

No- AMC/NMC/02/2018-19

AMC of Note Counting Machines- Due to some technical error in bid no. **AMC/NMC/2018-19**, it has been cancelled. There by, Quotations are again invited for Annual Maintenance Contract of Note Counting Machines of 83 machines installed at Branches for the period from **20-04-2018 to 31-03-2019**.

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.
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. Service Level Agreement:-
Response Time - Within 24 Hrs. . Resolution Time - Within 48 Hrs.
Spare Calls (in which part is to be replaced/repared) - within 72 Hrs.
SLA Compliance > 95 %
4. AMC Contract does not cover Electric Wiring, Broken parts, failure due to mishandling & burnt parts due to earthing & electrical issues. However such failures can be rectified on chargeable basis
5. **Payment Terms:** Payment will be made quarterly at the end of each quarter after satisfactory service and submission of calls logged/closed detail report. Vendor will also submit quarterly, preventive maintenance report for each branch duly signed and stamped by branch manager along with bills for that quarter
6. If any call remains unresolved/unattended after the specified time as in point 3, penalty of Rs 200/- per day will be levied to vendor maximum upto Rs 2000/- after that contract may get cancelled.
7. Selected vendor will provide us one toll free/help desk number to log calls.
8. If Machine remains faulty for more than 03 days than selected vendor will provide stand by machine at the branch. After 03 days per day penalty of Rs 200/- per branch will be applicable maximum upto Rs 2000/-.
9. After finalisation of Contract, the selected vendor will deposit security of amount 10 % of AMC contract value of the total period.

10. 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.
11. 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 Rana- Manager IT- 7508113398

To be printed on letter head of the company/firm

Annexure 1-

Format for Financial Bid			
Items	Quantity	Unit Price*	Total price*
Note Counting Machines	83		

*** 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 Note Counting Machine

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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