



The Burdwan Central Co-operative Bank Ltd.

Regd. Head Office :: G.T. Road, Burdwan, 713101 (West Bengal)

Ref No. :: Con 1307/2009-10

Date :: 03/02/2010

Tender notice inviting sealed quotations on Annual Hardware Maintenance for Computer systems including Network (LAN), power cabling and quarterly preventive maintenance of all machines for all branch offices including Branch Automation and Head Office .

Sealed quotations are invited from experienced vendors for quoting rates of Annual Hardware Maintenance of Computer Machines including Network (LAN) and its cabling for all 38 (Thirty Eight) branches (of which 12 (Twelve) branches are under automation) and Head Office of our Bank. A detail of computers, printers and other computer related hardware at the head office and branches has been attached along with.

The contract will be as per the following terms and conditions :

1. The vendors must have to provide Comprehensive Maintenance Services to all the equipment as per the list enclosed. This would include repair / replacement on defective parts. The cost of replacement of defective parts, if any, shall be borne by you.
2. The movement of any equipment, if required, would be arranged by the Vendor and necessary operations to facilitate such transportation and further assembling for reinstallation will be done by the vendor.
3. The vendor should have to assure prompt services **within 4 (four) hours for automation branches and Head Office and within 24 (Twenty four) hours "On Call"** from other branch office of the bank.
4. That you have to provide on call service from Monday to Saturday excluding public holidays under N.I Act of Govt. of West Bengal from 9 a.m. to 6 p.m. for the day branches and in case of evening branches as per its working hours.

However for emergency you will have to provide services on Sunday and Public Holidays and beyond the stipulated time as mentioned above also.

5. The selected vendor must have to provide the bank with at least two service engineers (degree or diploma holder) with relevant work experience of at least 3 to 4 years as an onsite support executive. The service engineer should have knowledge of Unix, Linux, Windows operating system and networking. Substitute arrangement to be provided by the vendor at the time of leave of any service engineer.

6. The bank shall provide the authorized representatives of the vendor with required permission to use its premises, computers and computer related material.
7. The vendor should have required credentials and experience in the requisite field; photocopies of which is to be enclosed along with the offer letter.
8. The vendor has to specifically mention if the non-metallic spare parts of the Computer and computer related hardware, if required, will be replaced and the related cost be borne by them.
9. The vendor has to specifically mention if the Dot Matrix Printer Head (including Pass Book Printer), if required, will be replaced and the related cost be borne by them.
10. The automated branches of the bank singularly and the Main branch along with the Head Office is under Local Area Network. All hardware support related to such network is to be provided by the vendor.
11. That the vendor will have to stock sufficient number of spares at bank's head office for immediate service, under the care of your service engineer.
12. That your engineer shall carry out preventive maintenance of our branches and head office once in three months under intimation to the computer project in charge at Head Office and concerned Branch Manager. The time schedule of preventive maintenance be fixed in consultation with the respective branch manager and computer project in-charge at head office.
13. The AMC rates of Computers, Printers and all other related material must be quoted separately in detail.
14. In case of failure to provide effective service by the vendor, the repairing job may be completed by any other competent agency and the cost in this regard is to be borne by the vendor.

Schedule of selection of AMC vendor:

- a. Last date of submission of Tender Papers – 17/02/2010
- b. Date of opening of Tender – 22/02/2010
- c. Date of display of the names of three short-listed vendors on the notice board of the bank's head office – 24/02/2010
- d. Date of negotiation with the short-listed vendors – 25/02/2010

The selection of vendors will be exclusively done by the bank. Competitive rates and services rendered in the greater field, certifications obtained by the vendor along with the price will be the deciding factor for selection of vendor. Price will not be the sole criteria for selection of vendor. Selected vendor/s may be called for an interview.

The Bank may terminate the Annual Maintenance Contract with the selected vendor at any time by giving 3 (three) months notice or 3 (three) months pay and the vendor may terminate the contract by giving 3 (three) months notice only.

The vendor will have to **supervise** the Computer machinery installed after this AMC the warranty of which will lie with the supplier of the machinery.

The Bank reserves the right to cancel any or all of the vendors at any time without assigning any reason thereof.

Enclosed :: As stated.

**(Pankaj Kumar Biswas)
Chief Executive Officer.**

NOTE:

Please contact the head office of the bank for Hardware details.

Phone No. : 0342 2662175, 0342 2663162