

**DRAFT FOR APPROVAL PLEASE****Tender Details**

<b>Tender No</b>	<b>UGB/HO/AMC/COMPHW/ 01 /2019-20 dt. 06.03.2019</b>
<b>Department</b>	<b>Planning &amp; Development Department</b>
<b>Scope of work</b>	<b>Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals</b> at various Branches and offices located within the geographical area covered under the Area of Operation of Utkal Grameen Bank in the following 17 districts i.e. Sundargarh, Jharsuguda, Sambalpur, Deogarh, Bargarh, Boudh, Sonapur, Kandhamal, Rayagada, Bolangir, Nuapada, Bhawanipatna, Nabarangpur, Jeypore , Malkangiri , Ganjam and Gajapati in the State of Odisha as per detailed specification attached.
<b>Mode of tender submission</b>	
<b>Tender Type</b>	Open E-Tendering
<b>Type of contract</b>	Annual Maintenance Contract
<b>Bidding Type</b>	Indigenous
<b>Consortium</b>	NOT ALLOWED
<b>Service Location:</b>	Branches and Offices in 17 districts in the state of Odisha ( as mentioned above )
<b>Key Dates:</b>	
Bid Document Availability ;	Bid documents can be downloaded from Bank's website at <a href="http://www.utkalgrameenbank.co.in">www.utkalgrameenbank.co.in</a> from 12.03.2019 (3.00PM ) upto 28.03.2019 (02.00 PM )
<b>Date &amp; Time of Technical BID Opening</b>	28.03.2019 from 15:00 hrs Authorised representatives of Bidders -- may be present during opening of the Technical Bids. However Technical Bids would be opened even in the absence of any or all of the Bidders representatives.
<b>Date &amp; Time of Price bid</b>	<b>Reverse Auction Type. The date &amp; time will be intimated to the vendors qualified in the Technical Bid.</b>
<b>Pre-bid Meeting Start Date &amp; Time</b>	Physical onsite on 19.03.2019 at 11:00 hrs
Clarifications to queries raised at pre-bid meeting to be provided	25.03.2019 by 05.00 PM All communications regarding points / queries requiring clarifications are to be given through e-mail to <a href="mailto:hodpnd.ugb@gmail.com">hodpnd.ugb@gmail.com</a> The Head of the Department, Planning & Development Dept. Utkal Grameen Bank, Head Office Club Pada, BOLANGIR – 767 001 Phone : 06652-232685 Mobile : 94384_93014 (HoD, P&D)
<b>Bid Validity Period</b>	Minimum One Year ( From 01.04.2019 to 31.03.2020 )
<b>Project Duration</b>	As per tender Documents
<b>Documents to be submitted physically</b>	EMD Rs 1,00,000.00 (Rupees one lakh only) in shape of Dank Draft favouring "Utkal Grameen Bank, Head Office, Bolangir" payable at Bolangir or A Bank Guarantee for the same amount issued by a Nationalized Bank with 15 months validity is also acceptable. The EMD should be deposited on or before 16:00 hrs on 28.03.2019, failing which the vendor will not be permitted to participate in the tender.

### Tender Activity Configuration

Mode of prebid-meeting	offline
Mode of Apo-po	offline
Mode of Document Fees Payment	offline
Mode of EMD payment	offline
Mode of Security Fees Payment	offline

### Payment Details

Document Fees	As per Tender Document
Document Fees & EMD payable to & at	"Utkal Grameen Bank, Head Office, Bolangir" payable at Bolangir
EMD Amount	INR 1.00 lakhs
Estimated Cost	INR 40.00 lakh (approximately)

Eligibility Criteria	<ol style="list-style-type: none"><li>1. Tenders for the above mentioned AMC services are invited in two bid systems by the Utkal Gameen Bank, Head Office, Bolangir, Odisha.</li><li>2. The firm/agency/vendors taking part in the tender must be financially sound having wide experience of maintenance of Computer Hardware &amp; peripherals to Banks in the state of Odisha. Relevant documents are to be furnished with in the technical bid.</li><li>3. The vendor taking part in the tender must have its office and service setup in the area of operation of the Bank. Additional Service setup proposed (if any) must be mentioned.</li><li>4. The detailed address along with the name(s) of the contact person(s) are to be mentioned in the technical documents for Bank's information.</li><li>5. Vendor should be able to provide on-site maintenance service support during the AMC period in all the branches / offices located in different parts of the area of operations of the Bank with in 6 working hours in District Head Quarters and within 24 working hours in places other than District Head Quarters.</li><li>6. The Bank has the right not to consider the offer submitted by any vendor for any centre where the existing or proposed service setup by vendors is not satisfactory.</li><li>7. The firm must have an Annual turn-over of <b><u>Rs. 3.00 crore</u></b> or more during the any of the last 3 (three) financial years and must have executed an <b><u>AMC contract of Rs 50 lakhs during any of the last 2 (Two) years.</u></b> Relevant documents are to be furnished with in the technical bid.</li></ol>
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**General Terms & Conditions**

1. The Firm/Agency/Vendors must be financially sound having wide experience of maintenance of Computer Hardware & peripherals in Banks . The bidder has to clearly mention the manufacturer name, model and make of the items for which they can provide maintenance service.
2. The bidder has to submit documentary evidence to support that they have regular service centers in the area of operation of the Bank and they have deployed adequate skilled man power in the service locations.
3. Technical bids submitted without the above 3 requirements will summarily be rejected.
4. The vendor should have valid GST registration in the State of Odisha and should have arrangement for delivering the spare parts / materials in Odisha. A copy of the certificate in this regard should be enclosed with the technical bid.
5. Not more than one tender shall be submitted by a tenderer.
6. Conditional Tender shall not be accepted.
7. A single price, inclusive of all taxes and duties, freight, transit insurance, loading-unloading, etc. should be quoted against each item.
8. Increase in the taxes, if any, subsequent to the submission of the quotations, is to be borne by the vendor. However, any decrease in taxes should be passed on to us.
9. The price bid should include cost of spares, services, transportation, cost of travelling, branch visit etc., if any, mentioned for each item. Declaration should be given that the prices contain all types of mandatory/obligatory taxes/duties in force and Cess. GST and cess will be paid by the bank on the AMC charges as applicable. Any liability arising out of non-payment of any taxes or duties will be vendors responsibility.
10. **For Computer Server, Clients, Laser Printer, DMP, Line Printer, Pass Book Printer, Flatbed Scanner, Laptop:** Free replacement of all defective / failed components is to be provided during the AMC period.
11. The replacement of failed components with spares should be within 48 hours from the *time of reporting by the Service Engineer* of the vendor. Delay in replacement of defective / failed items beyond the stipulated time period mentioned above will attract penalty.
12. Utkal Grameen Bank, Head Office, Bolangir reserves the right to accept lowest responsive offer based on evaluation or reject any or all tenders without assigning any reason.
13. The notice shall form a part of contract document.

	<p>14. The Bidders are advised to read carefully the “Instructions” and “Eligibility Criteria” contained in the tender documents.</p> <p>15. The internet site address for E-Tender is <a href="http://www.abcprocure.com">http://www.abcprocure.com</a></p> <p>16. Vendors can avail the benefit of training in participation in online tenders on any day in the office of M/s e-Procurement Technologies Pvt. Ltd. at the address mentioned below.</p>
<b>Payment Terms</b>	Payment of AMC charges will be made on quarterly basis at the beginning of each quarter.
<b>Other Details</b>	<p><b>Pre-Bid Meeting:-</b> Dt. 19.03.2019 at 11:00 hrs at Utkal Grameen Bank, Head Office, Bolangir, Odisha. The bidders may obtain the clarifications to their queries. These queries shall be a part of tender documents.</p> <p><b>Download the Tender Document:-</b> The tender document for these work are available only in electronic format which bidders can download free of cost from Bank’s web site at <a href="http://www.utkalgrameenbank.co.in">www.utkalgrameenbank.co.in</a>.</p> <p><b>Submission of Tender:-</b> Tenderer shall submit their offer in Technical Bid on or before the scheduled date and time as mentioned. The Indicative <b>Price Proposal Envelope</b>, should contain a single sheet as per Annexure-VII on the Bidder’s letter head wherein the <b>“All Inclusive Indicative Price”</b> under the signature and seal of the Bidder. The Indicative Price must include all the price components mentioned in Annexure-VII.</p> <p><b><u>The Bidders shall seal the NON-WINDOW envelopes containing one copy of “Technical Bid” and one copy of “Indicative Price Bid” separately and the two NON-WINDOW envelopes shall be enclosed and sealed in an outer NON-WINDOW envelope.</u></b></p> <p>Only those Bidders who qualify in pre-qualification and Technical evaluation would be shortlisted for commercial evaluation <b>via Reverse Auction conducted by the Bank’s authorized eProcurement service provider.</b></p>
<b>Produce/Service/Works keywords</b>	AMC of Computer Hardware and Peripherals for Branches and Offices as per the details in Annexure - A

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## Information for Online Participation

Bidders who wish to participate in this tender need to procure Digital Certificate as per Information Technology Act – 2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any of the CCA approved certifying agencies or they may contact **e-Procurement Technologies Ltd.** at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid digital Certificate need not procure the same. In case bidder need any clarification regarding online participation, they can contact,

**e-Procurement Technologies Ltd.**

**Corporate Office :**

Address: A – 201 / 208, Wall Street II  
Opp. Orient Club, Nr. Gujrat College  
Ellis Bridge – Ahmedabad – 380 006  
Gujarat (India)

**Tel:** +91-079-4001 6850 / 6853 / 6847

**Fax:** +91 – 079-4001 6854/876

**Digital Certificate Query:** +91-90997 41444 / 97129 00025

**Email:** [support@abcprocure.com](mailto:support@abcprocure.com)

**Website:** <http://www.abcprocure.com>

**Details of Hardware and Peripherals installed at Branches/Offices to be covered under AMC**

**1. CBS Server**

<b>Server Hardware Specification for branches / offices</b>		
<b>Sr. No</b>	<b>Component</b>	<b>Revised Specifications</b>
1	Brand HCL / WIPRO / HP / DELL / SUN / IBM / ACER /	HP / DELL / SUN / IBM / ACER / HCL/WIPRO
2	CPU	1 No. x (Intel Quad Core Xeon E3 1220, 3.10 Ghz, 8 MB L3 Cache) or Better
3	CHIPSET	Server Class Motherboard and Chipset
4	HDD	2 Nos. x (450 GB 10K RPM SAS Drive) or higher (on RAID 1), Hot Swappable Disk.
5	RAM	8 GB ECC DDR3 1066/1333 Mhz or higher
6	CONTROLLER	a. Integrated / Add-on SAS Raid Controller with Support For RAID 1 b. One No. SCSI/SAS controller card to connect to Ultrium Tape drive with cables *
7	DVD WRITER	16x Double Layer, Model Certified For MS Windows OR 16x DVD- RW with writing feature disabled
8	LAN CARD	2 Nos. PCIe Gigabit (100/1000 Mbps) Ethernet Cards on board
9	EXPANSION SLOTS & PORTS	Min. 2 Nos. of PCI / PCIe slots Min 1 Serial, 2 x RJ45 Ethernet, 3 USB ports, 1 VGA
11	MONITOR	18.5” TFT Color Monitor or higher/ better (TCO 05 Certified)
12	OTHER PERIPHERALS	104 keys normal Keyboard, Optical Scroll Mouse with Pad
13	POWER SUPPLY	80 (+/- 2) efficiency Server grade and dual redundant power supply
14	SERVER CERTIFICATION	Certified For Microsoft Windows
15	OS COMPATIBILITY	Microsoft Windows 2008 64 bit or higher ( downgradable to Windows 2007 )

## 2.Client Workstations (Nodes)

### (a) Intel

<b>Node/Desktop Hardware</b>	<b>DESKTOP Configuration</b>
	<b>INTEL BASED</b>
<b>Description</b>	Desktop PC
<b>Processor</b>	Intel Core™ i3-3220 Processor (3.3 GHz, 3 MB Cache) 3rd generation or higher i3-6100,3.70GHz,x64based processor
<b>Chipset</b>	(Intel H61 Express Chipset ) OR HIGHER
<b>Hard Disk</b>	500 GB SATA HDD at least 7200 RPM or higher, 1TB HD
<b>Memory</b>	4GB(2x2GB), DDR3 - 1600MHz RMA, expandable to 8 GB or more with minimum 2 DIMM slots
<b>Monitor</b>	18.5" TFT Color Monitor or better (TCO 05 Certified)
<b>Keyboard</b>	104 keys normal Keyboard
<b>Mouse</b>	OPTICAL SCROLL MOUSE
<b>Network Card</b>	10/100/1000 MBPS NETWORK INTERFACE CARD
<b>Ports</b>	MINIMUM 1 SERIAL, 1 PARALLEL, 4 USB PORTS
<b>Operating System</b>	Windows 8 Professional 32/64 bit license or higher (Downgradable to windows XP with IE 6 )
<b>NOTE :</b>	
<b>1. CD/Floppy Drive to be provided</b>	
<b>2.Certification: The desktop model should be certified for Microsoft Windows.</b>	
<b>Keyboard and Mouse should be preferably of the same OEM.</b>	
<b>CARE: CD/DVD Drive to be provided. USB ports are to be provided.</b>	

### (b) AMD

<b>Node/Desktop Hardware: Revised Desktop configuration</b>	
	<b>AMD BASED</b>
<b>Description</b>	Desktop PC (The model should be certified for Microsoft windows)
<b>Processor</b>	OR AMD A8 5500 Processor (3.2 GHz, 4MB Cache) or higher
<b>Chipset</b>	(AMD 55 FCH Series Chipset) or higher
<b>Hard Disk</b>	500 GB SATA HDD at least 7200 RPM or higher
<b>Memory</b>	4GB(2x2GB), DDR3 - 1600MHz RMA, expandable to 8 GB or more with minimum 2 DIMM slots
<b>Monitor</b>	18.5" TFT Color Monitor or better (TCO 05 Certified)
<b>Keyboard</b>	104 keys normal Keyboard
<b>Mouse</b>	OPTICAL SCROLL MOUSE
<b>Network Card</b>	10/100/1000 MBPS NETWORK INTERFACE CARD
<b>Ports</b>	MINIMUM 1 SERIAL, 1 PARALLEL, 4 USB PORTS

<b>Operating System</b>	Windows 8 Professional 32 bit license or higher(Down gradable to Windows XP with IE 6)
<b>NOTE :</b>	

**3 . High Speed Dot Matrix Printer -24 Pin, 475cps or higher, 136 Col:**

Lipi / Wep /Epson / TVSE	24 Pin, 475 cps or higher @ 10cpi Draft, Serial / Parallel / USB Interface (any two), 64KB Buffer or higher, 1+5 Copies,
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**4. Laser Printer**

HP/Brother/Samsung/Canon/Epson	28 ppm (A4) / 30 ppm Letter or higher Resolution 1200 X 1200 or higher Integrated Network Interface 32 MB RAM, Automatic Duplex printing 1 High Speed USB 2.0 or 1 parallel port
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**5. Line Printer**

Lipi/ Wep	500 lpm or higher With integrated print server/ LAN card Pedestal Model
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**6. Pass Book Printer**

Olivetti / Lipi / Epson / TVSE	Olivetti PR 2E / Lipi PB 2 / Epson PLQ 20 / TVSE Speed 40
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**7. Flatbed Scanner**

HP / Canon	Resolution 600 dpi or higher
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**8. Dot Matrix Printer**

<b>Epson/Wep OR Higher</b>	24-pin 136 Col 300 cps or higher
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**Name of the Vendor :**

**Commercial Terms & Conditions**  
**For AMC of Computer Systems and Peripherals**

1. The price quoted includes the cost of spare parts, replacements, servicing charges, transportation charges, travelling expenses etc. A single price, inclusive of all taxes, duties, levies, GST, freight, transit insurance, loading-unloading, etc. has been quoted against each item. **We declare that the prices contain all types of mandatory/obligatory taxes/duties in force.** During the AMC period, we will provide free updates replacement of all defective components / failed components including spare parts of all types of printers will be provided during the AMC period.
2. **We agree to comply with and abide by the terms and conditions stipulated in the enquiry letter regarding terms of payment, service delivery period, validity period, etc.**
3. We agree to execute an 'AMC Agreement' with the Bank in the Banks prescribed format (as per the Annexure - V), and to abide by the terms and conditions stipulated in the Agreement.

**Name of the Vendor:**

**Place :**

**Date :**

**Vendor's Signature**  
**Seal**

**ANNEXURE – III**

**Approximate number of various Computer Hardware and Peripherals presently installed at the various Branches and Offices of the Bank.**

<b>SI No</b>	<b>Items</b>	<b>Approximate Numbers</b>
1	CBS Servers	<b>451</b>
2	Clients Workstations (Desktop PCs)	<b>1852</b>
3	Line Printers	<b>08</b>
4	Dot-matrix printers	<b>165</b>
5	High Speed Dot Matrix Printers	<b>20</b>
6	Laser Printer	<b>437</b>
7	Pass Book Printer	<b>457</b>
8	Scanners	<b>377</b>
9	Laptop Computers	<b>7</b>

( Approximate figures are mentioned in the above table . It may increase or decrease as and when new items are added to the AMC on completion of warranty period or items are deleted when they become obsolete or un-usable)

**Detailed Terms and Conditions of REPAIR AND MAINTENANCE SERVICE**

1. The successful bidder of the Tender shall be required to execute one “Agreement for Annual Maintenance Contract for Computer System and Peripherals”
2. The Agreement will be valid for a period of one year from the period from 01.04.2019 to 31.03.2020. It shall automatically stand renewed for further periods of one year on each successive year unless the parties decide otherwise. The first and subsequent annual renewals will not take place if notice in writing or intention not to renew this agreement given by either party to the other at least one calendar month in advance at the address mentioned above by registered post.
3. Upon termination or after expiration of this agreement each party shall forthwith return to the other all papers, materials and other properties of the other held by each for purpose of execution of this agreement. In addition each party will assist the other party in the orderly termination of this Agreement on the transfer of all assets hereof, tangible and intangible, as may be necessary for the orderly, non disrupted business continuation of each party.
4. Individual items of equipment, and repair and maintenance service charge for such EQUIPMENT / systems, may be added to or withdrawn from Annexure of this agreement by mutual written consent of both the parties: PROVIDED ALWAYS that such consent is not unreasonably withheld. In the event that individual items of EQUIPMENT / Systems are added to Annexure or may involve additional maintenance charges. In the event that such individual items or Equipment are withdrawn from Annexure as described herein, then any monies prepaid on such equipment shall be held to the credit of UGB's account.
5. **CHARGES :**
  - 5.1 The charges payable by UGB to the COMPANY for the repair and maintenance services described herein are indicated in herein, the company shall claim no additional charges. THE COMPANY shall submit to UGB their invoice(s) for payment of AMC charges on quarterly basis. Such Invoice(s) shall be payable by UGB within sixty(60) days of receipt (subject to the provision of clause 6.7 of this Agreement).

- 5.2 THE COMPANY shall submit to UGB their invoice(s) for payments due in accordance with the AGREEMENT. The rate of AMC per annum is that they shall be payable as stated in Annexure of the AGREEMENT in terms of such invoice(s). The *Net* amount will be paid after deduction of TDS as applicable from time to time.
- 5.3 All of the prices, terms, warranties and benefits granted by THE COMPANY herein are comparable to or better than the equivalent terms being offered by THE COMPANY to any of its present customers. If THE COMPANY shall, during the terms of this Agreement, enter into arrangements with any of its customers providing better benefits or more favorable terms, this Agreement shall there upon be deemed amended to provide the same to UGB.
- 5.4 The AMC will be paid on calendar quarter basis, as hardware has been installed at branches on various dates AMC may be done for Hardware of those branches from the date of expiry of warranty up to the end of the quarter. Accordingly the proportionate AMC charge will be payable for the residual number of days up to the end of the same calendar quarter.

## **6. REPAIR AND MAINTENANCE SERVICE**

- 6.1 During the term of the AMC, THE COMPANY shall maintain the EQUIPMENT / Systems in Good working order and **will post Service Engineers at the UGB Regional Offices located at Sambalpur, Bargarh, Rayagada, Bolangir, Bhawanipatna, Jeypore, Berhampur and Phulbani.** The vendor shall for this purpose maintain adequate inventories / spares at the UGB's Regional Offices and provide the following repair and maintenance services
- a. The vendor shall correct any faults and failures in the EQUIPMENT / Systems and shall repair and replace worn or defective parts of the EQUIPMENT/ Systems during normal working hours i.e. from 10 AM to 07.00 PM on weekdays and from 10 AM to 05.00 PM on Saturdays ( other than Bank holidays ). All defective parts / components relating to Server, Nodes and Printers during the contract shall be replaced free of cost except the consumables viz. Battery, Print Head, Sprockets, Gears, Power Cables, Ribbons, Print Cartridges etc. (As per details enclosed in Annexure-C)
  - b. THE COMPANY shall provide repair and maintenance service in response to oral, including telephone, notice by UGB, within 12 hours within city limits and within 24 hours outside city limits ( not including intervening Sunday and Bank Holidays ) after such intimation during the hours set forth in 6.1(a) above.
  - c. THE COMPANY shall ensure that the full configuration of the EQUIPMENT/ Systems as available to UGB in proper working condition for 98% of the time in every month. The vendor shall ensure that the meantime between failures (including any malfunctioning, breakdown or faults) in the EQUIPMENT / Systems or any part thereof, as calculated during any and every quarter ( period of three months ) is not less than 90 days.

- d. Preventive Maintenance : The vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT / Systems, the necessary repairing of the EQUIPMENT / Systems ) once within the first fifteen days of the commencement of the AMC and once within the first fifteen days of subsequent quarters during the currency of the AMC.
- e. All repair and maintenance service described herein shall be performed by qualified Maintenance Engineers totally familiar with the EQUIPMENT / Systems.
- f. THE COMPANY shall maintain at UGBs site, a written maintenance and repair log and shall record therein each incident of EQUIPMENT / Systems malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT / Systems together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. UGB shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT / Systems, the date and time of their communication to THE COMPANY.
- g. The License of the Operating System and the applications used in the system has to be maintained by UGB. The Media of the OS or Software to be made available to the Engineer.

6.2 Any worn or defective parts withdrawn from the EQUIPMENT / Systems and replaced by the vendor shall become the property of the vendor, and the parts replacing the withdrawn parts shall become the property of UGB.

6.3 THE COMPANY's maintenance personnel shall, subject to clause 7 herein, be given access to the EQUIPMENT / Systems when necessary, for purpose of performing the repair and maintenance services indicated in this Agreement.

6.4 THE EQUIPMENT / Systems shall not be shifted to an alternate site and installed thereat during the currency of this Agreement without prior .written notice of THE COMPANY. However, if UGB desires to shift the EQUIPMENT / Systems to a new site and install it thereat urgently. THE COMPANY shall be informed of the same immediately. UGB shall bear the charges for such shifting and reinstallation and THE COMPANY shall provide necessary assistance to UGB in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE COMPANY and UGB, provided that the two parties may agree to amended charges for the maintenance services after such an event.

6.5 UGB shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust, to within the acceptable limits required for equipment similar to that covered by this Agreement.

6.6 No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver or, or excuse for any other, different or subsequent breach.

6.7 If in any month, THE COMPANY does not fulfill the provisions of clauses 5.1 (b) and (c) the proportionate maintenance charges for that month will not be considered payable by UGB. In such event THE COMPANY will credit the proportionate maintenance charges for that month to UGB against future payments if due, or refund the amount forthwith to UGB on demand by UGB.

**7. SUBCONTRACTING :**

7.1 THE COMPANY will not subcontract or permit anyone other than THE COMPANY Personnel to perform any of the work services or other performance required of THE COMPANY under this Agreement without the prior written consent of UGB.

8. **ATTACHMENTS TO EQUIPMENT / SYSTEMS** : UGB shall have the right to make changes and attachments to the EQUIPMENT / Systems, provided such changes or attachments do not prevent proper maintenance from being performed or unreasonably increase THE COMPANY cost of performing repair and maintenance service.

## ANNEXURE- V

### REPAIR, SERVICING, MAINTENANCE ( including Preventive Maintenance ) of Computer Hardware and Peripheral items under Annual Maintenance Contract ( AMC )

**Ref : UGB/HO/AMC/COMPHW/ 01 /2019-20 dt. 06.03.2019**

#### COMPLIANCE CERTIFICATE FOR ELIGIBILITY CRITERIA :

Sr. No.	Criteria	Compliance ( Yes / No )	Document to be Submitted / Remarks
	The Bidder should be an established Firm or Company		Documents of incorporation to be provided.
	The Bidder should be in the business of supply, installation, configuration and maintenance and support of Computer systems and Peripheral equipments in Odisha for at least last 03 years and should be a current legal entity in India.		Certificate of Incorporation and documentary evidence showing bidders is in business of Computer systems and Peripheral equipment for last 03 years.
	The Bidder must have registered net profits during last three consecutive financial years as per audited balance sheets and P& L accounts. i.e. 2015-16,2016-17 and 2017-18.		Financial statements ( Audited Balance Sheet & PL Account ) For 2015-16, 2016-17 and 2017-18 should be enclosed.
	The Bidder's Account should not have been declared as a Non-Performing Asset (NPA) in the Books of any bank or financial institution as on 31.03.2018, A certificate to this effect should be obtained from the Bank / Auditor who has signed the Balance Sheet of the Bidder as on 31-03-2018 and submitted along with the Bid.		Certificate from Bank/ Auditor
	The bidder also has to attach an undertaking that no Government / undertaking organizations have blacklisted the bidder for any reason		Undertaking by Bidder.
	The Bidder should have permanent office in Bhubaneswar or any other major city in Odisha, within the area of operation of Utkal Grameen Bank		Submit address proof.
	The bidder should have their own support centre in the State of Odisha for Providing 24 x 7 telephonic technical support and assistance services for immediate response and faster call resolution. Bidder has to provide details of the same with bid submission		List of support centres and the details of technical persons deployed should be enclosed.
	The bidder has to submit copy of PAN card, VAT / CST registration, shop and establishment license along with bid.		PAN card, GST registration
	The bidder should not outsource the contract to the sub-contractor. The bidder should deploy and manage the project with its resources.		An undertaking from the bidder.



## Annexure – VII

### INDICATIVE PRICE BID FORM

(to be included in Indicative Price Proposal Envelope)

To:  
The General Manager - I,  
Planning & Development Dept.,  
Utkal Grameen Bank, Head Office,  
Club Pada, BOLANGIR – 767001  
Dist. Bolangir (Odisha )

Dear Sir,

**Ref : UGB/HO/AMC/COMPHW/ 01 /2019-20 dt. 06.03.2019**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Indicative Price Bid of

Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)

*(Total Proposal amount in words and figures)*

**For REPAIR, SERVICING, MAINTENANCE ( including Preventive Maintenance )  
of Computer Hardware and Peripheral items under Annual Maintenance Contract ( AMC )**

in conformity with the said Bidding documents

SI No	Items	Numbers (A)	AMC Rate per Annum (B) Excluding Service Tax	AMC Cost per Annum (C) = (A) X (B)
1	CBS Servers	451		
2	Clients Workstations (Desktop PCs)	1852		
3	Line Printers	08		
4	Dot-matrix printers	165		
5	High Speed Dot Matrix Printers	20		
6	Laser Printer	437		
7	Pass Book Printer	457		
8	Scanners	377		
9	Laptop Computers	7		
<b>Sub Total for AMC Charges</b>				
	Man Power Charges for posting Technical Person in each Regional Office	8 (Regions)		
<b>Total Cost for one Year</b>				

Dated this ..... day of ..... 2019

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorised to sign Bid for and on behalf of –

### **List of Covered Items and Consumable Items :**

Item	Covered Items	Consumable Items *
Servers / Computer Systems / CPU	Covers all Items except Plastic parts like dust cover, on/off switches. ,Cabinet, CMOS Battery & Consumables.	-nil-
Dot Matrix Printers	Covers all items except Plastic Parts like Cover, Cabinet and Consumables.	Print Head, Sprokets ,Gears & Gear Assembly, Cables, Connectors, Ribbon Mask Mask Holder, Carriage Assembly , Interface Cable arid all Wear and tear items.
Laser Printers	Covers all items except Plastic Parts Cover, Cabinet etc. & Consumables	Cables, Fuser Assembly, Taflon , Pressure Roller, Paper Pickup assly ,Drum, All wear and tear items , gears and Interface Cable
Passbook Printers	Covered all items except Plastic Parts like (Cover, Cabinet .... etc) & Consumables.	Bail Arm, Gears, Cables, Connectors Print Head, Sensor Assembly and all wear and tear items ..
SCANNER	Covers all Items except Plastic Parts & Consumables	Lamp, Glass ,Adapters and Interface Cables
HIGH SPEED Printers	Covers all Items except Plastic Parts & Consumables	Print Head, Sprokets ,Gears & Gear Assembly , Cables, Connectors , Ribbon Mask, Mask Holder, Carriage Assembly , Encoder Strip, Ribbon Spooler Interface Cable and all wear and tear items
Line Matrix Printers	Covers all Items except Plastic Parts & Consumables	Sprokets , Gears & Gear Assembly, Cables, Connectors, Ribbon Mask, Mask Holder, Carriage Assembly , Hammer Modules, Ribbon Spooler Interface Cable and all wear and tear items.

Consumables items can be covered under the contract on additional cost or the same will be replaced on cost basis, subject to availability of the items. For all category, the consumables items as mentioned are not covered.