

Regional Office: Kakinada

D.No:13-1-61 & 61/1, Katyayani Hitech complex,
2nd Floor, Main Road, Opp to Appollo Hospital,
Kakinada-533001

TENDER NOTIFICATION FOR AMC ON COMPUTER ASSETS – KAKINADA REGION

(COMP-AMC-2022-23/1/ 05042022)

Sealed quotations are invited by Union Bank of India - Regional Office, Kakinada for Annual Maintenance Contract of I.T. Assets (PCs, Printers & Scanners) at various branches/locations under Kakinada Region for FY 2022-23.

Detailed notification containing the Scope of the Work, Terms and Conditions of the tender and other particulars can be obtained from our website at Tenders/Empanelment link or from our Regional Office, Kakinada.

Sealed quotations (TECHNICAL BID & FINANCIAL BID IN TWO SEPARATE SEALED COVERS) are to be submitted at our Regional Office (at the above mentioned address) on or before 5 pm of 20/04/2022. Bank reserves the right to accept or reject any offer or cancel the tender without assigning any reason.

Note: Bidder should have minimum of Five years' experience in providing AMC services related to IT Assets of Banks and the details thereof should be enclosed along with the application.



Regional Head

Regional Office: Kakinada

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2nd Floor, Main Road, Opp to Appollo Hospital,
Kakinada-533001

Invitation of Tenders for AMC of Computers & Peripherals

Dear Sir/Madam,

We invite tenders for annual service & maintenance of Computers (PCs), Printers & Scanners present at 78 Branches, 1 Regional Office, 3 CPCs & 1 Currency Chest of Union Bank of India present under Kakinada Region.

Following are the details.

Last Date and Time for submission of sealed quotations:

20/04/2022 (05.00PM)

Address for submission of sealed quotations / Prebid meeting:

Union Bank of India, Regional Office,
D.No:13-1-61 & 61/1, Katyayani Hitech complex,
2nd Floor, Main Road, Opp to Appollo Hospital,
Kakinada-533001

TECHNICAL BID:

S.No	Particulars	Includes
1	IT Assets	All Hardware parts of PCs, Printers and Scanners; Software support as per Bank Requirements
2	Hours of duty	During office hours of Branches/Offices
3	Repairs, Replacement of spare parts etc	By the Service provider
4	Period of contract	Financial Year 2022-23
5	Scope of Work	Mentioned Hereunder
6	Terms and Conditions	Mentioned Hereunder



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Scope of Work:

- 1.1 The contract is for comprehensive onsite maintenance of IT assets inclusive of repairs and replacement of spare parts including all plastic parts without any extra payment.
- 1.2 The prime vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- 1.3 The prime vendor should deploy dedicated engineers with requisite expertise for maintenance of computers and peripherals of various brands / make.
- 1.4 A call coordinator should be assigned by prime vendor who will register, assign, track and monitor all calls (for items under AMC and Warranty) for all the locations as per mechanism specified by the Bank. It will be the duty of the call coordinator to ensure that all calls are closed within the specified time limit including warranty calls.
- 1.5 The prime vendor is required to carry out Periodic Preventive Maintenance activities (minimum once in a quarter) on all the equipment under AMC. This includes periodic cleaning and replacement of parts that are subject to wear and tear, without any cost to the bank including plastic parts. During this time, the AMC vendor may send helpers to clean-up the computers & related peripherals such as keyboard, mouse etc. It shall be the responsibility of the prime vendor to ensure that all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.
- 1.6 The prime vendor will provide maintenance support for operating systems, installation or re-installation of operating systems, installation of application software's like MS-Office, Adobe Reader, Mail Clients etc., installation / updation of antivirus software, installation and configuration of peripherals like printers, scanners etc. as required by the Bank from time to time. The Bank will provide all the required software.
- 1.7 Replacement of parts will be at the prime vendor's cost with original spares of the same brand / make / model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient spares at our office & at their office and should provide replacement of parts including Motherboard, Hard Disks, DVD-Drives, Keyboard, Mouse, Power Supplies, Memory, Monitors etc. within a reasonable period and in no case not more than 24 hours.
- 1.8 The prime vendor shall also install Bank's licensed version of antivirus, DLP, NAC and SCCM software and other authorized software wherever required.
- 1.9 In case of Hard Disk Failure, a new same configuration / same RPM Hard Disk to be provided as a replacement. Recovery of data from damaged hard disk also to be done by the prime vendor.

(Signature of the bidder as token of acceptance of the above Scope of work, Terms and Conditions)



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Terms & Conditions:

1. Bidder should have minimum of Five years of experience in providing AMC services related to IT Assets of Banks.
2. Vendor should have established Office / Service Centre setup in Kakinada (Head Quarter of our Regional Office) or at least within 230 kms radius of Kakinada. Applicant shall furnish address of such office with name and contact no. of the person with valid proof.
3. The firm/vendor should be profit making during last three financial years ending 31.03.2021.
4. Sealed Tenders should reach to our Regional Office on or before 20/04/2022 (05.00 PM).
5. Bids shall not be accepted after mentioned date and time. The Bank shall not be responsible for any delay / loss or non-receipt of tenders by post / courier services.
6. Tenders are to be submitted in two separate sealed covers, one for technical bid & another for financial bid.

Sealed cover for Technical Bid to contain

- a) **Application Form for AMC on IT Assets as per format enclosed in Annexure I**
- b) Company profile (including Experience, Employee Profile & details of Organizations utilizing their services at present)
- c) Acceptance of above described "Scope of work" and "Terms & Conditions"
- d) Demand Draft towards Application Fee of Rs. 1,000/- (Non refundable) fvg. Union Bank of India, Regional Office, Kakinada

Note :The cover should be sealed and superscribed as "TECHNICAL BID FOR COMPUTER ASSETS AMC-SUBMITTED BY _____(FIRM)"

[Exemption of Application Fee/EMD for MSME vendors will be considered as per rules in force, on submission of valid MSME certificate]

Sealed cover for Financial Bid to contain

- a) **Financial Bid as per format enclosed in Annexure II**

Note: FINANCIAL BID on the Company's letter head should be submitted in a separate sealed cover superscribed as "FINANCIAL BID FOR COMPUTER ASSETS AMC-SUBMITTED BY _____(FIRM)"

7. Any incomplete application is liable to be rejected summarily and Bank reserves the right to accept or reject any or all applications without assigning any reasons thereof and no correspondence will be entertained in this regard.
8. The vendors will be short listed on the basis of experience, technical competence, presence of service in/near to Kakinada Region, ISO Certification, Annual Turn Over, Net Profit and Staff/Man Power etc. and any other additional parameters proposed by bank.

(Signature of the bidder as token of acceptance of the above Scope of work, Terms and Conditions)



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9. Financial bid of short-listed vendors (technically qualified bidders) will only be opened. Details (Schedule of Financial Bid Opening) will be shared in due course to the short-listed vendors only.
10. Bank may not consider the bids from the Bidders, who have not satisfactorily completed any of the earlier contracts with Bank.
11. Bidders/Agent of Bidders who are visiting our Regional Office to attend the Financial Bid Opening Meeting have to carry their Company Identity/Authorization Card along with them
12. Tender is not transferable.
13. Total Cost of Ownership (TCO) for all the equipment needs to be considered for arriving the L1 vendor. The order will be placed on L1 vendor in all or not less than 50% of branches/offices. Bank has sole discretion if L2 vendor is ready to match the price of L1 vendor, then AMCs shall be awarded to L1 & L2 vendors.
14. The Bank shall also be entitled to award the contract to L2,L3,L4 etc. bidders in the event of L1 bidder backing out to honor the commitment, or for that matter not in a position to give AMC service as per RFP
15. After finalization of the vendors, each vendor has to visit every branch/office in our region and submit the physical asset details to RCC (proforma will be shared), hardcopy duly signed by the Branch Manager and softcopy also. Asset details are to be submitted on or before 31.05.2022.
16. Within 15 days from the date of issuance of Purchase order, the vendor has to submit Performance Bank Guarantee (PBG) for 10% of the contract amount valid for the period of the contract i.e., up to 31-03-2023. The PBG shall be forfeited at any point of time if the service of the vendor is not found satisfactory. The finalized Vendor(s) have to enter into Service Level Agreement (SLA) with our Bank on or before 31.05.2022.
17. The AMC Vendor has to attend any hardware/software issue reported by a branch as per below timelines.
 - Call to be attended within one working day, else penalty of Rs.200/- per day will be levied.
 - Call to be resolved or standby to be arranged on same or at least on next working day from date of attending the call, else penalty of Rs.300/- per day will be levied.
 - If the call is not attended / resolved in time by AMC vendor, bank reserves right to arrange any third party resource to resolve the issue. Charges paid to such resource (including hardware if any replaced) towards the rectification of issue shall be recovered from AMC vendor only.
18. L1 vendor should provide one dedicated onsite technical resource at our Regional office during office hours on all working days for monitoring of field level engineers and providing remote support to Branches.
19. Regional Office onsite resource should reside in Kakinada or at least within 20 kms radius of Kakinada. Onsite resource should attend regional office as per bank timings strictly. In case of delay or leave, vendor should provide substitute resource else bank reserves right to levy penalty of Rs.100/- per hour or Rs.1000/- per day.

(Signature of the bidder as token of acceptance of the above Scope of work, Terms and Conditions)



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20. Technical resource(s) of L1 and L2 vendor should reside in their service area or within 20 kms radius of their service area.
21. No hardware can be taken out from Bank premises by the vendor without written permission of the concerned Branch manager.
22. Vendor has to visit all the branches/offices under AMC at least once in a quarter for preventive maintenance of the systems even if there are no calls from the branch. PM reports have to be attested by the respective Branch Manager.
23. AMC period should normally co-terminate with the Financial Year of the Bank and the AMC for the first year shall be paid on pro-rata basis from the date of the warranty expiry till the end of respective financial year.
24. AMC Payment shall be made Quarterly (in arrears) only and on submission of satisfactory reports from all branches/offices where AMC is provided.
25. GST on AMC claimed by the vendor will be paid as per rules in force. TDS shall be deducted as per extant Guidelines.
26. All faulty spares (including plastic parts) of items covered under AMC have are to be replaced by the vendor without any extra charge.
27. Calls should be logged, followed up & closed by the AMC Vendor for hardware under warranty.
28. For items under warranty, 25% of AMC amount of such items will be paid towards application support.
29. AMC Vendor has to accompany branch staff during branch rationalization / branch premises shifting to new place for de-installation & re-installation of PCs & Peripherals at new branch/premises.
30. AMC given to the Vendor may be terminated at any point of time without giving any reason, if their services are not found satisfactory.
31. After expiry of the contract, AMC can be further renewed as per bank requirement with same or revised terms and conditions as per mutually agreed rates.
32. AMC vendor would require to open bank account with Union Bank of India, if not having earlier for ease of transactions/payments.
33. AMC vendor has to submit their man power details with contact no.s to our Regional Office and same needs to be updated from time to time.

(Signature of the bidder as token of acceptance of the above Scope of work, Terms and Conditions)





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Annexure I

Application Form for AMC on IT Assets
(To be submitted on company's letterhead)

Name of the applicant:	
Name of the Firm:	
Address of the Firm (Head Office):	
Contact Person:	
Contact Number:	
Mail Id:	
Address of the Firm (Nearest Branch):	
Contact Person:	
Contact Number:	
Mail Id:	
No. of years of experience in IT Assets AMC:	
Details of Manpower under Nearest Branch:	
GST No:	
PAN No:	
Details of Present AMC with other Organizations / other offices of Union Bank of India:	

Note: Copies of relevant documents to be submitted as per checklist

Signature with date & Seal of the bidder

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Declaration

I / We declare that the information furnished above is true to the best of my/our knowledge. I / we also understand that if at any stage it is found/noticed by the Bank that any information thus provided by me / us is untrue / incorrect partly or fully and in case of receipt of adverse /unsatisfactory report from other clients/Bankers, the Bank may not consider my/ our application and/or may reject me/us and /or may take any appropriate action against us.

I / We also understand that partly / wrongly filled application and / or applications not in prescribed pro-forma and / or applications not accompanying relevant documents / enclosures / annexed documents are liable to be summarily rejected by the Bank.

I / We also declare that I / we will not get myself / ourselves registered as vendor(s) in Union Bank of India in more than one name.

I / We submit all the Certificates and documents as mentioned in the Checklist for tender.

I / We understand that this is merely an application and does not entitle me / us to be necessarily qualified by the Bank and the Bank reserves the right to reject all and / or any application without assigning any reason whatsoever.

I / We agree all the terms and conditions mentioned in this tender.

Place :

Date :

Signature with date & Seal of the bidder

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Annexure II

FINANCIAL BID:

(To be submitted on company's letterhead)

The Tentative AMC requirements as follows:

(Amount in Rs.)

S No	Name of the item	Unit AMC Price (Excl. of taxes)	Quantity (approx..)	Total AMC Amount (Exclusive of Taxes)
1	PC		350	
2	DMP		42	
3	High Speed DMP		30	
4	Passbook Printer		44	
5	Flatbed Scanner		48	
6	Bulk/Document Scanners		11	
7	Laser Printer		88	
	Total Cost of Ownership (TCO)			

1. Bank will be free to either reduce or increase the quantity (mentioned in the above table) on the same terms and conditions, during the commercial bid validity period. Bank reserves the right to alter quantities.
2. The mentioned quantity is tentative only; it may increase / decrease as per the Bank actual requirement at the time of entering into the agreement.

Signature with date & Seal of the bidder

A. Invitation of Tenders for AMC of Computers & Peripherals

Checklist:

- Filled in Application Form along with Declaration (Annexure-I)
- Financial Bid (Annexure-II)
- Demand Draft of Rs.1000/- towards Application Fee
- MSME Certificate, if requires exemption for application fee
- Copy of Firm Registration
- Copy of PAN
- Copy of GST
- Copy of ISO Certification
- Copies of Income Tax Return or Profit & Loss Account or Balance Sheet for the last 3 years ending 31.03.2022 duly certified by the CA
- Details of Nearest Branch/Service Centre and Manpower
- Copies of present AMC services

