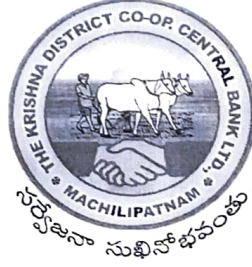


**Request for Quotation (RFQ) for on-site AMC of
Desktops, Laser printers, Passbook & FD Printers**

**Issued by
The Krishna District Cooperative Central Bank Ltd.,
Machilipatnam**



**Ref No: HO/ITD/2024-2025
Dated 25.03.2025**



The Krishna District Co-operative Central Bank Ltd.,

Dr. Y.S.R. SahakaraBhavan, Jagannadhapuram,

(H.O)Machilipatnam : Krishna District (A.P)

e-mail id: ceo_krishna@apcob.org

website: www.krishnadccb.com

Phone: 08672- 223530,223533

The Krishna District Cooperative Central Bank invites bids for providing comprehensive on-site AMC of Desktops, Laser & Passbook printers of Head Office & all branches.

RFQ Ref	HO/ITD/2024-2025
Date of RFQ	25.03.2025
Last Date for submission of queries (only through mail)	27.03.2025
Last Date & Time of Submission of Bid	07.04.2025 1.00pm
Date & Time of opening of Technical Bid	07.04.2025 3.00pm
Date & Time of opening of Commercial Bid	07.04.2025 3.30pm
Address For Submission Of BID	Shri. A.SyamManohar, Chief Executive Officer, The Krishna District cooperative Central Bank Ltd., YSR Sahakar bhavan, Dr.No: 11-717/718, JagannadhaPuram, Machilipatnam, Krishna District, AndhraPradesh - 521001
Address for Communication	Smt. M. Prabha, Assistant General Manager (Mob- 9849644558) Mail ID: infotech@krishnadccb.com



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This RFQ is being issued with no financial commitment and Bank reserves the right to change or vary any part thereof at any stage, to withdraw the RFQ, at any stage, or to accept or reject any or all the quotations without assigning any reason whatsoever.

1. SCOPE OF WORK:

a. Desktops & Servers

- I. Maintenance (through Preventive Maintenance), Repair and Replacement of computer hardware items and peripherals of different make and models, defective items viz. Motherboard, SMPS RAM, Processor, Printer logic/PS card and other Parts etc.
- II. Installation of MS Office/open-source office and other utilities (as provided by the Bank) and making necessary configuration for operationalization of all the required applications including Antivirus, Biometric Device, bringing system into Domain (server and Client Machine) and data backup.
- III. FMS (Field management Support) of as/Bank's application software for systems under warranty.
- IV. Bidder has to install and configure the peripherals like PCs, Printers, Scanners as required by the bank from time to time & require assistance in data recovery, preventive action against virus detection/removal.
- V. Replacement of parts will be done at the bidder's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. Any alteration to the existing setup (Servers / CPU) or architecture like replacing raid cards or hard disk with other setup will not be treated as replacement.
- VI. AMC bidder should keep sufficient spares at their office and should provide replacement parts including motherboard, hard disk, memory, power supplies, monitors etc. within next working day.
- VII. The AMC project will cover The Krishna District Cooperative Central Bank head Office & all Branches at various locations in Krishna District.
- VIII. Computers monitors also to be covered under the AMC.
- IX. Any Computer / Printer replacement provided by the bidder in case of not repairable state then the replacement should meet the specification else it would be treated as temporary replacement only.



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b. Passbook & Laser Printers

- I. Preventive Maintenance of the printers maintained by bidder should be carried out every quarter during the AMC Period.
- II. Remedial Maintenance service should be available on call.
- III. Replacement cost of spares wherever applicable is to be borne by Bidder.
- IV. Any patch released for the software/OS/firmware supplied should be parted free of cost.
- V. Bidder should accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption. If any critical component of the entire configuration is out of service for more than two days. Bidder should immediately replace it at bidders own cost.
- VI. During the AMC period, if any equipment has hardware failures for more than four occasions in a year, it shall be replaced by new equipment by Bidder at no extra cost to the bank.
- VII. Replacement of spares should be of the equivalent and compatible and of the same or higher configuration.
- VIII. AMC Covers all the spares except consumable items like Printer Head, Toner Cartridge etc. Consumable items in nature will be replaced at chargeable at actual.
- IX. Bank may reserve right to negotiate with the successful bidder for the printer consumables and arrive the rate contract for the same.

Details Of Equipment's are as below

Brand	Type	Purchase Year	Quantity	Specification
HP	Desktop	Jan-22	320	I3 7th Gen,DDR3 8GB RAM & 1TB HDD,19.5 INCHES MONITOR,
HP	Desktop	Jan-22	92	I5 7th Gen, DDR3 GB, 8GB RAM & 1TB HDD 19.5 INCHES MONITOR
EPSON	FD printer	Jan-22	56	EPSON LQ - 310
EPSON	Passbook Printer	Jan-22	56	EPSON PLQ-35
HP	Laser Printer	Jan-22	50	HP Laser Jet Pro MFP m128 FN printers



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2. Eligibility Criteria

S.NO	Eligibility Parameters	Supporting Documents to be Submitted
1	The Bidder must be Private / Public Limited Company / Firm (MSME) Certificate of Repute having registered Office in India and should be in incorporation existence for minimum Five years as on 31.03.2024	Certificate of Incorporation
2	The BIDDER must have minimum one Service Centre/Office in Krishna district.	Necessary documents to be provided.
3	The bidder must allocate at least 3 qualified Service support engineers (of at least 3 years' experience in similar projects), out of which one should be permanent resident engineer at Head Office, for coordination with Field Engineers and branches over telephone. There should be local engineers residing in Krishna District for attending calls at different branches in the district. Details of such Engineers with Name, Contact Details, Address, Qualification Experience, Company's Appointment letter etc. must be enclosed as Proof.	Annexure - III
4	The bidder should have at least 1 years' experience and undertaking Annual Maintenance Contract in Commercial Banks /RRBs/DCCB/StCB/Financial Institutions with AMC Contract for 50 or more branches and contract value of Rupees Ten lacs & above. At least 1 contract must be active as on date. **	PO to be shared. For existing contract Annexure – IV.
5	The Bidder must have a centralized web based/mail/telephonic call logging system.	Complete Details of Call Login Procedure to be submitted
6	The bidder should not have been debarred or any contract eliminated by any Public Sector Bank/PSU/RRB/ Government Dept in the past 3 years.	Annexure-V
7	THE BIDDER will not subcontract or permit anyone other than the BIDDER personnel to perform any of the work, under the Contract without the prior written consent of the Bank.	Declaration to be submitted



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3. Bidding Process:

The bidders are required to send the Bids in two separate sealed envelopes. The First envelop, supers cribbed as "Technical Bid", will contain the documents in support of eligibility criteria and other required documents except Price Schedule. Second envelop supers cribbed as "Commercial Bid", will only contain the Quoted Prices, strictly as per the format of Price schedule (Annexure-I). Technical Bid containing any quoted price information will be out rightly rejected.

**** Mail submission will not be taken into consideration.**

4. Performance Security:

- I. The Successful Bidder needs to deposit a Performance Bank Guarantee from a scheduled commercial bank in Favor of "The Krishna District Cooperative Central Bank Ltd" within 15 days from the date of acceptance of work order, for an amount of 5% (Five per cent) of the AMC Value, which shall be valid for 1 year from the date of issue plus a claim period of 3 months.
- II. The Performance Bank Guarantee may be discharged/ returned by KRISHNA DCCB on the completion of the contract and upon being satisfied for the performance of the obligations of selected bidder under the contract.
- III. Failure to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by KRISHNA DCCB, shall constitute sufficient ground, among others, if any, for the annulment of the award of the tender.
- IV. In the event, the selected bidder is unable to provide the services as mentioned in this scope of Work, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by The KRISHNA DCCB.
- V. No Bank Charges/interest shall be payable by KRISHNA DCCB for issuance of Performance Security / Bank Guarantee.

5. Period Of Validity Of Bids:

The Bids Offer should remain valid for a period of 60 days from the date of commencement of RFQ.

6. Payment Terms:

Payment will be released on Quarterly (deferred mode/arrear basis) by Krishna DCCB HO on submission of Invoice, Call reports and Preventive Maintenance reports.



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7. Conditions for Maintenance Service:

- I. The maximum response time for maintaining/attending/rectifying complaint from any of the destinations specified in the schedule of requirements shall not exceed 24 hours and the maximum time for closure of call, in any case, should not exceed 48 hours, including replacement/repairing of any part.
- II. In case of leave/absence of resident engineer, other engineer should be arranged by the bidder otherwise a penalty of Rs. 500 per day will be imposed and penalty amount will be deducted from AMC payment.
- III. The bidder shall be responsible for taking backup of data available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
- IV. Call Logging System: The bidder must have a web based/ e-mail/telephonic call logging system for service complaints and should be easy/less time consuming (not more than 5 minutes) to bank. Calls from call Center to be allotted to service engineers within 4 Hours and the complaint number should also be informed to the respective branch or office
- V. 5% of the total inventory to be kept at Head Office or at any other centralized location as advised by Head Office as spare, at no extra cost to the bank to speed up closure of calls involving replacement of faulty part.
- VI. Preventive Maintenance to be carried out (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment and necessary repairing of the equipment) at least once in every 90 days at all location of all hardware items covered under AMC in addition to the normal maintenance required and the report of each PM should be enclosed with each Quarterly Invoice, without which the invoice would not be processed.
- VII. No extra cost would be paid for PM, attending Calls or for replacement of faulty parts.
- VIII. The bidder must provide proper Call logging procedure and Escalation Matrix.

8. Penalty For Down Time:

- I. The maximum permissible downtime for any equipment is 24 hours. In case an item is not usable beyond the maximum permissible downtime the Bidder will be required to arrange for an immediate replacement of the same by temporary substitute (of equivalent or higher configuration) till it is repaired.
- II. Failure to meet the above standards of maintenance will be liable for a penalty of Rs.500/- for any equipment (including Server) per day per item. The amount of



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penalty will be recovered from maintenance charges payable for subsequent quarter or bank guarantee held with the Purchaser.

9. Prices:

The prices once offered must remain firm and must not be subject to escalation during entire contract period due to fluctuation in foreign currency or change in the duty/tax structure or for any other reason. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Purchaser specifically asking for it.

10. Taxes And Duties:

- I. The Bidder will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, octroi, road permits etc. in connection with delivery of goods at site including incidental services and commissioning.
- II. GST will be applicable on the finished goods, should be clearly mentioned separately which will be paid by the Bank on actual basis on production of proof.

11. Agreement & Cancellations:

The Bank reserves the right to cancel the agreement in the event of one or more of the following circumstances -

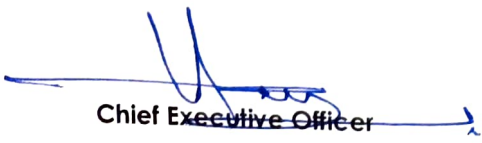
- I. Abnormal delay in services.
- II. Breach by the Bidder of any of the terms & conditions of the tender. If the bidder goes into liquidation voluntarily or otherwise.
- III. Any change in corporate policy regarding AMC of hardware, we may cancel the contract with proper notice.

12. Termination For Convenience:

The Banks, by one Month written notice sent to the AMC Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Banks's convenience, the extent to which performance of the AMC Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

13. Important Note:

All Declarations and Annexure I, II, III, and IV are to be submitted on the Letter Head of the Bidder, duly stamped and signed by the Authorized Signatory of the Firm/Company. Non-Compliance of any of the terms of this RFQ shall result in rejection of the Bid.


Chief Executive Officer

<<< on letterhead of the Bidder >>>

Price Schedule for AMC of Hardware items

Annexure - I

To,
Chief Executive Officer,
The Krishna District Cooperative Central Bank Ltd.,
Head Office
Machilipatnam,
Krishna District,
Andhra Pradesh – 521001

We hereby quote the AMC Prices of the hardware items as below:

Table I			
Description	Quantity	Item Value	Total Cost (Rs.) Exclusive of GST
HP I3 7th Gen,DDR3 8GB RAM & 1TB HDD,19.5 INCHES MONITOR,	320		
HP I5 7th Gen, DDR3 GB, 8GB RAM & 1TB HDD 19.5 INCHES MONITOR	92		
EPSON LQ 310 FD Printers	56		
EPSON PLQ-35 Passbook Printers	56		
HP Laser Jet Pro MFP m128 FN printers	50		

- I. The item price is inclusive of all misc. charges like transportation, labor, or any other expenses. We have gone through all the terms and conditions in the tender document and agree with the same. We understand that in event of non - compliance of the terms and conditions of the tender, our tender can be cancelled at any time of the tender process.
- II. The bidder has to quote for each line item.
- III. Each quoted Price and Total Bid Price is excluding all taxes. Taxes as applicable will be paid extra.
- IV. The RFQ and Total Cost should be given in full INR (i.e., without decimal places).
- V. In case of discrepancy between RFQ price and Total price, the RFQ price shall prevail.
- VI. We understand that the Bank is not bound to accept the tender either in part or in full and that the bank has right to reject the offer in full or in part without assigning any reasons whatsoever.
- VII. L1 will be determined based on the lowest price quoted by any of the qualified bidder under Table I.

We certify that the services quoted above meet all the specifications as per Scope of Work and terms and conditions of the RFQ

Place:

Seal & Signature of Authorized signatory of the Bidder: _

<<< on letterhead of the Bidder >>>

Annexure - II
Details of Service / Support center

Detail of service/support Centre directly owned by the company/firm in and around NTR, Eluru and Krishna District.

SI No.	AREA	Complete Postal Address of	Name and Contact No	Service / Support Center details of centre Head

Note: In case any discrepancy found in the above-mentioned information is liable to rejection of offer.

Date: -

Name: - Seal of the Company: -

Signature: -

Annexure - III

Details of technical staff/Engineers to be deputed for this Project

SI No.	Engineer's Name	Deputed as Resident / Field	Qualification and Technical of experience	No. of Years	Mobile No.	Address	Engg. skills	Experience
1	Resident							
2	Field							
3	Field							
4	Field							

Note: In case any discrepancy found in the above-mentioned information is liable to rejection of offer.

Date: -

Name: - Seal of the Company: -

Signature: -

Annexure -IV

(To be submitted on the letter Head of Other Commercial Bank/Financial Institution.)

To whomsoever it may concern

This is to certify that M/s **(Bidder's Name)** has been awarded AMC contract from our Institution for the period for maintenance of Computer Hardware items at a total Cost of Rs.

.....

The Service support of M/s _____(Bidder's Name) has been satisfactory.

Date:-

Name:- Seal

Signature:-

<<< on letterhead of the Bidder >>>

Annexure-V

Declaration against Blacklisting

This is to certify that we, M/s _____ (Bidder's Name), have not been debarred/contract terminated from by any Public Sector Bank/PSU/RRB/ Government Dept in the past 3 years.

Name:-

Signature:-

Seal of the Company:-

Date:-