

I/760872/2023

THE ANDHRA PRADESH STATE CO-OPERATIVE BANK Ltd.

(State Govt. Partnered Scheduled Bank)

Ref. No: ITD/F53/AMC/2023-24

SHORT TENDER NOTICE

Invitation of Bids for Annual Maintenance Contract (AMC) for Hardware of APCOB

HO: NTR Sahakara Bhavan, # 27-29-28, Governorpet, Vijayawada-520 002.

Url: <https://www.apcob.org> email - info.tech@apcob.org

Bids are invited for “Annual Maintenance Contract (AMC) for Hardware of APCOB. The details of the tender are as under.

1. Invitation for Tender Offers

a.

a. APCOB is inviting tenders through APCOB website, in two bid system (Technical and Financial bid), from

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firm/company/organization having sufficient experience in **Maintenance of Hardware (i.e., Computers, Printers, Laptops, Scanners, thin clients, Lan Cabling works, modems and other computer and network related peripherals).**

- b. APCOB reserves the right to alter the scope of work at any stage with suitable adjustment in charges payable.

INDICATIVE CRITICAL DATA SHEET

Bid Security/Earnest Money Deposit (Refundable)	Rs. 5,000/- (Rupees Five thousand only)
Bid Submission Start Date	12.05.2023 10:00 AM
Bid Submission End Date	16.05.2023 03:30 PM
Technical Bid opening	16.05.2023 04:00 PM
Commercial Bid Opening	Shall be intimated to Technically Qualified bidders.
Point of Contact for Bid Submission	Sri M S R G Tilak Nara Dy. Gen. Manager The Andhra Pradesh State Cooperative Bank Ltd., NTR Sahakara Bhavan, Governorpet, Vijayawada 520002 Phone: 0866 2429036 e-mail: info.tech@apcob.org Time: 10 AM to 5 PM
Address for Tender Submission	Sri M S R G Tilak Nara Dy. Gen. Manager The Andhra Pradesh State Cooperative Bank Ltd., NTR Sahakara Bhavan, Governorpet, Vijayawada 520002 Phone: 0866 2429036 e-mail: info.tech@apcob.org Time: 10 AM to 5 PM
Technical Clarifications	Sri B Purna Reddy Chief Technology Officer (CTO) Phone: 0866-2429007, 089196 65957 e-mail: cio@apcob.org / purnabolla_itc@apcob.org Time: 10 AM to 5 PM

1. Bidder(s) shall submit their bid (comprising of "Technical" and "Financial" bid), offline at APCOB website.
2. **Submission of bids:** The bids will have to be submitted through

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registered post to the address mentioned above within the time specified on website <https://apcob.org/> in the following manner:

- i. The technical information should be prepared very carefully and as indicated in the tender document since it will form the basis for pre-qualification of bidder(s). Only relevant and to the point information/document should be uploaded (Preferable format .pdf). Failure to provide any required information, may lead to the rejection of the offer. Bidder(s) must read the tender document very carefully before signing on it.
 - ii. All annexures (including all the pages of tender document) must be signed by the authorized representative along with date as token of acceptance of the terms & conditions of tender.
- i. **Technical Bid:**
 - ii. **Financial Bid:**

Bidder(s) must read the terms and conditions mentioned in this tender document and submit the form accordingly. Bidder(s) are required to check the prices / amount carefully before submitting financial bid as no change will be entertained once the bid is submitted.

3. Submission of more than one bid is not allowed and shall result in disqualification of the bidder.
4. **Validity of bids:** Bid submitted by the Bidder(s) shall remain valid for acceptance for a period of Ninety (90) days from the last date of submission of bid (Technical and Financial), including extensions, if any.
5. APCOB reserves the right to reject any or all the bids without assigning any reasons thereof.
6. **Authorization and Attestation:** Bidder(s) must submit an Authorization Letter or valid Power of Attorney on behalf of firm for signing the document.
7. The Standard Terms and Conditions of this RFP also form part of the Open-Tender specifications. The information furnished shall be complete by itself. Bidder(s) are required to furnish all the details and other documents as required.
8. Bidder(s) are advised to study all the tender documents carefully.
9. Any conditional bid received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder.
10. Any submission of bid shall be deemed to have been done after careful study and examination of this RFP document and with the full

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understanding of the implications thereof.

11. In case of any doubt about the meaning of any portion of this RFP or any discrepancies or omission(s) in the scope of work or any other portion of this RFP or any incomplete portion or requires clarification on any aspect, scope of work etc., Bidder(s) shall contact the authority inviting the tender as per date and time mentioned in the Indicative Critical Data Sheet.
12. Bidder(s) request for clarification shall be with reference to clauses in this RFP document.
13. The specifications and terms and conditions shall be deemed to have been accepted by the Bidder(s) in their offer.
14. Non-compliance with any of the requirements and instructions of this RFP document may result in the rejection of the tender.
15. This document has not been filed, registered, or approved in any Court of Competent jurisdiction. Recipient of this document should inform themselves of and observe any applicable legal requirements.
16. This document constitutes no form of commitment on the part of the APCOB. Furthermore, this document confers neither the right nor an expectation on any party to participate in the tendering process.
17. Mere participation in this Tender Document by any party does not confer or constitute any right of association with APCOB.
18. APCOB reserves the right to reject any or all the bids without assigning any reasons thereof. at any stage of bid or at any point of time
19. New Hardware purchased during the contract period to the count of up to 10% of the existing hardware count as on the date of acceptance of work order will be covered in the same AMC (service only), no additional amount will be paid.

2. Bid Security / Earnest Money Deposit (EMD)

Bids received without EMD are liable to be rejected. Bidder should pay specified amount towards Earnest Money deposit as follows:

- Rs. 5,000/- (Rupees Five Thousand Only) in the form of Demand Draft drawn on any Nationalized /Schedule bank **in favour of "APCOB";**
- EMD will not carry any interest.
- EMD will be refunded to the unsuccessful bidders after finalization of the bid and EMD of successful bidder shall be returned after acceptance of entire terms and conditions mentioned in the tender document and submission of security deposit/Bank Guarantee.

3. The Earnest Money Deposit submitted by the bidder may be

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forfeited if,

- Successful bidder fails to accept the terms and conditions mentioned in the tender document within specified time as per intimation/request of APCOB.
- Successful Bidder withdraws his tender or backs out after acceptance.
- Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document.
- Bidder violates any of the terms and conditions of the tender.
- Bidder revises any of the items quoted during the validity period.
- Bidder is found to have indulged in fraudulent practices in the bid submission process.

4. Performance Security / Bank Guarantee

The Successful Bidder needs to deposit a Performance Bank Guarantee within 15 days from the date of acceptance of work order, for an amount of 10% (ten per cent) of the Contract Value, which shall be valid for 1 year from the date of issue plus a claim period of 3 months. Also, in the event of extension of contract, BG must be extended to cover extended contract period plus a claim period of 3 months.

The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favor of "APCOB". The Performance Bank Guarantee may be discharged/ returned by APCOB after the completion of the contract and upon being satisfied for the performance under the obligations of selected bidder under the contract.

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 APCOB, shall constitute sufficient ground, among others, if any, for the annulment of the award of the tender.

In the event of 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 APCOB.

No Bank Charges/interest shall be payable by APCOB for issuance of Performance Security / Bank Guarantee.

5. INTERPRETATION

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In this Tender Document, unless the context otherwise requires,

- a. For the purpose of this Tender Document, where the context so admits:
 - The singular shall be deemed to include the plural and vice versa and versa.
 - Masculine gender shall be deemed to include the feminine gender and References to a “person” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;
- b. References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.
- c. Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.
- d. The headings and sub-headings are inserted for convenience only and shall Document. References to the word “include” and “including” shall be construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

6. DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the bidder’s risk and may result in rejection of the bid. APCOB shall at its sole discretion be entitled to determine the adequacy /sufficiency of the information provided by the bidder.

7. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and

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submission of its bid and APCOB shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8. SCOPE OF WORK

1. The Computer Hardware and Peripherals Maintenance Contract could be comprehensive On-site Maintenance Contract or could be on Time and Material Bases (for branches and HO).
2. Maintenance shall consist of Preventive and Breakdown/ Corrective maintenance of the Organization's related IT Hardware Assets and Network Infrastructure. It should take corrective and remedial maintenance services to set right the reported malfunctioning of IT related infrastructure at the specified locations.
3. Company should provide one on-site support Desktop Engineer who is well versed with the management and maintenance of Desktops, Laptops, Printers, Scanners and basic network management. No In-house training will be provided to the Resident Hardware Engineer.
4. Helpdesk services i.e., onsite Hardware Engineer at Premises of APCOB, HO shall be rendered for all Hardware related issues at user's desk. He shall monitor the complaints received through ITD, APCOB.
5. Company should make his own arrangements to attend AMC calls of the Branches of the Bank located at Vijayawada, Guntur, Tenali, Tirupati and Hyderabad.
6. Maintenance includes repair of components and replacements of un-repairable components. In case of replacement, new components may be used on intimation to the organization (ITD, APCOB) and cost of the replaced equipment will be borne by Vendor. The replaced component must be branded and genuine which is compatible with the equipment. Spare parts like wear and tear will not be covered in the AMC. Wear and tear components like printer heads, catridges, pressure roller etc., will not be covered under AMC
7. Company should attend the Anti-Virus related issues using the latest anti-virus tools made available by the Organization, installation and Re-load support for OS like MS Windows 7/10/11.
8. Download updates/patches by Microsoft and upgrade all computers on the network.
9. Support for OS installation/Re-installation for MS Windows and MS Office.
10. Repair/Replace faulty LAN Cables, installing necessary equipment to connect computers on LAN, identify LAN faults and resolve, Managing Patch Panels, switches, cables etc. in the network.
11. Maintenance Company shall take the responsibility of the Vendor to keep the computers systems in full working condition. The

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Preventive Maintenance activity for each computer/printer/scanner/lan cables/peripherals located at each branch & HO of the bank is to be carried out on Quarterly basis to ensure that all the hardware and peripherals are in working condition.

12. Quarterly Reports shall be submitted under Calls attended, resolved and pending status. The Report should consist of details of Complaint No, Location, Date, Time logged in, Issue Description, Time Limit for resolution, Status of the Issue (Resolved/Pending), if pending, reasons for delay. The Quarterly Report shall be received from the Company with authorized signatory within the 10 days of the completion of the quarter in addition to the invoice pertaining to the quarter.
13. The bank has the right to reserve the audit at any time and the company shall allow the bank, the Reserve Bank of India (RBI), and/or the National Bank for Agriculture and Rural Development (NABARD) access to the vendor's premises, systems, and documents in the event of an inspection or audit by the RBI or NABARD. The Company shall cooperate fully with the bank and the regulatory authorities.

9. HARDWARE DETAILS OF THE BANK:

The details of hardware to be maintained are contained in commercial offer. It is recommended that the maintenance company perform a site survey and register all items before commencement of the contract.

10. CONTRACT OPERATION AND LIABILITY:

Maintenance will be carried out in normal working hours Monday to Sunday (i.e., from 10:00 am - 06:00 pm). In case the defect is major and cannot be repaired in the working place, the vendor can take the same to their workshop/service centre. All the costs/charges/expenses in respect of transporting the equipment or part thereof shall be vendor's responsibility as the same is deemed to be included in the maintenance contract.

11 TIME LIMITS TO ATTEND COMPLAINTS/FAULTS:

All calls received in Bank, the resident engineer in HO and branches of APCOB must be attended within the time frame as mentioned below.

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Severity	Description	Response Time	Resolution Time
Major	Computers, Network Related	4 Hrs	24 Hrs
Minor	Printers/Scanners etc.,	8 Hrs	36 Hrs

12 PENALTY:

The penalty will be levied on the extra hours taken by the vendor for resolution of the complaint raised by the Bank. For each extra day, Rs. 500/- will be deducted in the payment of maintenance chares as per the agreed terms. An amount of Rs. 500/- (per day) will be deducted if the resident hardware engineer was not attended. An amount of Rs. 500/- (per branch) will be deducted in the payment of maintenance charges, if the Preventive maintenance was not conducted on every quarter and the relevant reports are not submitted within 10 days from the completion of the quarter.

13. CLARIFICATION ON BID DOCUMENTS

All prospective bidders requiring any clarification on the bid documents may request/forward their clarifications/queries to the Point of contact of APCOB, before the last date of seeking clarifications. Copies of consolidated queries of bidders and response of APCOB will be issued by APCOB as addendum in the website, only if the clarifications requested for are considered appropriate by APCOB.

14. DURATION OF CONTRACT:

The vendor would provide comprehensive Onsite Annual Maintenance Contract for a period of 1 Years.

15. ELIGIBILITY CRITERIA

1. The bidder must be a Registered Company and having IT Operations for minimum period of 3 Years and bidder may be MSME/Registered firm/LLC. The Bidder should be a company registered under Indian Companies Act 1956.
2. Average Annual financial turnover during the last / Previous 3 years ending 31st March of 2023 should not be less than 10 Lakhs. Audit balance sheet need to be submitted.

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3. Bidder must have its own valid PAN No. and GST Registration No. TIN & CIN registered in the state of Andhra Pradesh
4. The bidder should have atleast one support/service center in the Vijayawada, Andhra Pradesh.
5. The Bidder should have earlier offered AMC services of similar nature for hardware, software (installations, patches updation, Antivirus), basic Networking to at least two organisations out of which at least one should be State/Central Govts., or nationalized banks or scheduled banks or other Govt. Sectors.
7. The Bidder should have offered AMC services for hardware, software and basic Networking of value two times of quoted value per annum on an average of the items during the last three years, out of which one of the order shall be for 50% of the tendered value and which shall be substantiated with documentary proof.
8. The bidder had at least two contracts under Annual Maintenance Contract (AMC) of Hardware maintenance in the past experience.
9. During last 3 (three) years the bidder should not have been blacklisted from participating in bid by Govt/other organization. An undertaking to this effect is to be submitted by the bidders. If subsequently the bidder's undertaking is found to be incorrect the tender/order if placed on the bidder with reference to this tender shall be cancelled.

Note: Bid without a valid *APPLICATION FEE (EMD)* will be rejected outright.

16. SPECIAL TERMS AND CONDITIONS

- APCOB shall reserve the right to verify the operation and performance of project by the bidder and the bidder shall permit APCOB to do so. The APCOB will evaluate the information submitted by the bidder with respect to bidder's capacity. The bidder cannot subcontract the work at any stage without prior written approval from the APCOB.
- The job would be awarded to the L1 bidder, whosoever declared as L1 bidder, as per the criteria defined in the tender document.

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- Rates quoted should be valid for the complete contract period as no changes in the price bid would be considered at a later stage.
- The bidder cannot make any amendment in the Technical Bid /Commercial Bid; neither can he impose any condition. All such bids will be rejected at the discretion of APCOB.
- The rates quoted in the price bid will be inclusive of all taxes, (except GST), fees, levies etc.
- The Bank reserves the right to alter/modify/cancel the bid process without assigning any reason at any stage.

17. PAYMENT TERMS AND CONDITIONS:

- The agency will submit the invoice supported by complete description of work and rate payable as per job order. Further the invoice should also be supported with detail of documents serial/date wise, with hard/soft copies without duplication containing exact number of pages.
- The invoice should contain PAN No., GST No., Job Order no. and address of the bidder when the payment has to be made.
- The Payment shall be made on quarterly arrears upon submission of invoice.
- The Payment will be made after completion of pre-maintenance activity for the quarter ended and submission of report along with the Quarterly status submission report on complaints raised.

18. UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required.

19. PAYMENT TERMS & PERIOD OF CONTRACT

- a. The AMC period shall be one year from the date of acceptance of the work order.
- b. APCOB shall pay fixed charges, on quarterly arrears basis for the contracted services rendered after deducting dues such as TDS or

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any other statutory taxes.

- c. No extra boarding, lodging, TA, DA or any other expenses shall be paid by APCOB for providing services.
- d. The AMC period, at the discretion of the Bank, shall be extended for one more year with the same price.

Maintenance period/Contract shall start from the formal acceptance date of Purchase Order issued by APCOB. A formal letter/communication (Purchase Order) in this regard shall be issued by APCOB to the vendor.

20. LIQUIDATED DAMAGES

Failure to provide the AMC to the products in the stipulated period of Fifteen (15) Days from the date of purchase order will result in imposition of penalty of 2% of the total contract value for a maximum of one week of delay and 5% of the total contract value per week for a maximum of another three weeks of delay. Delay beyond four (4) weeks may attract forfeiture of the Performance Security/ EMD and cancellation of contract, at the discretion of APCOB.

21. TAXES AND DUTIES

The prices (including all taxes, duties, etc. but excluding Service tax and/or GST) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the bidder shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

The extended period of Contract for the purpose shall only be considered on merit.

22. NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER

The Bidder whose Bid has been accepted shall be notified of the award by APCOB, by registered letter, fax or by official mail. The Bidder shall acknowledge in writing, the receipt of the Letter of Indenter Notification of award of work and shall send his acceptance to enter into the Contract within three (3) days from the receipt of the Letter of Intent notification of work award. Bidder shall also enter into the agreement with APCOB within 15 days of acceptance.

23. EXPENSES FOR THE CONTRACT

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All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the APCOB.

24. FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of APCOB.

25. TERMINATION FOR DEFAULT

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole by giving one month prior notice.

- i. If the contractor fails to deliver and perform services within the time period(s) specified in the contract, or any extension thereof granted by the company.
- ii. If the contractor fails to perform any obligation(s) under the contract.
- iii. If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from the company.'

**MSRG TILAK NARA, DGM(MSRGTN), DEPUTY GENERAL
MANGER-XIII-AGC67
Deputy General Manager**

Technical Response

Ref No.

Date:

To
The Dy General Manager (ITD)
The Andhra Pradesh State Cooperative Bank Limited
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada - 520 002

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Dear Sir

Sub: RFP for APCOB ITD HW- AMC - Submission of
Proposal - Reg

Ref. No: ITD/F53/AMC/2023-24, dated _____

Eligibility Criteria	Compliance
<ol style="list-style-type: none"> 1. EMD of Rs. 5,000/- Instrument details 2. The bidder must be a Registered Company and having IT Operations for minimum period of 3 Years. 3. Average Annual financial turnover during the last / Previous 3 years ending 31st March of 2023 should not be less than 10 Lakhs. 4. Bidder must have its own valid PAN No. and GST Registration No. TIN & CIN registered in the state of Andhra Pradesh. 5. The bidder should have atleast one support/service center in Vijayawada, Andhra Pradesh. 6. The Bidder should be a company registered under Indian Companies Act 1956. 7. The Bidder should have earlier offered AMC services of similar nature for hardware and software to at least two organisations out of which at least one should be State/Central Govts., or nationalized banks or scheduled banks or other Govt. Sectors. 	
<p>8. The Bidder should have offered AMC services for hardware and software of value two times of quoted value per annum on an average of the items during the last three years, out of which</p>	

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<p>one of the order shall be for 50% of the tendered value and which shall be substantiated with documentary proof.</p> <p>9. The bidder had at least two contracts under Annual Maintenance Contract (AMC) of Hardware maintenance in the past experience.</p> <p>10. During last 3 (three) years the bidder should not have been blacklisted from participating in bid by Govt/other organization. An undertaking to this effect is to be submitted by the bidders. If subsequently the bidder's undertaking is found to be incorrect the tender/order if placed on the bidder with reference to this tender shall be cancelled.</p> <p>11. The list of customers, to whom the bidder had offered similar services in the past along with PO details and performance report, if any should be furnished.</p> <p>12. Submission of undertaking complying with all the conditions of the Contract and Technical Specifications of the Bidding Document, no</p>	
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		non-warranty	non-warranty below three years	non-warranty below 5 years	non-warranty above 5 years	g in warranty	
1	Desktops	184	153	5	26	73	257
2	Thinclient	44	5	3	36	0	44
3	Printer & Scanners	108	108	0	0	40	148
4	Laptops	10	0	10	0	40	50
TOTALS		346	266	18	62	153	499

Yours Truly

Authorized signatory of bidder

[Seal, Name, Signature and authority]

DECLARATION REGARDING CLEAN TRACK RECORD

To
 The Dy General Manager (ITD)
 The Andhra Pradesh State Coop. Bank Limited
 D.No.27-29-28, NTR Sahakara Bhavan,
 Governor pet, Vijayawada - 520 002

Dear Sir

Sub: Short Tender Notice for APCOB IT HW AMC - Submission of Proposal
 - Reg

Ref: ITD/F53/AMC/2023-24, dated _____

Sir,

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I have carefully gone through the Terms & Conditions contained in the Tender Reference No. _____. I hereby declare that my Company/ Firm/ Partners has not been debarred/ blacklisted by any Central or State Government/ Banks or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices during the past 3 years. I further certify that I am competent officer in my company to make this declaration.

Yours Truly

Authorized signatory of bidder
[Seal, Name, Signature and authority]

BIDDER INFORMATION

1	Name of the Organization	
2	Year of establishment (enclose copy of certificate without fail)	
3	Registered office address	

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4	Phone Number	
5	Fax No	
6	e-mail	
7	Total no of branch offices in Andhra Pradesh & Telangana	
8	Total no of support Engineers at: Head Office Branch Offices	
9	Whether Authorized Dealer/ Service provider	If Yes, provide relevant document
10	Authorized Nominated person to participate in the bid process Name & Mobile Number and Office Phone Number	

Yours Truly

Authorized signatory of bidder
[Seal, Name, Signature and authority]