

# PUNJAB GRAMIN BANK

## Tender for Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at branches and offices of the Bank.

(Ref: PGB/HO/IT/2021/Tender-01, dated 03-06-2021)

### Important Dates:

S.No.	Particulars	Timeline
1	Tender Issuance Date	03-06-2021
2	Last Date of Submission Bids	18-06-2021 on or before 14:00 PM
3	Bid Opening Date	18-06-2021 at 15:30 PM at Head Office Kapurthala

### Tender Detail

Document	Description
<b>PART 1</b>	Tender for Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at branches and offices of the Bank
<b>PART 2</b>	Instructions to bidder
<b>PART 3</b>	Technical bid
<b>PART 4</b>	Financial bid
<b>ANNEXURE- '(A)'</b>	Undertaking from the bidder
<b>ANNEXURE- '(B)'</b>	Scope of work
<b>ANNEXURE- '(C)'</b>	Hardware Items to be covered under AMC
<b>ANNEXURE- '(D)'</b>	Check – list

## PART 1

### **Tender for Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at branches and offices of the Bank**

1. **Punjab Gramin Bank** (hereinafter called the BANK) invites bids on prescribed format from the experienced, reputed and competent companies/Service Providers having experience of minimum 5 year in the field of repair and maintenance of Computer Hardware and peripherals (Relevant experience certificate need to furnished)
2. The Bidders may submit their offer strictly in accordance with the enclosed formats (i.e. Parts 1, 2, 3, 4 and Annexure A to D) only.
3. BANK reserves the right to reject any or all the offers without assigning any reason thereof. The “**Technical Bid**” shall **contain** company details and compliance statement of terms and conditions (**in enclosed formats Parts 1, 2,3 and Annexure A, B, C, and D**)
4. The two sealed separate envelopes one containing the Earnest Money Deposit (EMD) and Technical Bid and the other containing Financial Bid respectively should be put in *one big envelope* duly sealed and superscribed as **Tender for Annual Maintenance Contract for Computer Hardware and Peripherals at branches and offices of Punjab Gramin Bank (PGB)**. The sealed tenders duly filled in and complete in all respects shall be addressed to General Manager of the BANK, either by Post/Courier/by Hand on or **before 2:00 PM of 18th June, 2021**.
5. BANK shall not be responsible for any delays and will not entertain the bids received after due date and time mentioned above. The bids which are received by BANK after the expiry of the prescribed period shall not be considered.
6. The tenders will be opened on **18<sup>th</sup> June, 2021 at 3:30 P.M.** at our Head Office, Kapurthala. You may/ should depute your representative (with Authority letter) to our office in whose presence tenders will be opened.
7. The Technical Bid shall be evaluated by a Committee of the Bank. The financial bids of only those bidders who qualify in evaluation of Technical Bid shall be opened.
8. The Bank reserves the right to award the contract of the AMC of computer hardware to one or more than one companies.
9. **EARNEST MONEY DEPOSIT**
  - 9.1 The Bidders are required to furnish Earnest Money Deposit (EMD) along with their offer. The EMD, in the form of Demand Draft/Pay Order drawn on any Nationalized Bank favoring Punjab Gramin Bank, payable at Kapurthala (Punjab) for amount of **Rs 25,000/- (Rs. Twenty Five Thousand only)**, shall be submitted along with the Bid.
  - 9.2 The EMD of the bidder shall be forfeited if the bidder furnishes any wrong information, misleads BANK during the course of evaluation of the bid by providing false or misleading information. EMD shall also be forfeited, if the bidder does not accept the offer on being asked to do so.
  - 9.3 The EMD of the unsuccessful Bidders shall be released only after the selection of the successful bidder or two months whichever is earlier. The EMD of the successful bidder shall be released after receiving **Performance Bank Guarantee** or **Security Deposit amounting 10%** of the contract amount.

**NOTE: Applications / offers not accompanied by requisite EMD shall be rejected.**

- 10.** It is the responsibility of bidders to read all terms & conditions of this tender carefully before filling the tender document. Incomplete tender documents or bids not in accordance with the terms and conditions of tender document shall be rejected. BANK reserves the right to split or reject any or all the bids at the discretion of the Bank without assigning any reason.
- 11.** The bidder must ensure that they meet all the qualifying criteria as per the tender document.
- 12.** Providing wrong information will lead to rejection of bid.
- 13.** All the queries and communication must be addressed to the following officer of the Bank:  
Manager (IT), Tel – 01822-230234/37, Email [itdhw@pgb.co.in](mailto:itdhw@pgb.co.in)
- 14.** No correspondence/ enquiry after submission of bid will be entertained.

## PART 2

### INSTRUCTIONS TO BIDDER

#### **Tender for Comprehensive Annual Maintenance Contract (AMC) of Computers Hardware and Peripherals at branches and offices of the Bank.**

1. Offers on original printed sheets of company's letter head will only be considered. Offers submitted by fax or in any manner other than specified above shall not be considered. The bids shall exactly be according to the prescribed formats. Modifications or rewording of formats shall not be acceptable.

2. a) The bid in respect of the indicated items shall be submitted under two-bid system:

- (i) **EMD & Technical Bid**
- (ii) **Financial Bid**

b) In separate sealed covers superscribed accordingly, the two envelopes shall be put in a bigger envelope and sealed and be addressed to: -

**General Manager-IT,  
Head Office,  
Punjab Gramin Bank,  
Jalandhar Road, Kapurthala  
Punjab-144601**

c) Bid should be filled with neat legible and correct entries. Indistinct figures and alterations are not permitted in the bid.

d) In the event of space in any particular schedule being insufficient for the required purpose, additional pages may be added. All such additional pages in each schedule must be **numbered consecutively**, and duly signed (with full signature on each page) by the bidder. In such cases, reference to the additional pages must be made at appropriate places.

#### **3. Qualifying Criteria:**

- a) Company should have rendered minimum 5 year of AMC of IT Hardware service in any Bank preferably a nationalized bank.
- b) Annual turnover of the company should be at least 2 crore.
- c) The company should have Engineers on their payroll, having minimum 2 year experience of IT Hardware maintenance along with banking software applications (e.g. Finacle 10 for printer setting etc).

#### **4. Earnest Money Deposit:**

**Earnest Money Deposit** of Rs. 25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft/Pay Order drawn on any Nationalized Bank favoring Punjab Gramin Bank payable at Kapurthala, shall be submitted with the Technical bid in an envelope super scribed as EMD and Technical bid for Annual Maintenance Contract for Computers and peripherals at branches and Offices of Punjab Gramin Bank (PGB), without which the bid shall be summarily rejected.

**5. Technical Bid:**

The **Technical Bid** should be in a sealed envelope along with the EMD, superscribed as “**EMD and Technical bid for Annual Maintenance Contract for Computers and peripherals at branches and Offices of Punjab Gramin Bank (PGB)**” and shall be strictly as per the format enclosed herewith in Part ‘3’.

**The Technical Bid must contain:**

- 5.1 Undertaking from the Bidder - as per format given in **Annexure ‘A’**.
- 5.2 Brief profile of the company along with details of their Directors if any.
- 5.3 Copy of Registration Certificate of the Company.
- 5.4 Copy of Experience Certificate of five years from any Bank preferably a nationalized bank.
- 5.5 Copy of Audited/Unaudited balance sheet for the past three years.
- 5.6 Copy of PAN, GST registration certificate and TIN number.
- 5.7 Copy of ITR of preceding three financial years.
- 5.8 Signed and Stamp copy of formats Parts 1, 2,3 and Annexure A, B, C, and D.

**6. Financial Bid:**

The Financial Bid should be in a separate sealed envelope super scribed as “**Financial Bid for Annual Maintenance Contract for Computers and peripherals at branches and offices of Punjab Gramin Bank (PGB)**” and shall contain **nothing but prices** as per the *format* enclosed herewith in Part ‘4’.

7. The successful bidder shall be required to enter into a performance contract agreement with BANK, containing detailed terms and conditions of the agreement.
8. Cost involved in submitting the bids, attending the tender opening meeting, arrangements for the demonstration/presentation, etc. shall be borne by the bidder/ company.

**PART-3**

**TECHNICAL BID**

1.	Name of the Company/Organization	
2.	Name(s) of the proprietors/Directors	
3.	Registered Address of Company	
4.	Telephone no. and Fax no.	
5.	Registration no. of the company	
6.	PAN no. of the company	
7.	TIN No of the company	
8.	GST No. of the Company	
9.	Total No. of Staff on payroll of the company	
9(A).	Total No. of engineers on the payroll of the company out of point no 9.	
10.	Turnover of the Company	
11.	Total experience of the company in the field	
11 (A)	Experience certificate of 5 years attached	
12.	Name(s) of the Banks to whom similar services were rendered in past	
13.	Whether company is having Audited balance sheet of preceding Financial year	
14.	Whether company is blacklisted by any Govt. Department or any criminal case is registered against the company/its owners/ partners anywhere in India (If no, a certificate is to be attached in this regard).	
15	Whether company is ready to provide service to all over the Punjab State.	

**Authorized Signatory)**

(Company Seal)  
Name:

Designation:

Mobile/Tel:

Date:

**PART 4**

**FINANCIAL BID**

(This Annexure is to be submitted in financial bid in a separate sealed envelope)

S.N.	Item	Approx Qty.	Rate per Unit	Amount (excluding taxes)
1	Desktop	687		
2	Passbooks Printers	143		
3	Dot Matrix Printers	134		
4	Scanners	111		
5	Printer (Simplex/Duplex)	58		
	Total			

- a) Total as above (**before tax**) Rs.
- b) Taxes, if any (rate of tax %) If the bidder is exempted from payment of applicable taxes, he shall provide certificate from the competent authority).
- c) Grand Total (**including taxes**) Rs.
- d) Grand Total in words (Rupees .....  
.....)

**Note :**

- (1) *The Financial Bid shall contain **nothing but prices** only.*
- (2) *Bidders are requested to ensure that after quoting the prices this Annexure is duly signed with company seal. **Financial bid submitted without sign and company seal will not be accepted / considered.***

(Company Seal)

Name:

Designation:

Mobile/Tel:

Date:

**ANNEXURE- A**

**UNDERTAKING FROM THE BIDDER**

(On the firms/company's letter pad)

We hereby accept all terms and conditions (tender document as a whole) of **Tender for Comprehensive Annual Maintenance Contract for Computers Hardware and Peripherals at branches and offices of Punjab Gramin Bank (PGB).**

**(Authorized Signatory)**

(Company Seal)

Name:

Designation:

Mobile/Tel:

Date:



## ANNEXURE-B

### SCOPE OF WORK

The brief of the work under the AMC of computer hardware is as under:-

1. The bidder/company shall provide an engineer at our administrative offices (i.e. Head office and seven Regional offices), who will take care of all the calls pertaining to the AMC. In addition to these the bidder shall make arrangement for skilled manpower at each District Head Quarter so that complaints/queries shall be resolved as per service turn around time (S-TAT).
2. The bidder/company shall receive all the complaints/queries with respect to Computer Hardware and Peripherals installed in the branches and offices of the BANK or provide any other related service as may be instructed by BANK, issue call numbers and monitor the rectification of lodged complaints so that the complaints lodged are resolved as per service turn around time (S-TAT).
3. The bidder shall provide maintenance services for all working days. In exigencies, even calls should be attended on holidays also, without any extra charges.
4. **Comprehensive Maintenance:** Hardware maintenance shall include repair / replacement of faulty parts of Desktop Computers, Printers including printer head, Scanners etc. irrespective of cause and installing all required operating system, softwares and services on computers for using Bank's Core Banking application i.e. Finacle 10 as per the specifications provided by the Bank
5. Updating the users by rendering assistance and installation of required software for all existing softwares (e.g. MS Office, configuration of e-mail accounts in Outlook, e-KYC, Biometric, Passbook printer setting/DMP printer setting as per Finacle 10, or any other software etc.) on all system irrespective of under warranty or under AMC including if there is any software up gradation or introduction of new software as and when required by the bank.
6. Shifting and reinstallation of Desktop Computers/Printers, etc., as and when required by BANK.
7. The bidder shall be responsible for taking backup data and programs available on PCs/Laptop/Server before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement. All the existing configurations to the corresponding computer have to be restored back by the bidder. Even in case of hard disc failure or virus infection, the bidder should make all the attempts to recover the data wherever possible.
8. The Company shall maintain sufficient inventory (at least 10% of the hardware) at Head Office and Regional Offices of the Bank respectively and its spares with it so that complaints are resolved with stipulated time. The bidder shall have the required drivers (CD/DVD/Hard disc etc) for maintaining the PCs and peripherals for configuring them.
9. The Company shall collect actual inventory (Item purchased between 01.07.2016 to 30.06.2019) by visiting each branch and submit the same to Head Office within 10 days of assigning the contract. Hardware presently under warranty will also be covered under AMC after expiry of warranty period and fresh inventory can be calculated accordingly.
10. Half yearly preventive maintenance of hardware devices shall be done once within the first 30 days of the commencement of the maintenance period and once within the 30 days of every subsequent half year. During Preventive Maintenance, vendor shall perform inspection, testing, satisfactory execution of all diagnostics, **cleaning and removal of dust and dirt** and necessary repairing of the hardware devices.
11. Service Turn around time (S-TAT):-
  - a) Response time :- within 4 hours.
  - b) Resolution Time :- within 24 hours.
  - c) Spare Calls (in which part is to be replace/repaired) :- within 72 hours.
12. **Penalty:-** if any call remain unresolved/unattended after the specified time as per point no. 11, Penalty of Rs 200/- per day (maximum Rs. 2000/-) will be levied to vendor. Absence of Engineer at Regional office or Head office will attract penalty of Rs 200 per absent day.

13. That after completion of preventive maintenance, the Vendor shall submit preventive maintenance reports duly signed by branch officials to concerned Regional Office of the Bank within one week. In case of delay in submission of preventive maintenance reports beyond 15 days of stipulated time frame, a penalty equivalent to 3% of contract amount of whole year will be deducted from subsequent payment or performance guarantee of the Vendor.
14. That the Vendor shall replace computer hardware, if required, with new computer hardware equivalent in performance to existing computer hardware after taking permission from the concerned Regional Office/Head Office of the Bank.
15. That Annual maximum limit of all the penalties taken together shall be limited to be Twenty percent (20%) of the Annual contract amount.
16. **PERFORMANCE BANK GUARANTEE or Security Deposit:** The Vendor is required to submit a Performance Bank Guarantee or Security Deposit from a Nationalized Bank, within 15 days from the commencement of this agreement, in favour of Punjab Gramin Bank, Kapurthala in prescribed format for an amount equal to ten percent (10%) of the Annual contract amount, valid for a period of Fifteen months (15 months) from the date of the commencement of this agreement. In case the duration of contract is extended for a further period, the vendor shall extend the Performance Bank Guarantee/Security Deposit which shall have validity up to three months beyond the extended period of the contract.

We hereby declare that we have fully understood the above stated Scope of Work in letter and spirit.

Authorized Signatory(ies)

(Name with Designation.....)

Place & Date .....

Seal of the company

**ANNEXURE – C**

**Hardware Items to be covered under AMC**

<b>S.N.</b>	<b>Item</b>	<b>Approximate count</b>
1	Desktop PCs	687
2	Passbook Printers	143
3	Dot Matrix Printers	134
4	Scanners	111
5	Printer (Simplex/Duplex)	58

\*Count mentioned is approximate and actual may vary.

Authorized Signatory(ies)

(Name with Designation.....)

Place & Date .....

Seal of the company

**ANNEXURE-D****CHECK – LIST**

<b>Particulars</b>	<b>Y/N</b>
1. Tender document signed with company seal in all pages:	
1.1 Part – 1 – General	
1.2 Part – 2 - Instructions	
1.3 Part 3 – Technical Bid	
1.4 Part 4 –Financial Bid	
1.5 Annexure-A – Undertaking for the bidder	
1.6 Annexure-B - Scope of Work	
1.7 Annexure-C - List of Hardware items	
1.8 Annexure-D - Check-list	
2. EMD in the mode of Bank Draft/Pay Order drawn in favour of BANK..	
3. Brief Profile of the company	
4. Copies of following documents duly certified:	
(a) PAN Card of company	
(b) TIN No of company	
(c) GST Registration certificate	
(d) Registration Certificate of company	
(e) Five Year Experience certificates from clients	
(f) Audited/Unaudited Balance Sheet of Preceding 3 year of company	
(g) ITR of preceding three financial years	
5. A certificate, certifying that company is not blacklisted by any Govt. Department and no criminal case is registered against the company/its owners/ partners anywhere in India.	

Authorized Signatory(ies)

(Name with Designation.....)

Place & Date .....

Seal of the company