract (in Annexure 'I') as and when required.

2. The Vendor shall provide, in Advance, a schedule, of mutually agreed date for preventive maintenance of the PC's & other equipment respectively, to the Bank. It shall be the responsibility of the vendor to maintain a proper record for each Preventive Maintenance carried out by its Resident Engineer.

**B4. UP-Time Guarantee:**

1. If any of the goods is down for more than 72 hours continuously, at any of the site of the Bank, the vendor shall provide a compatible back up with similar configurations at its own cost in the same place of site of Bank. If the vendor fails to provide such back-up units(s), as required by the BANK, the BANK, shall have the right to hire/repair the required goods from a Third Party and in that case the cost of hiring/ repairing, if any paid by the BANK, shall be deducted by the BANK from the Maintenance Fee payable for that quarter.
2. Maximum of two changes in the resident Engineer will be allowed throughout the one year of contracted period. However, any other changes have to be with the mutual consent of both the parties.

**B5. Response Time & Resolution Time:**

The vendor shall ensure the response time for attending the complaint calls for Maintenance Services as given below:

<b>Response Time</b>	
PC's & other equipment	Within 4-8 hours from the time of registering complaint
<b>Resolution Time</b>	
PC's & other equipment	Max of 72 hours from the time of registering of complaint

**C. Price Bid**

<b>Item</b>	<b>Model &amp; Make</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>GST</b>	<b>Total</b>
Server	IBM	1			
Desktop	Lenevo	1			
Laptop	HP/Lenovo/Dell	1			
UPS	10 KVA Online	1			
	6 KVA Online	1			
	3 KVA Online	1			



**Annexure 'I'**

**A: Computers:**

<b>Item</b>	<b>Brief Specifications</b>	<b>Model &amp; Make</b>	<b>Quantity</b>
Server	IBM x3650, Quad Core x5420 120W 2.5GHz(or higher)/1333MHz/12MB L2, 4GB Chk, 2x300GB 3.5 in HS SAS,SR8k-I,Ultrabay Enhanced DVD-ROM/CD-RW Combo Drive, 835W p/s, Rack, 17" TFT Monitor, Keyboard & OpticalMouse, RAID 1, Redundant power supply	IBM	1
Desktop	Core 2 Duo E8400, 2.5 GHz, 1 GB RAM DDR2, 250 GB HDD	Lenevo	30
	Core i5-2400, 3.1 Ghz, 4GB RAM, 500 GB HDD	HP Compaq 8200	80
	Dell Optiplex 330 with 1GB RAM	Dell	55
Laptop	Core i5-2400, 3.1 Ghz, 4GB RAM, 500 GB HDD	HP	1
	Core i3-2400, 3.1 Ghz, 4GB RAM, 500 GB HDD	HP	1
	Core i3-2400, 3.1 Ghz, 4GB RAM, 500 GB HDD	Apple	1
UPS	10 KVA Online	BPE	1
	6 KVA Online	BPE	2
	3 KVA Online	BPE	14