



ANDHRA PRADESH GRAMEENA VIKAS BANK
(sponsored by State Bank of India)
HEAD OFFICE :: WARANGAL
DEPARTMENT OF INFORMATION TECHNOLOGY
(e-mail: cmit@apgvbank.in)

NOTICE INTIMATION TENDER

DATE : 21/12/2016

TO WHOM SO EVER IT MAY CONCER

ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE

For Three Years - Enquiry

Dear Sir,

Andhra Pradesh Grameena Vikas Bank is a Regional Rural Bank, sponsored by State Bank of India, and jointly established by Government of Andhra Pradesh and Government of India. Our bank has 755 branches as of now and are operating in eleven regions viz. Ashoknagar, Bhadrachalam, Khammam, Mahabubnagar, Nalgonda, Parvathipuram, Sangareddy, Srikakulam, Viziangaram, Visakhaptnam, and Warangal in the States of Telangana and Andhra Pradesh All the **755** branches have been functioning in a computerized environment on CBS platform.

2.As the warranty period for most of the Computer hardware items supplied to 755 branches, 11 Regional Offices, IT Cell, FIC, LCPC & RASMECC has expired, it is decided to cover all the Computer hardware items like Servers, Desktops, Dot Matrix Printers, DD Printers, Passbook Printers, Laser Printers, Multi-Function Printers and Scanners etc installed at the branches & Offices under AMC. The AMC will be for maintenance of Computer Hardware items available with the branch/office in good condition. With this back ground, now our bank has decided to call for tenders for covering the above hardware items under AMC and to identify the L1 Vendor. You are required to indicate your lowest unit-wise price inclusive of all taxes for maintenance of the various Computer Hardware items separately. Based on these unit-prices, the AMC rate of each hardware item would be arrived at and the vendors who have quoted the lowest would be ranked in the order L1 (the lowest bidder), L2 and L3. The orders will be distributed to the L1 vendor and other Vendors (i.e. L2, L3 etc.) also, based on their relative position/presence in different regions and their willingness to maintain the said equipment at the rates quoted by L1, subject to furnishing a written matching letter to the Bank. Bank reserves the right to decide the maximum number of Regional Offices that can be allotted to a single vendor.

3. You are required to submit your offers on the annexure provided for the purpose and offers made otherwise are not accepted.

Annexure A – Technical Bid; Annexure B – Financial Bid; Annexure-C Terms & conditions; Annexure D – Region wise Hardware particulars for information to the vendor.

Your offer should reach us on or before – **18/01/2017 12.00 Noon**

Tenders will be opened on – **18/01/2017 at 3.00 PM**

And your offer shall be valid for a period of **3 Years from the Date of Agreement**

4. Please note that you have to participate in tender & submit AMC quote for all Hardware items. If price of any item is not quoted, the highest unit-price quoted by the other vendors for that item is taken for calculation purpose. Break up of branches with in the Region is not permitted.

5. Please note that the quantity mentioned is only indicative and is mentioned for the purpose of calculating the average price to arrive at the lowest quote. The actual quantity of hardware and the AMC amount payable depends on the hardware in use at the branches/offices. The AMC amount will be paid by the Regional Office/ Head Office concerned on a quarterly basis, in arrears, after adjusting for penalty, if any.

6. As you are aware, all the technical requirements and our usual terms, conditions and procedure for submission of your offers are to be indicated in our Terms and Conditions which may be amended from time to time.

7. You are required to submit an **'Earnest Money Deposit' of Rs. 10,000/-** in the form of Demand Draft or Banker's Cheque from any nationalized Bank or from **APGVB Bank** favoring 'Chairman, Andhra Pradesh Grameena Vikas Bank, Head Office, Warangal'. **The EMD pertaining to the unsuccessful bidders will be returned soon after the tendering process and that pertaining to the successful bidders will be held by the Bank throughout the validity period of the tender.**

8. Pre-qualifying criteria for empanelment / Technical bid:

The following are essential prequalification for **bidders** to submit the offer.

- The Bidder should have necessary registrations from GOI / Govt. of AP or TG.
- The bidders shall have authorized Servicing Centers in our area of operation. A Certificate to that effect to be enclosed.
- The Bidder Should be in the **similar line of business** of maintenance, Servicing, commissioning of Hardware like Servers, Desktops, Dot Matrix Printers, DD Printers, Passbook printers, Laser Printers, Multi-Function Printers and Scanners etc. at least **for a continuous period of two years**. The bidder should have expertise in executing AMC for hardware in Public Sector Banks/Private Sector Banks/Government Departments etc. at least for continuous period of two years. They should submit necessary approvals in support of their claim.
- The bidders should have proven track record of providing adequate support and service through its branches/dealers etc. They should have Service Centers in all 8 districts. They should provide Addresses of Service Centers along with the names of two Service Engineers per Regional Office and their Mobile Nos.
- The Bidder should not be banned/ black listed / having negative remarks / poor service etc. while dealing with the Public Sector Banks/Private Sector Banks/Government Departments etc.
-

Bank reserve the right to make any changes in the terms and conditions at any stage. **The tender validity will be three years from the date of awarding the contract.** The technical bid should contain all the following enclosures.

Documents to be enclosed to technical bid.

- a) DD for EMD amount **Rs.10,000.00** (in a separate cover)
- b) Tender form set duly signed on all pages accepting the conditions
- c) Certificate of Registration copy.
- d) Experience document/copy of supply orders.
- e) Latest Income Tax Returns – **3 years**
- f) Authorization Certificate.
- g) Bio-data along with Firm Address, list of Service Centers & names of Service Engineers along with phone Nos.
- h) Existing AMC vendor should produce/enclose the "Satisfactory Certificate" from Regional Offices

The General Terms and conditions are enclosed in **Annexure C**.

9. Tenders are to be submitted in **three separate sealed covers**,

- 1. Non-Financial (Technical) bid**
- 2. Earnest Money Deposit** – in the form of Demand Draft for Rs.10000/-
- 3. Financial (non-technical) bid**

The above three covers are to be kept in one sealed cover and to be **submitted in person or registered post** to enable us to verify the EMD amount and technical qualifications before opening the price bid.

Please note that the covers containing EMD & non-financial bid are opened first. The financial bidding will be opened only after acceptance of non –financial (Technical) bid. Bank reserves the right not to open the financial bid of any vendor basing on their acceptance of non-financial bid, EMD and past performance.

10. We propose to accept the tenders from the existing AMC vendors, provided feedback from the Regional Offices awarded to them is satisfactory.

11. For any enquiries / clarifications of technical in nature, you may contact the **Chief Manager, IT / Officer-in-Charge, Andhra Pradesh Grameena Vikas Bank, Opp: Beeramguda Kaman, H.No.25-35/3/D, III Floor, Ramchandra reddy nagar, GHMC, RC Puram (BHEL). PIN – 502 032, District: Medak, Telangana State. Contact: 9493126204 & Srinivas - 7382297157**

The decision of the Bank shall be final and binding on the vendor in the matter of interpretation of any clause included in this tender or any dispute arising out of the execution of tender. Bank can also terminate the tender or AMC without assigning any reason.

Completed tenders / quotations should be handed over at the Department of Planning & Development, Head Office, Andhra Pradesh Grameena Vikas Bank, Warangal in person or by registered post or courier

**Address for Correspondence: Chief Manager (PIg &Dev)
Andhra Pradesh Grameena Vikas Bank,
2-5-8/1, Ramnagar, Hanumakonda
Warangal Dist, Telangana – 506001
E-Mail: cmpd@apgvbank.in
Contact: 8331019299**

Yours faithfully,

GENERAL MANAGER (I)
Encl: As above

ANDHRA PRADESH GRAMEENA VIKAS BANK

Head Office: Warangal

Annexure A.

Quotation: Technical (Non – Financial)

Spares to be held per Regional Office

| SI. No | ITEM | For Each Cluster |
|--------|-------------------------------------|------------------|
| 1 | Mother boards for Servers | 5 |
| 2 | Hard Disk Drives – SAS for Servers | 5 |
| 3 | Hard Disk Drives – SCSI for Servers | 5 |
| 4 | Hard Disk Drives – IDE for Desktops | 5 |
| 5 | SAS Controllers | 5 |
| 6 | SCSI Controllers | 5 |
| 7 | NIC with Boot ROM | 5 |
| 8 | SMPS for Servers | 5 |
| 9 | SMPS for Desktops | 5 |
| 10 | Mother boards for PCs/ Nodes | 5 |
| 11 | Laser Printers | 5 |
| 12 | Pass Book Printers | 5 |
| 13 | Drafts Printers | 5 |
| 14 | CD/DVD Writers | 5 |
| 15 | LCD Monitors and VGA Cards | 5 |
| 16 | Print Heads for IOI Printers/DMPs | 5 |
| 17 | 24 Port Data Switches | 5 |
| 18 | RAM for Servers and Nodes each | 5 |
| 19 | Keyboards & Mouse each | 10 |

Vendor's Response (Technical Bid)

(Invariably respond to all the following parameters / aspects. Do not delete or add any parameter from/to this list. However, you may attach a separate sheet to record your comments, if any)

| S.No | Parameter | Your response |
|------|---|---------------|
| 1 | Whether agreeable to all the terms and conditions expressed by the Bank | Yes/No |
| 2 | Whether agreeable to the payment norms of the Bank; support out of working hours of the Bank / Vendor. | Yes/No |
| 3 | Whether agreeable to maintain required number of spares as per Annexure- A ,per Region and to stock exclusively for the branches / offices of the RO/ HO/IT Cell/Other Offices etc. | Yes/No |
| 4 | Whether having a minimum 2 years experience in this field having one or two reputed companies as their customers. If yes the opinion letters of the customers are enclosed. | Yes/No |
| 5 | Whether agreeable to place two service engineers in the sites (each RO/ HO / IT Cell/Other Offices) specified by the bank & to the penalty clause expressed by bank. | Yes/No |
| 6 | Whether you are ready to match the price of the lowest vendor quoted. | Yes/No |
| 7 | Whether vendor has presence of service outlets at our area of operation for the last 3 years. | Yes/No |

We have read and understood all the terms and conditions stipulated by the Bank in the current set of 'Terms and Conditions' and the subsequent amendments, if any, for coverage of all categories of equipment and do hereby agree to each and every item indicated therein.

Date : ____/____/20____

Place: _____

COMPANY SEAL

AUTHORISED SIGNATORY OF THE COMPANY

ANDHRA PRADESH GRAMEENA VIKAS BANK
Head Office: Warangal

Quotation::Financial

COVERAGE OF HARDWARE UNDER AMC

Financial Quotation

Annexure – B

QUOTATION FOR COVERAGE OF SYSTEMS AND PERIPHERALS UNDER AMC

(Rates quoted are inclusive of all taxes)

| S. No | Item | Quantity | AMC per unit | AMC Value for Total quantity |
|--------------|-------------------------|-----------------|---------------------|-------------------------------------|
| 1 | Servers | 667 | | |
| 2 | PCs/Systems/ clients | 2564 | | |
| 3 | Laser Printer | 191 | | |
| 4 | Dot Matrix Printer | 673 | | |
| 5 | Scanner | 699 | | |
| 6 | Pass Book Printer | 854 | | |
| 7 | DD Printers | 720 | | |
| 8 | Multi-Function Printers | 20 | | |
| 9 | LAN-Networking | 723 | | |
| Total | | | | |

We agree that

- 1) The quantity mentioned above is only indicative and is mentioned for the purpose of calculating the average price to arrive at the lowest quote.
- 2) The actual quantity depends on the hardware in use at the branches under the Regional Office.
- 3) All other terms and conditions as well as technical details as per the current set of Bank's 'Master Documents' hold good.
- 4) In case of error, on our part, in calculation of total amounts, unit-price is taken for arriving at the total value.
- 5) If price of any item is not quoted, the highest unit-price quoted by the other vendors for that item is taken for calculation purpose.

Date : ____/____/20____

Place: _____

COMPANY SEAL

AUTHORISED SIGNATORY COMPANY

ANDHRA PRADESH GRAMEENA VIKAS BANK

Head Office : Warangal

COVERAGE OF HARDWARE UNDER AMC

"MASTER DOCUMENT"

Annexure C

TERMS AND CONDITIONS:

1. The coverage of AMC will be for a **period of three years** commencing from the date of agreement / award of the Contract.
2. The cost of AMC should not be more than 4.5% to 5.5% of the cost of the Hardware. Accordingly the cost of the AMC quoted will be compared with the cost of the available Hardware. The cost quoted will be treated as inclusive of all taxes.
3. The vendor must have at least two year's experience in this area of coverage of AMC and having minimum two valid customers on hand. (Opinion letters are to be enclosed)
4. It has been decided by the Bank to broad-base the coverage of hardware under AMC by giving vendors a certain share and thereby avoiding concentration of orders with only one vendor, who has offered the lowest price in a particular tendering lot. The procedure is applicable in the case of 'reverse auction' also. Accordingly, the Bank reserves the right to split (or distribute or allot) the total number of branches among L1, L2 and L3 vendors (or even L4 vendor or higher, if need be). That is, the right to permit the L2 and L3 vendors (or higher, if need be) to equalize/match all prices, item-wise, with those prices quoted by L1 vendor, so as to split/distribute the orders among three (or more) vendors. The ratio in which such splitting will be done would be decided by the Bank and the Bank reserves the right to change the ratio(s) without the concurrence of the Vendors and would allot branches on such finalized ratios. In case, L2 (or L3) vendor is not prepared to match the L1 prices, then their share may be adjusted amongst L1 and L3 vendors (or L2 vendor as the case may be). Alternatively, L4 or L5 vendors may also be given an opportunity to match the prices of L1. All vendors (including L1,L2 & L3 vendors) are bound by these guidelines. However, such breakup of orders may be assigned on a Regional Office basis, if the Bank so desires, within a city or within neighboring towns. Bank's decision will be final in this regard and no correspondence will be entertained from any vendor.
5. Vendors have to maintain stand by computer equipment at the specified branches/offices of the Regional Office & at Head Office to replace the hardware which was not been repaired within 24 hours.
6. The AMC amount will be paid on a quarterly basis, in arrears, after adjusting penalties if any as per the rates quoted by the L1 (lowest quote) vendor.

7. Sufficient stock of critical sub-assemblies/peripherals like Server hard disks, PC hard disks, Print Heads for DMPs/ Pass Book / DD Printers, Monitors, VGA Cards, Mother boards, SMPSs for server & Desktops, DVD Writers, keyboards, Mouse, belt drives/Gears/ribbon drives etc., should be maintained at the sites which are identified by the Bank.
8. Two Service Engineers are to be placed at the each head quarters town of the Regional Offices, IT CELL & Head Office to serve our branches/offices only and report to and operate from a branch/office in the Region designated by the Bank. Engineers must be provided with cell phones in order to remain accessible to other branches located in the peripheral areas outside office hours. The AMC services should be provided only by their own and qualified engineers and not through franchises.
9. The AMC Company has to make arrangements to the attend hardware problems and also monitor the calls of the respective branches/office Regional office and report to the Senior Manager(Admin) or PO-IT of that particular region daily through mail. The bank reserves the right to require the AMC Company to change the engineer whenever required depending on the nature of service provided or when it is found that the performance of such engineer(s) is not upto the mark.
10. Equipment which is presently under warranty of the original vendor and is in use at the branches/offices in the cluster is also to be maintained by vendor as and when the warranty by the original vendor expires and should attend antivirus& lan network connectivity issues while under warranty by the original vendor as and when required..
11. In addition to maintaining the hardware spares, vendors have to provide support in case of failure or corruption of operating system and see that the systems are virus-free by downloading or arranging for the patches for the anti-virus software and updating the same, Vendors have to do this job using anti-virus software package approved by the Bank, for which the Bank has license to use. This is also applicable for the new hardware purchased by the bank from time to time. No additional charges will be paid by the bank on account of above supports
12. The AMC company has to provide support for joining the nodes into domains and rejoining/installing the printers to the server whenever the necessity arises. This includes new server, new OS and upgradation of server/operating system and loading of Biometric scanner devices. The AMC company also has to address network issues within the LAN. No additional charges will be paid by the bank on account of the above support.
13. A minimum uptime of 99% for key items such as File Serves, Laser Printers, Printers etc. should be maintained. For other items like Work Stations, Personal Computers, Diskless Nodes, Dot Matrix Printers, etc., a minimum uptime of 95% should be maintained. The downtime at a branch/ site will be calculated as the period an item was not working out of the total working time over a full quarter. The amount deductible from the AMC charges

payable quarterly for the down time will be as per the worksheet provided to the vendor for the purpose.

14. The following penalty charges will be levied and deducted from the quarterly payments due to the vendor in case of defaults.

- Non-storage of critical spares at all time – 10% of aggregate AMC amount payable for a RO.
- Non –adherence to downtime norms specified-1% of the AMC amount for each instance payable for a branch.

For calculating downtime, a quarter is taken as 91 days, working hours from Monday to Saturday taken at 7 hours per day, uptime for key items like file servers and printers in 99% and for other hardware items in 95%. Penalty amount is to be rounded off the nearest rupee.

15. Non- Serviceable / non available components and sub-assemblies should be replaced / upgraded at no additional cost to the Bank. All items / spares, except the following, are covered under AMC.

- Hammer modules and sprockets of Dot Matrix printers.
- Print heads, sprockets, ribbon drive gears and knobs of dot matrix / pass book printers.
- Teflon Sheet of Laser Printers

16. Field upgrading, if any, decided by the Bank should be done and supported by the service personnel, parts for which may be sourced by the Bank either from the vendor himself or by the alternative arrangements at Bank's discretion.

17. If any item could not be repaired or restored to satisfactory working condition within 24 hours and needs to be serviced off-site, a standby of similar make / model must be provided at no extra cost to the Bank.

18. The actual quantity of hardware and the AMC amount payable depends on the hardware in use at the branches / offices. The AMC amount will be paid by the Regional Office concerned on a quarterly basis, in arrears, after adjusting for penalty, if any, as per the rates quoted by the L1 (lowest quote) vendor

19. Vendors are required to enter into a formal Annual Maintenance Contract Agreement with us /ROs on the Banks's Standard format.

20. The Bank reserves the right to terminate the AMC with the L1 vendor, at any time if their performance is not satisfactory during any quarter. In such an event, you should ensure restoration of all the spares and computer peripherals taken away for repairs to branches concerned, duly repaired. The bank has right to terminate the AMC with the company for any hardware replacement charges claimed by the AMC company which is covered under AMC without the permission of the IT Cell, APGVB.

21. The Bank reserves the right to a) enter into separate AMC in respect of all types of printers, b) modify the composition of Regional Office and allot the branches to more than one vendor if found unavoidable and c) reject any offer, without assigning any reason, based on responses submitted by the vendors.
22. The technical specifications, usual terms and conditions indicated in our current set of 'Master Document' hold good for submission of offers as well as maintenance of equipment
23. Banks terms & conditions are final and will not accept any changes in them. Tender will be cancelled in case any changes are made in Bank's terms and conditions by the service provider. Bank reserves the right to accept or reject any tender without assigning any reason.
24. "The **rates quoted by the vendors shall be inclusive of all components** for carrying out the AMC as set out in the Terms and conditions including spares to be maintained and the remuneration to be paid to the engineers etc. In case the Bank is of the opinion that the rates quoted by any tenderer is not realistic, the Bank reserves the right to call for a detailed assessment and working chart on the basis of which the rates have been quoted and also reserves the right to disqualify the tender if no such calculation / assessment is furnished or the same is not satisfactory."

GENERAL MANAGER (I)

CALCULATION OF DOWNTIME PENALTY

Assumptions taken into consideration:

A Quarter is taken as 91 days
Working hours from Monday to Saturday taken at 7 hours per day
Uptime for key items like server and printers – 99%
Uptime for other hardware items – 95%
Penalty amount is to be rounded off to the nearest rupee

Example: 1

Suppose if a server is down for 24 hours in a quarter, the computation of penalty for downtime is as under:

AMC amount for file server per quarter (Rs. 5,500/- / 4) Rs. 1,375/-
(Assuming Rs. 5,500/- is the AMC value agreed upon for file server)

Total number of working hours in a quarter

| | |
|--|---------|
| Monday to Friday - 65 days @ 7 hours per day | 455 hrs |
| On Saturdays - 7 days @ 7 hours per day | 49 hrs |
| Total working hours in a quarter | 504 hrs |
| Normal expected uptime (504 x 99%) | 499 hrs |

Penalty to be levied for the down time of 24 hours:
(1375 x 24) / 499 = Rs. 66/-

Net AMC amount payable for server = Rs. 1,375/- - Rs. 66/- = Rs.1,309/-

Example: 2

If a diskless node is down for 36 hours in a quarter, the computation of penalty for the down time is as under:

AMC amount for diskless node per quarter (Rs. 600/- / 4) Rs. 150/-
(Assuming Rs. 600/- is the AMC value agreed upon for diskless node)

| | |
|--|-----------|
| Total number of working hours in a quarter | 504 hrs |
| Normal expected uptime (504 x 95%) | 479 hrs |
| Penalty to be levied for down time of | 36 hours: |
| (150 x 36) / 479 = Rs. 11/- | |

Net AMC amount payable for the node = Rs. 150/- - Rs. 11/- = Rs. 139/-

Likewise, penalty to be levied is calculated for each component of hardware separately and is deducted from the AMC amount payable for that component.

ANNEXURE-D

ANDHRA PRADESH GRAMEENA VIKAS BANK
Head Office : Warangal

REGION WISE HARDWARE PARTICULARS FOR INFORMATION TO THE VENDOR

| Sl No. | Name of the R.O. | No Of Brs. | Servers | PCs/ Clients | Laser Printer | Dot Matrix Printer | Pass book Printers | Scanners | DD Printers | MFPs |
|--------|-------------------------------------|------------|------------|--------------|---------------|--------------------|--------------------|------------|-------------|-----------|
| 1 | SRIKAKULAM* | 71 | 57 | 216 | 6 | 65 | 69 | 65 | 65 | 1 |
| 2 | VIZIANGARAM* | 66 | 61 | 202 | 0 | 54 | 68 | 65 | 66 | 0 |
| 3 | VISAKHAPATNAM* | 76 | 39 | 136 | 3 | 46 | 56 | 57 | 57 | 0 |
| 4 | PARVATHIPURAM | 58 | 50 | 167 | 0 | 57 | 57 | 57 | 57 | 0 |
| 5 | KHAMMAM* | 69 | 66 | 229 | 32 | 61 | 64 | 63 | 69 | 1 |
| 6 | BHADRACHALAM* | 66 | 67 | 215 | 27 | 57 | 90 | 61 | 66 | 0 |
| 7 | NALGONDA* | 80 | 75 | 282 | 23 | 78 | 109 | 78 | 78 | 1 |
| 8 | WARANGAL* | 72 | 65 | 262 | 12 | 67 | 81 | 68 | 70 | 0 |
| 9 | MAHABUBNAGR* | 73 | 69 | 291 | 14 | 50 | 77 | 69 | 68 | 2 |
| 10 | SANGAREDDY* | 69 | 59 | 266 | 36 | 69 | 90 | 59 | 64 | 5 |
| 11 | ASHOKNAGAR* | 66 | 56 | 278 | 29 | 69 | 93 | 57 | 60 | 7 |
| 12 | ITCELL/FIC/LCPC /RASMALC | 4 | 3 | 20 | 9 | 0 | 0 | 0 | 0 | 3 |
| | TOTAL | 770 | 667 | 2564 | 191 | 673 | 854 | 699 | 720 | 20 |

* Including Regional Office

Note: The quantity mentioned above is only indicative and is mentioned for the purpose of calculating the average price to arrive at the lowest quote.

The actual quantities may either be less or more.