

No. AMC/HW/02/2018-2019

AMC of IT Hardware – Due to some technical error in bid no. **AMC/HW/2018-19**, it has been cancelled. Thereby, Quotations are again invited for Annual Maintenance Contract of IT Hardware & Software installed in 86 branches and Head office for the period from **20-04-2018 to 31-03-2019**.

Hardware Includes Servers, Desktops Passbook Printers, Statement Printers, Networking Switches and All in One Printers.

Inventory Detail:

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Items	Quantity
HCL IGL 1700EU CBS SERVER	53
HCL AMD PC WITH TFT	140
HCL CI3/PD/PR PC WITH TFT	30
ACER PC WITH LCD	35
WIPRO PC WITH LCD	7
HP PC WITH TFT	50
LENOVO ALL IN ONE PC	4
DELL ALL IN ONE PC	5
WEP LQDSI 5235 HIGH SPEED PRINTER	32
LIPI T2250 HIGH SPEED PRINTER	34
EPSON/OLLIVETTI/LIPI/WEP PASSBOOK PRINTER	86
16-PORT SWITCH	8
8-PORT SWITCH	80
HP/CANON/SAMSUNG MULTI FUNCTION PRINTER	90

Software includes Operating System in desktops and Servers. Vendor will provide onsite Software Support in case of any issue in Operating System of the servers/desktops.

Terms & Conditions of the AMC:

1. AMC contract covers repair or replacement of defective spares with same or equivalent one and rectification of all the problems reported by our bank related to windows & other hardware.

2. Asset verification visit will be made within 15 days of awarding of the contract and any items found in faulty condition will be repaired or replaced on chargeable basis only after the confirmation of the same from Bank.
3. AMC Contract does not cover consumable items like Toner cartridges, Printer Head, Hammer Module, Batteries, Fuser Assembly, Broken parts, Failure due to mishandling & burnt parts due to earthing & electrical issues. **Keyboards and Mouse will be covered along with Desktops/ Servers.** However such failures can be rectified on chargeable basis.
4. Service Level Agreement:-
 - a) Response Time - Within 24 Hrs. Resolution Time - Within 48 Hrs.
Spare Calls (in which part is to be replaced/repared) - within 72 Hrs.
 - b) SLA Compliance > 95 %
 - c) UPTIME (I) Servers & Heavy Duty Printers - 99% (II) Desktops & Peripherals > 95%.
5. If any call remains unresolved/unattended after the specified time as in point 4, penalty of Rs 200/- per day will be levied to vendor maximum upto Rs 2000/- after that contract may get cancelled.
6. Selected vendor will provide us one toll free/help desk number to log calls.
7. Vendor will place a dedicated manpower for our head office who will report to Manager IT and support the bank as per bank's time frame. He will provide technical support to branches and BCs and will also maintain the record of calls reported by our branches/BCs at our head office. He will be the single point of contact for all the problems reported by our branches including head office. Bank will deduct the penalty of Rs 250/- per day if engineer remain absent without bank's approval.
8. Vendor will provide the sufficient spare stock at our head office to reduce the down time of systems.
9. Vendor will also provide the network support for exiting points free of cost (except cables, I/O boxes & new points required by Bank).
10. **Payment Terms**- Payment will be made after end of each quarter, within 10 days from date of submission of bills. Vendor will also submit quarterly, preventive maintenance report for each branch duly signed and stamped by branch manager along with bills for that quarter
11. After finalisation of Contract, the selected vendor will deposit security of amount 10 % of AMC contract value of the total period.
12. All the disputes will be under jurisdiction of Sangrur Court only. Bank will be at liberty to cancel the contract at any time with notice period of 15 days. Payment of that period (for the period vendor has given AMC services to the bank) will be released to vendor on pro data basis after deducting the penalties if any.
13. Services of successful vendor will be reviewed after 06 months and extension will be given only after satisfactory level of service.

Last date to submit the quote is 18-04-2018 by 2 PM. Quotes will be opened by purchase committee on same day at 3 PM. In case 18-04-2018 happens to be a holiday, quotes will be opened on next working day at 12 PM.

Plz submit the financial bid in bank's format only as per Annexure 1.

**Malwa Gramin Bank, Head Office,
Prem Basti, Sangrur**

Contact Person – Mr Raman Sharma- Manager IT-9814593176
Mr Navneet Kumar- Manager IT-7508113398

Annexure 1

Format for Financial Bid			
Items	Quantity	Unit Price*	Total price*
HCL IGL 1700EU CBS SERVER	53		
HCL AMD PC WITH TFT	140		
HCL CI3/PD/PR PC WITH TFT	30		
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WIPRO PC WITH LCD	7		
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HP/CANON/SAMSUNG MULTI FUNCTION PRINTER	90		
Total Amount			

*** price should be inclusive of all taxes, freight charges or any other charges.**

Declaration:

I certify that my firm shall abide by the terms & condition as laid down in invitation for AMC of IT Hardware **No. AMC/HW/02/2018-2019**

The Firm is not involved in any major litigation that may have an impact of affecting

The Firm is not blacklisted by any Central/State Government/Public Sector

Yours faithfully

Signature
Name
Seal