

TENDER NOTICE

Bids are invited by Bank for AMC of Personal Computers, Printers, Scanner and UPS. Bid forms may be obtained from the following address or from Bank Web Site www.ucobank.com in tender notice link.

Address : Asstt. General Manager, UCO Bank, ZONAL OFFICE, I.T. DEPARTMENT.
UCO BANK BLDG, 1ST FLOOR, D.N.ROAD, FORT, MUMBAI-400001



Zonal Manager
UCO Bank
Mumbai Zone.



TENDER NOTICE NO- 001/2018

Sealed "Tenders" are invited from experienced Service Providers/Contractors having vast experience in the field of repairs & maintenance of Computer Hardware, its Peripherals with minimum experience of three years for "Comprehensive" Annual Maintenance Contract (for the sake of brevity called as "Comprehensive AMC") of Computer Systems in the UCO Bank, Branches in Mumbai and Sub Urban for the period of 12 (twelve) months from the date of signing of the contract.

The Annual Maintenance work will comprise maintenance of 246 Personal Computers, 20 Line Printers, 20 Scanners, 20 Laser Printers, 20 UPS, & 20 Passbook Printers at UCO Bank, ZONAL OFFICE, I.T. DEPARTMENT. UCO BANK BILDG, 1ST FLOOR, D.N.ROAD, FORT, MUMBAI-400001 (it's Service Branch, D N Road Branch in the same premises and their respective Branches in Mumbai Zone) as per attached Annexure A . Subsequently, the Annexure B branches will be included under AMC LATER.

Bids are invited in two Bid systems (1) Technical and (2) Financial, which shall be sealed separately and enclosed in a single envelope. Technical Bids must contain the complete details as desired by this tender. First, Technical Bids of all tenders will be opened. Subsequently the Financial Bids of only successful Technical bidders will be opened.

The "terms & conditions" of AMC are enclosed as Annexure.

Bidders are requested to submit their Sealed Tenders for the AMC at UCO Bank, ZONAL OFFICE, I.T. DEPARTMENT. UCO BANK BILDG, 1ST FLOOR, D.N.ROAD, FORT, MUMBAI-400001 by 30th March 2018 upto 1800 Hrs. The bid will be opened on 2nd April 2018 at 1500 hrs.

All relevant rules and regulations of UCO Bank will be final, applicable and binding on all bidders.

The UCO Bank reserves the right to reject any or all of the bids without assigning any reasons.



Dy. General Manager

**'TECHNICAL TENDER' FOR MAINTENANCE OF COMPUTERS, PRINTERS, UPS,
PASSBOOK PRINTER AND SCANNER IN UCO Bank and its Branches.**

01	Name of the Firm	
02	Details of Technical Staff with qualification and experience	
03	The contractor firm must have at least 3 years work experience in Govt./ PSU / State Govt. / Large Corporate and a satisfactory service report . A documentary evidence is to be attached.	
04	Client's details in Mumbai and Sub Urban areas alongwith the documentary	
05(i)	Whether the contractor firm is an Income Tax Assessee (Yes/No). Copy of the latest assessment certificate shall be enclosed.	
05(ii)	GST Number	

**ITEMS COVERED UNDER ANNUAL MAINTENANCE CONTRACT
as Per "Annexure – A" UCO Bank Branches**

Details of Maintenance of Personal Computers, Line Printers, Laser Printer, UPS, Scanner and Passbook Printer		
01	Computers	246
02	Line Printers	20
03	Laser Printer	20
04	Passbook Printer	20
05	Scanner	20
06	UPS	20

**ITEMS COVERED UNDER ANNUAL MAINTENANCE CONTRACT
as Per "Annexure – B" UCO Bank Branches (Approx.)**

Details of Maintenance of Personal Computers, Line Printers, Laser Printer, UPS, Scanner and Passbook Printer		
01	Computers	400
02	Line Printers	30
03	Laser Printer	30
04	Passbook Printer	30
05	Scanner	30
06	UPS	30



**TERMS AND CONDITIONS TO THE ANNUAL MAINTENANCE CONTRACT
OF COMPUTERS**

1. The vendor should be an authorized service provider for Personal Computer, Printers and UPS. Copy of the authorization from the concerned firms may be submitted, quotations without the above authorization letter will be rejected.
2. The rates should be inclusive of taxes and duties etc., if any, applicable. This is a firm price contract and any statutory variation in this regard shall be borne by the vendor. The AMC should have clear note of the parts which are under free replacement and parts which are not under free replacement. For the purpose of replacement and parts which are not under free replacement. For the purpose of replacement of parts not covered under AMC, rates for all these should be called from market in advance and be got approved from zonal office through the Branch Manager's recommendation.
3. Contractor shall not subcontract/outsource the hardware maintenance jobs to any other agency. The firms should have their registered office in Mumbai or Sub Urban area of Mumbai. The contract address and the strength of the office should also be indicated.
4. Maintenance services shall consist of preventive & corrective maintenance of computers systems hardware including peripherals & also maintenance of LAN Network wherever it exists. An expert Engineer/s (Hardware/Software) of the contractor firm will visit our office on daily basis for setting right all computer systems in smooth working condition.
5. Maintenance services shall be provided during normal office working hours i.e. from 10.00 hrs to 18.00 hrs.



6. No replacement & repairing charges shall be made for the parts not covered under A.M.C.
7. Maintenance contract will be effective from the date of signing the contract and furnishing of Bank Guarantee will be valid for one year.
8. If the services are not found satisfactory during A.M.C. tenure, the contract can be terminated by giving one month's notice to the A.M.C Service Provider/ Contractor.
9. Payment of the A.M.C. will be made on quarterly basis after completion of the quarter.
10. The A.M.C Service Provider/ Contractor firm shall attend the complaints immediately to rectify the computer system and machines and make them in working condition.
11. Machine down time should not be more than 24 hrs from the time of report of fault. This would include attached peripherals also.
12. In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
13. Response time of a call should be within 24 hrs and in case of any failure to respond within the stipulated time, a penalty (as per the details given below) shall be imposed which will be deducted from the quarterly payment of the A.M.C. Contractor/ Firm. However, the penalty clause will not be applicable if a stand-by system/ computer peripheral are provided by the contractor firm.
14. The contractor firm shall submit a Bank Guarantee to the value of 40% of the total annual contract value issued by a nationalized bank within a week of award of A.M.C., which shall be forfeited by the Bank, if they are not able to provide fault clearance in time or if overall downtime of the computer systems exceeds 30 days in an annual contract. 50% of the bank



guarantee amount (or 20% of A.M.C. value) will be forfeited if the downtime of a computer peripheral like printer / scanner exceeds 30 days in an Annual Contract.

TABLE OF REFERENCE FOR PENALTY:-

Sr.No	Types of Computer/ Equipment	Suggested Downtime Penalty
01	Desktop PC	Rs. 200/- (Rupees Two Hundred Only) after 2 days for every day part
02	All UPS	Rs 100/- per day.
03	All other Printers and Scanners	Rs 100/- per day.
04	Parts of Computer failures will be treated as	Same as Computers
05	If equivalent standby is given within 2 days	NIL. Penalty.
06	Downtime plus > 30 days for mission Critical	50% of Bank Guarantee or higher.

15. In the eventuality of the A.M.C. service provider not being in a position to rectify the fault within 24 hrs for equipment, a standby machine of acceptable similar configuration shall be provided by the contractor. On failure to provide a standby machine, a penalty of 0.5% per day per machine of the contract value will be levied. Delay beyond 03 days in rectifying the reported problem, will entitle this office to exercise the option of getting the work done from another agency and recover the cost incurred, in addition to penalty from the AMC Vendor. Delay beyond 20 days may lead to cancellation of contract by this office.

16. All complaints / problems reported should be rectified to the user's satisfaction by the contractor before the end of next working day from the time of booking of the complaint.



22. On the last day of the contract, the A.M.C. Contractor should ensure that all the computer machines and other accessories are working in satisfactory condition and without any problem. This will be reported and got checked by the A.M.C. vendor through the authorized officer of this office. The last quarter payment will be released on getting satisfactory report only. In case of any trouble, the A.M.C. vendor will ensure to rectify the trouble along with providing standby machine without charging anything extra even if the period of the A.M.C. lapses. The penalty clause as explained above at Sr. No. 15 above of the A.M.C. contract.
23. "A.M.C. Excludes Clause" – A.M.C will not include computer stationery like paper / laser jet toner/ inkjet & tape cartridges. However, comprehensive A.M.C. includes all plastic items, knobs, movable/ rotational parts necessary for normal operation of the original equipment excluding only the stationery items like paper, toners, cartridge etc.
24. Being a comprehensive contract, all liabilities arising out of any fault/ replacement of any parts etc will be borne by the Contractor firm, if not mentioned separately otherwise.
25. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and subsystems. If any part gives repeated problem i.e. two repairs in a maximum period of 2 months time then it must be replaced immediately by the contractor with an original new one.
26. In case the service is not found satisfactory, this office will terminate the contract on its own and inform the contractor firm accordingly.
27. The amount of A.M.C. includes GST charges and other taxes by the



17. However, if the contractor provides a standby system/ sub-system of similar configuration and quality acceptable to this office on returnable basis, the penalty for the downtime shall be calculated only to the date of providing such system/ subsystem to this office.
18. If the contractor is not able to rectify the fault within the stipulated period of maximum 3 days, it would be open to this office to have the fault rectified through any other source and contractor shall have to bear the expenses to incur on this account.
19. Spare parts supplied by the contractor in lieu of irreparable components should be brand new/ original and of reputed manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.
20. If systems/ subsystems are required to be taken out of office from repairing then a standby system/ subsystem of similar configuration and quality acceptable to this office is provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair should be returned, repaired to the satisfaction of the user / computer Cell within a period of maximum fifteen days.
21. Contractor firm should have a proper complaint call registration procedure, follow up etc and provide traceability of all complaints from registration to call clearance. Contractor firm shall issue a customer service slip after every service visit, clearly indicating the time of call by the branch , time of attendance of the fault by the A.M.C. holder, nature of fault observed and whether cleared or not, if under further observation, then whether normal usage can be continued and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.



Contractor firm.

28. The number of Computers, Printers, UPS, Passbook Printer and Scanners including peripherals under A.M.C. mentioned in the list can be increased or decreased at the discretion of this office. The quarterly payment shall be made for actual number of hardware under contract. The item wise rate given in the A.M.C's will be added during the period of contract.
29. The bills for A.M.C. will have to be submitted in triplicate duly.
30. The contractor will physically inspect all the hardware to be covered under A.M.C. and submit detailed hardware configuration report of each equipment before taking charge and commencement of A.M.C.
31. Please note that your tenders received in this office after 1800 hrs on 30th March 2018 shall not be considered*.
32. The A.M.C. requirement includes replacement of all metal & plastic parts except consumables.
33. Service as per the A.M.C. to be provided by the Service Provider:-
 - (I) Scheduled Preventive Maintenance (PM) at least once in three months as follows:-
 - Cleaning of the Computers, Printers , UPS , Scanner & all peripherals.
 - Cleaning of all the electrical contacts (associated with computers).
 - Checking of all D.C. Voltages (associated with Computers/ Printers/ Laptops).
 - Oiling & greasing of mechanical parts if necessary.
 - Cleaning & alignment of hard drive.



(II) Unscheduled, on-call corrective & remedial maintenance services to set right malfunctions of the system. This includes replacement of unserviceable parts/ peripherals. The parts replaced will either be new parts or equivalent in performance to new parts. Whether a defective item or components is to be replaced or repaired shall be at the sole discretion of the service provider/ contractor firm. Any problem related to device driver shall have to be attended by the service provider / contractor firm.

(III) Contractor should provide the following type of service.

- Preventive maintenance.
 - Corrective maintenance of hardware and networking, including maintenance of the LAN network wherever it exists.
 - Software services for system operations.
 - Assistance in Hardware and Software up gradation.
 - Monthly cleaning of hardware without causing damage to the equipment.
35. Monthly preventive maintenance shall also be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the contractor to ZITC Cell of this office at regular intervals. This in effect shall also be entered in the log book to be maintained for each computer. Monthly schedule for PM may be decided in consultation with the ZITC Cell of this office.
36. During Preventive Maintenance, vendor will make suitable use of trouble shooting software package to reconfirm the hardware configuration/ health of each PC equipment of PC hardware and peripherals, enter the result in respective log book and submit a report to Computer Cell. Any discrepancy noticed should be brought immediately to the notice of the ZITC Cell of this office.



37. Consumables like printer heads, printer cartridge and stationery will not be included in the A.M.C. The printer heads & cables, battery for SMPS & main board, printer knobs, keyboard, fuse and all other components of Hardware including hard disks, monitor, UPS batteries media heads, fuse assembly, plastic parts, connectors etc shall be included in the AMC.
38. Contractor shall provide all assistance at the time of shifting, relocating the computer systems and its peripherals.
39. Contractor shall provide all assistance in up gradation of hardware on actual cost basis during the period of A.M.C. as per the requirement of this office.
40. Software support with reference to installation of windows/ 2000/ XP/ VISTA/ WINDOWS 7/DOS, word processing software, spreadsheet software, database software, presentation software, MS Office, 97/2000/XP, FINACLE Software (Core Banking Solution) etc must be provided in case of any problem is reported by the user. The A.M.C. service engineer shall also provide assistance to users in installing the various packages and in taking proper backup copies of the same wherever recommended/ required.
41. The Service engineer should report to this office at 10.00 am daily and should be available till 6.00 pm.
42. The penalty / repair charges, if any as per clauses mentioned above shall be adjusted / recovered from the quarterly payment made to the A.M.C vendor.
43. In case the engineer is not able to resolve the first level trouble shooting he shall be responsible for coordination and resolution through the respective Manufacturer /supplier.



44. Any attempts to canvass / deliberate on the issue in any manner shall render the tender liable to rejection of their quotations / tender.
45. One Service Engineer should be stationed between office hours i.e. from 10.00 am to 6.00 pm at the UCO Bank, ZONAL OFFICE, I.T. DEPARTMENT, UCO BANK BLDG, 1ST FLOOR, D.N.ROAD, FORT, MUMBAI-400001.
46. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.
47. Tender amount for Annual Maintenance Contract will be inclusive of GST & other taxes if any.
48. The vendor would take up on pro rata basis, the AMC of any additional system coming out of warranty or newly acquired during the term of the AMC and would specify the pro rata cost for the same.
49. Any tender received without adhering to the terms and conditions and / or incorporating contrary to any conditions shall be liable to be rejected summarily.




Deputy General Manager

"Annexure – A " – Branches under UCO Bank Mumbai Zone.

Sl. No	SOL ID	Branch
1	2166	AMBERNATH
2	2296	ANANDNAGAR THANE
3	877	ANDHERI
4	1952	CBD BELAPUR
5	1811	DAHANU
6	1791	DAHISAR EAST
7	1269	JUHU VILE PARLE
8	1731	KALANAGAR
9	4	KALBADEVI
10	924	KANDIVALI EAST
11	1657	KANDIVALI WEST
12	203	KARJAT
13	142	MANDVI
14	237	MATUNGA
15	1040	MULUND
16	2291	POWAI
17	303	ULHASNAGAR
18	1382	VAIJANATH
19	93	WARDEN ROAD
20	265	WORLI
21	7037	ZONAL OFFICE



"Annexure – B " – Branches under UCO Bank Mumbai Zone .

Sl. No	SOL ID	Branch
1	3	D N ROAD
2	6	GHATKOPAR
3	61	SANTACRUZ
4	90	CHOWPATTY
5	215	GRANT ROAD
6	216	KHAR MUMBAI
7	483	MALAD WEST
8	529	NARIMAN
9	683	GOREGAON MUMBAI
10	692	SOUTH DADAR WEST
11	947	CHEMBUR COLONEY MUMBAI
12	978	WADALA
13	1001	BELAPUR THANE
14	1170	BORIVILI WEST
15	1192	THANE WEST
16	1415	VILE PARLE
17	1550	ANDHERI EAST
18	1642	DOMBIVLI(E)
19	1658	MAMLATDAR WARI
20	1765	BORIVLI EAST
21	1860	KOPARKHAIRANE
22	1951	NALLASOPARA
23	1966	NERUL NAVI
24	1983	KHARGHAR
25	2035	KALYAN BRANCH
26	2167	PALGHAR
27	2168	BOISAR
28	2170	VASAI
29	2272	MIRA BHAYANDAR
30	2285	KHIDKALI
31	2294	PANVEL
32	2295	GORAI
33	2511	KAMOTHE BRANCH
34	2925	VIRAR
35	2926	BADLAPUR
36	1735	SERVICE BRANCH

