

TENDER NOTICE**3-YEARS COMPREHENSIVE AMC – COMPUTER HARDWARE & PERIPHERALS**

Tenders are invited for **EMPANELMENT** of vendors for **Comprehensive AMC**:

- 1. Computer Hardware & Peripherals**
- 2. Local Area Network Maintenance**

Terms & Conditions:

1. Please submit your competitive quotations for the items mentioned in the RFP.
2. The details are enumerated in separate sheets
 - **Annexure – A** – Spares & Parameters – Technical Bid
 - **Annexure – B** – Master Document – Terms & Conditions
 - **Annexure – C** – Scope of Work -Region wise Hard Ware & LAN particulars
 - **Annexure – D** – Coverage of Hardware under AMC – **Financial Bid**
3. Taxes will be deducted at the applicable rates.
4. Tenders are to be dropped in **"TENDER BOX"** at Head Office, Warangal, and will be accepted till **12.30 PM on 06/06/2018** and will be **opened at 1.00 PM** the same day.
5. **TENDER BOX** is available at a conspicuous place on **Fourth Floor**, at our Head Office, Hanmakonda, Warangal.
6. Your **TENDER** cover should be suitably superscribed as:
 - Outer cover **"Tender for AMC for Computer Hardware & Peripherals and LAN Maintenance"**
 - **First Inner cover "EMD"**
 - Second Inner cover **"Technical Bid"**
 - Third Inner cover **"Commercial / Financial Bid"**
7. **EMD for Rs.1,00,000/-** in the form of Demand Draft should be obtained favouring, **"Chairman, Andhra Pradesh Grameena Vikas Bank, Head Office, Warangal"**
8. The vendor on award of contract will have **to deposit an amount of 10% of cost of Annual AMC or submit Bank guarantee of equal amount** from nationalized bank with validity up to AMC period.
9. Any Tender without **EMD** will be summarily rejected.
10. The Tender cover should be addressed to:

The General Manager-I
ANDHRA PRADESH GRAMEENA VIKAS BANK
HEAD OFFICE: WARANGAL
2-5-8/1, RAMNAGAR, HANAMKONDA, WARANGAL – 506 001
11. Tender should reach on or before **12.30 PM on 06/06/2018**

Read the Terms & conditions carefully in RFP before filling & submission of the Tender.

FORM - I

(Ref: Tender Notice No.APGVB/P&D/@/2018-19

dated ____/05/2018

COMPREHENSIVE AMC – COMPUTER HARDWARE & PRINTERS**ELIGIBILITY CRITERIA**

The following eligibility laid down by the Bank needs to be ensured / fulfilled by the applicants / vendors /suppliers before submitting their applications duly filled in.

- The Bidder should have necessary registrations from GOI / Govt. of AP or TG.
- The Bidder Should have at least 3 Years' experience of undertaking Annual Maintenance Contract in PSU Banks / Financial Institutions handling over 1000 Computer/Peripherals. 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 establish Service Centres in the area of bank operations. They should provide Addresses of Service Centres along with the names of Service Engineers per Regional Office and their Mobile Nos.
- The Vendor will have to provide 2 qualified Service support engineers at each Regional office level along with their qualification who are on their role. Proof of appointment and residential address for verification stating their eligibility is to be submitted. Minimum wages to be paid to the engineers as per Minimum Wages Act.
- Vendor should have minimum turnover of Rs.50 Lakhs for last 3 Financial Years.
- 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.

Last date for receipt of applications at Head Office, Warangal is: **06/06/2018**

General Manager (I)

FORM - II

(Ref: Tender Notice No.APGVB/P&D/1/2018-19

Date: ____/05/2018

PRE-QUALIFICATION FOR EMPANELMENT OF VENDORS

COMPREHENSIVE AMC – COMPUTER HARDWARE AND PRINTERS

(Please see RFP for Eligibility Criteria/terms & conditions and apply only if eligible)

PLEASE FILL UP ALL THE COLUMNS LEGIBLY

S. No	Specifications	Particulars
1	Name of the Unit/Firm with full address with Telephone / Mobile/ FAX.Nos/Email Address etc.,	
	Administrative Office :	Email: Mobile:
	Factory Address:	
	Whether ISO certified / IBA/RBI/SBI/approved Unit (if so, enclose copy of relative certificate issued)	
2	CONSTITUTION (Enclose evidence like Certificate of Commencement of Business / memorandum of Articles of Association/ Partnership Deed Etc)	a) Proprietary /Partnership /Private/ Limited/ Public Ltd. Company/Co-op Society (Delete inapplicable)
		b) SSI Registration No./Trade License No.(Enclose Copy of Certificate) Date valid up to : ____ / ____ / ____
3	Year of Establishment/ Experience in line of activity: (Please see Annexure-I) Eligibility criteria for category wise minimum length if experience required)	Year of establishment : _____ Experience in years of the Proprietor / partner / Director of the unit : _____ years

4	Name of the Proprietor/ Mg.Partner/Mg. Director etc	
5	Name and addresses of the Bankers / Phone Numbers	BANK: BRANCH: A/c No: IFS Code:
6	Whether registered for GST purposes (Mention No. & Date and furnish copies)	
7	Whether an Assesse of Income Tax (Enclose copies of IT Return for the last 3 years with all enclosures)	PAN No: _____ GST No: _____
8	Annual Turnover for the last 3 years (See Annexure – I) category wise eligibility criteria) (Balance Sheets to be enclosed)	Rs. in lakhs Year 2015-16 Rs. _____ Year 2016-17 Rs. _____ Year 2017-18 Rs. _____
9	Names of Institutions/ Govt, Agencies / Banks, reputed companies etc., to whom your unit is executing works and maintained there against the turnover in the last year	You may submit EMPANELMENT LETTER / AMC AGREEMENT
10	Were you removed / blacklisted at any time in any Bank / Govt. organization? If yes mention details	YES / NO _____

COMPLIANCE STATEMENT

Declaration :

We hereby undertake and agree by all the terms and conditions stipulated by the Bank in the **RFP/Tender Document (and Annexures)**, and those specified in the Bank's website, www.apgybank.in under the head – Procurement News.

PLACE : _____

DATE : ____/____/2018

Stamp/Seal

Signature
Designation

REQUEST FOR PROPOSAL(RFP)**DATE : 18-05-2018****TO WHOM SO EVER IT MAY CONCERN****3- YEAR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
FOR
COMPUTER HARDWARE AND PERIPHERAL AND LAN MAINTENANCE****LAST DATE OF RECEIPT 06-06-2018 UPTO 12.30PM****TENDER OPENING ON 06-06-2018 AT 01.00 PM****For Three Years from the date of agreement**

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 768 branches as of now and are operating in eleven regions viz. Ashoknagar, Bhadrachalam, Khammam, Mahabubnagar, Nalgonda, Parvathipuram, Sangareddy, Srikakulam, Vizianagaram, Visakhapatnam, and Warangal in the States of Telangana and Andhra Pradesh All the **768** branches have been functioning in a computerized environment on CBS platform.

2. As the warranty period for most of the hardware items like Hardware Servers, Computers, Pass Book Printers, Laser Printers, D Printers, Dot Matrix Printers, All In One Printers, Scanners, etc., supplied to 768 branches, 11 Regional Offices, Head Office, IT Cell, LCPC, SLC & RASMECC has expired, it is decided to cover them under AMC. The AMC will be for maintenance of computer hardware available with the branch/office in good condition. With this back ground, now our bank has decided to call for tenders for covering computer hardware under AMC and to identify the L1 vendor. The bank advises you to quote the competitive rates unit-wise price inclusive of all taxes for maintenance of computer hardware & LAN. Based on these unit-prices, the AMC rate would be arrived at (the cumulative total **TCO-Total Cost of Ownership**) of each vendor will be taken to arrive at the L1) and the vendors who have quoted the lowest would be ranked in the order L1 (the lowest bidder), L2, L3 etc. The orders will be distributed to the L1 vendor and other Vendors (i.e. L2, L3 only) 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. If L2 or L3 doesn't give the Matching letter the next higher bidder will be considered (i.e, L4, L5 etc.). 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 offer/quote on the annexures provided for the purpose and offers made otherwise are not accepted.

FORM – I – Eligibility Criteria

FORM – II – Pre-Qualification

Annexure A – Technical Bid;

Annexure B - Terms & conditions;

Annexure C – Region wise Hardware particulars for information to the vendor.

Annexure D – Financial Bid

Your offer should reach us on or before – (06/06/2018 Up to 12.30 PM)

Tenders will be opened on – (06/06/2018 at 01.00 PM)

And your offer shall be valid till **3 Years from the Date of Agreement**

4. Please note that you have to participate in tender & submit AMC quote for all the 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. The representative attending the tender opening should be authorised to answer and decide on any queries raised during verification of Technical Bid / Financial Bid

6. 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, after completion of that particular quarter and after adjusting penalty, if any.

7. 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.

8. You are required to submit an '**Earnest Money Deposit**' of **Rs.1,00,000/-** in the form of Demand Draft or Banker's cheque from any nationalized Bank or from **APGVB Bank** favouring '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.**

9. The vendor on award of contract will have **to deposit an amount of 10% of cost of AMC or submit Bank guarantee of equal amount from nationalized bank** with validity up to AMC period.

10. 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 Bidder Should be in the similar line of business of maintenance,

Servicing, commissioning of Hardware like Servers, Computers, Pass Book Printers, Laser Printers, DD Printers, Dot Matrix Printers, All In One Printers, Scanners, Networking etc., at least for a continuous period of three years. The bidder should have expertise in executing AMC in PSU Banks / Financial Institutions handling over 1000 Computer/Peripherals at least for continuous period of three years. They should submit necessary approvals / AMC contract 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 establish Service Centers in the area of bank operations. They should provide Addresses of Service Centers along with the names of 2 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, before the closure of tender and may postpone for any additions or deletions or it may require for any clarifications from the vendors in the pre-bid meeting. The tender validity will be **three years** from the date of awarding the tender. The technical bid should contain all the following enclosures.

Documents to be enclosed to technical bid.

- a) Authorization letter to the representative attending the tender opening
- b) DD for EMD amount Rs.1,00,000.00 (in a separate cover)
- c) Tender document set duly signed on all pages accepting the conditions – **Form – I & II, Annexures – A, B C & D**
- d) Certificate of Registration copy.
- e) Experience document/copy of supply orders of over three years.
- f) 3 Years' experience of undertaking Annual Maintenance Contract in PSU Banks / Financial Institutions handling over **1000 Computer/Peripherals**.
- g) Latest Income Tax Returns of last 3 Years with minimum turnover of Rs.50 Lakhs for last 3 Financial Years.
- h) Bio-data along with Firm Address, list of Service Centers– ANNEXURE-II.
- i) Existing AMC vendor should produce/enclose the "Satisfactory Certificate" from Regional Offices
- j) Self-declaration for Non-Blacklisting on their Letter Head

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

10. Tenders are to be submitted in **three separate sealed covers**, one for non-financial (Technical) bid, the other for financial (non-technical) bid and the last for Demand Draft pertaining to the Earnest Money Deposit. Those 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 to open or not to open the financial bid of



ANDHRA PRADESH GRAMEENA VIKAS BANK

Head office :: Warangal

any vendor basing on their acceptance/rejection into non-financial bid and past performance.

11. The bank shall accept the tenders from the existing AMC vendors, provided feedback from the Regional Offices earlier awarded to them is satisfactory.

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 quotations/tender shall be dropped in the tender box provided at the Department of Planning & Development, Head Office, Andhra Pradesh Grameena Vikas Bank, Warangal in person or may be sent by registered post/courier.

Address for Correspondence:

Chief Manager (Plg &Dev)

Andhra Pradesh Grameena Vikas Bank,

2-5-8/1, Ramnagar, Hanumakonda, Warangal Dist,

Telangana – 506001

E-Mail: cmpd@apgVBbank.in

Contact Person: for any Queries in the tender document

1. Pradeep Varma -7382297158

2. Shiva Kumar- 9440903967

Yours faithfully,

GENERAL MANAGER (I)

Encl: As above

Annexure A.

Quotation: Non – Financial

Spares to be held per Regional Office

S.No	Item	Number
1	2 UPSs	3
2	Control Cards	10
3	Fuses	10
4	SMPS charger	10
5	Display Board	10
6	Filter board	10
7	Charger card	10
8	Mother Board	5

We accept to maintain above mentioned UPSs/ Spares at Regional Offices concerned.

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 3 years' experience in this field having one or two reputed companies as their customers. If yes, the opinion letters of the customers are to be 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.

COMPANY SEAL

AUTHORISED SIGNATORY OF THE COMPANY

COVERAGE OF HARDWARE UNDER AMC
"MASTER DOCUMENT"**Annexure B****TERMS AND CONDITIONS:**

1. The coverage of AMC shall be for a period of 3 years commencing from the date of awarding the tender.
2. The cost quoted shall be treated as inclusive of all taxes.
3. The vendor must have at least three years' experience in this area of coverage of AMC in in PSU Banks / Financial Institutions handling over 1000 Computer/Peripherals 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 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. Vendor should have service centers in the area of operation of the bank. Vendor should establish service center in the regions awarded/allocated to them within three months from the date of awarding the contract.

9. Preventive maintenance is to be carried out at least once in a quarter and it is pre-requisite for payment of AMC charges apart from attending to the usual trouble shooting calls. All the Systems, Printers, Server & LAN Wall Rack should be cleaned with blower during this activity once in a quarter.
10. Two Service Engineers are to be placed at the each headquarters town of the Regional Offices 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.
11. The AMC Company has to make arrangements to 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 up to the mark. All the calls should be logged/recorded by the AMC vendor
12. 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 vendor as and when required.
13. 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
14. The AMC vendor has to provide support for joining the nodes into domains and re-joining/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 vendor also has to address network issues within the LAN. No additional charges will be paid by the bank on account of the above support.
15. A minimum uptime of 99% for key items such as Servers, Client Computers, LAN etc. should be maintained. For other items Printers and Scanners 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.
16. 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 – Penalty would be deducted for the specific hardware item on for the specific hardware items for the number of hours the item was down.

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 servers, client systems and LAN in 98% and for other hardware items in 95%. Penalty amount is to be rounded off the nearest rupee.

17. Non-Serviceable components and sub-assemblies should be replaced / upgraded at no additional cost to the Bank. All items / spares including plastic parts, except the following parts, are covered under AMC. The cost of the following parts only would be borne by the bank
 - Hammer Modules and Sprockets of Dot Matrix Printers.
 - Printer heads, Ribbon drive gears and knobs of DMP/Pass Book Printers.
 - Teflon Sheet of Laser Printers
 - Ribbons/Ink/Powder of Printers.
18. 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.
19. 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.
20. 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
21. Vendors are required to enter into a formal Annual Maintenance Contract Agreement with us /ROs on the Banks's Standard format.
22. The Bank reserves the right to terminate the AMC with the company, 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.
23. The Bank reserves the right to :
 - a) Modify the composition of Regional Office and allot the branches to more than one vendor if found unavoidable.
 - b) Assign any Regional Office(s) at any point of time during the period of AMC. The vendor should be in a position to render their services across the whole geographic area of the Bank.
 - c) Reject any offer made by the vendor in respect of ROs allotment, without assigning any reason.

24. Once the vendor is empaneled and the AMC agreement is executed, the either parties has to serve minimum 3 months' notice period to take exit from the agreement with proper reason.
25. 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
26. Banks terms & conditions are final and will not accept any changes in them. Contract will be cancelled in case any violations 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.
27. Any other work entrusted by the bank, the vendor should support and carry out
28. "The rates quoted by shall be inclusive of all the 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."
- 29. Any deviation from the above terms & conditions or the agreement clauses would lead to forfeiture of the EMD/Performance Guarantee and black-listing of the firm from participating in any future tenders / RFPs.**

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. 2,000/- / 4) Rs. 500/-

(Assuming Rs. 2,000/- 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 98%) 494 hrs

Penalty to be levied for the down time of 24 hours:

$(500 \times 24) / 494 = \text{Rs. } 24/-$

Net AMC amount payable for server = Rs. 500/- - Rs. 24/- = Rs.476/-

Example: 2

If a Printer 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. 800/- / 4) Rs. 200/-

(Assuming Rs. 800/- 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:

$(200 \times 36) / 479 = \text{Rs. } 15/-$

Net AMC amount payable for the node = Rs. 200/- - Rs. 15/- = Rs. 185/-

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

**ANDHRA PRADESH GRAMEENA VIKAS BANK**

Head office :: Warangal

ANNEXURE-C**ANDHRA PRADESH GRAMEENA VIKAS BANK****Head Office: Warangal****REGION WISE HARDWARE PARTICULARS FOR INFORMATION TO THE VENDOR**

SI No	Name of the R.O.	No of Branches	SERV ER	DESKTOP	Dot Matrix Printer	Pass Book Printer	DD Printer	SCANNER	Laser Printer	ALL IN ONE PC	MFP	Network
1	SRIKAKULAM*	71	60	220	59	73	70	61	76		2	71
2	VIZIANGARAM*	68	56	203	50	65	58	50	22		1	68
3	VISAKHAPATNAM*	77	56	172	43	61	62	62	2		3	77
4	PARVATHIPURAM*	58	52	166	42	48	54	50	22	3	2	58
5	KHAMMAM*	73	70	230	59	65	69	63	31		1	73
6	BHADRACHALAM*	65	63	202	53	85	62	58	27		1	65
7	NALGONDA*	80	76	295	77	109	77	79	30		1	80
8	WARANGAL*@	76	56	203	51	66	57	51	22		1	76
9	MAHABUBNAGR*	74	70	263	55	63	70	69	7		1	74
10	SANGAREDDY*	72	70	269	70	94	64	53	39	24	4	72
11	ASHOKNAGAR*#	67	65	308	64	89	59	69	34		7	67
	TOTAL	781	694	2531	623	818	702	665	312	27	24	781

* Including Regional Office

Including ITCELL, LCPC

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

COVERAGE OF HARDWARE UNDER AMC**Financial Quotation - TOTAL COST OF OWNERSHIP (TCO)****QUOTATION FOR COVERAGE OF COMPUTER HARDWARE & PERIPHERALS
UNDER COMPREHENSIVE AMC****(Rates quoted are inclusive of all taxes)**

S. No	Item	Quantity	AMC per unit (In Rs)	AMC Value for Total quantity
1	Server	694		
2	Desktop	2531		
3	Dot matrix printer	623		
4	Passbook printer	818		
5	DD Printer	702		
6	Scanner	665		
7	Laser printer	312		
8	All in one PC	27		
9	MFP	24		
10	Network	781		
	TOTAL			

Note: Amount quoted should be inclusive of taxes.

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) I understand that if price of any item is not quoted by me, the highest unit-price quoted by the other vendors for that item shall be taken for calculation purpose.

COMPANY SEAL**AUTHORISED SIGNATORY COMPANY**