



Ph: (06622) – 272022 ; 275050; 275022;

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E-mail:- sundargarhdccb@gmail.com

The Sundargarh District Central Co-operative Bank Ltd.,

SUNDARGARH – 770 001

Regd. No. 90/ SG / Dt.1.6.1955

Ref No: 3322

Date: 10/10/2024

TENDER CALL NOTICE

Sealed tenders in plain paper/letter pad are invited from the service registered Firms/Service Agencies having valid GSTIN for Annual Maintenance Contract (AMC) of Computers/Laptops, Printers & Scanners of this Bank. The bidders shall have to furnish their offer/price towards cost of AMC as mentioned in the financial bid after going through the terms and conditions of the tender documents. The Service Taxes as applicable should be indicated on the total offer price including service charges. The bidder may obtain the details of Computers/Laptops, Printers & Scanners with specification from the website of The Sundargarh District Central Cooperative Bank Ltd., i.e. www.sdccbsng.com

Tender should reach the undersigned on or before 21.10.2024 by 2.00 PM at the latest and the tenders shall be opened on the same day at 03.00 PM in the presence of bidders or their authorized representatives. The selection shall be made on least cost methodology.

Tenders received in incomplete shape or after the schedule date and time shall be summarily rejected. The Bank reserves the right to reject any or all tenders without assigning any reason thereof.

Tenders shall remain valid for a period of one year from the date of acceptance or would be decided by the competent authority.

Memo: 3323 (18)

Date: 10/10/2024


Chief Executive Officer

01. Copy to Notice Board of the Bank.
02. Copy to website of the Bank for wide publication.


Chief Executive Officer



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TENDER DOCUMENT

Annual Maintenance Contract for Computers/Laptops, Printers & Scanners installed in the Sundargarh District Central Cooperative Bank Ltd., Head Office & its 16 nos. of Branches by reputed Firms.

Date of issue of Tender Document	10.10.2024
Last Date & Time of submission of Tender Document	Up to 02.00 PM on 21.10.2024
Date & Time for opening of Tender Document	
Technical Bids	03.00 PM on 21.10.2024
Financial Bids of eligible Tenderers	04.00 PM on 21.10.2024

CONTENTS OF TENDER DOCUMENT

Sl. No.	Description of Contents	
1	Tender Call Notice	
2	Eligibility Criteria /Scope of work and General Instructions/Terms and conditions to the Tenderers	ANNEXURE-I
3	Proforma for Technical Bid	ANNEXURE-II
4	Proforma for Financial Bid	ANNEXURE-III
5	Tender Acceptance Letter	ANNEXURE-IV


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ANNEXURE-I

ELIGIBILITY CRITERIA

The firm must be registered with respective authorities like Company of Registrar OR Goods & Service Tax, etc., as per rules. Valid copies of such registration certificates must be submitted. The firm must have to produce copy of Income Tax Return & GST Returns.

- i. The firm should be in existence for over 5 years in the trade with the maintenance business of Computers/Laptops, Printers & Scanners.
- ii. The service rendering office of the firm or its Branches should be located in Odisha State.
- iii. The firm must have to produce last 2 nos. of Annual Maintenance Contract order as received which is above 5 lakhs.
- iv. The firm should not be terminated within its contract period before expiry of the contract.
- v. The firm must be experienced in rendering service in Banking Industry.

SCOPE OF WORKS/SERVICES

The firm should agree to provide the following services under the contract to keep the Computers/Laptops, Printers & Scanners (as at Annexure. III) in good working condition. For this the selected firm has to carry out the following AMC works:-

01. Scheduled preventive maintenance of all the Computers/Laptops, Printers & Scanners must be carried out at least once in a quarter by furnishing a report unit-wise.
02. Immediate service should be provided by service engineers in the Bank as well as H.O. building on all working days.
03. In case of necessity, the firm must be able to provide standby Computers/Laptops, Printers & Scanners in lieu of the Computers/Laptops, Printers & Scanners to be taken up for repair.



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04. Immediate on-call corrective and remedial maintenance to be provided by the firm for making the system functional. This includes replacement of unserviceable parts as well as repair of the non-functional/mal-functional system.
05. The replaced part will either be a new part/parts or equivalent in performance to new part/parts.
06. In a situation where the selected firm suggests for replacing/repairing any defective components/items, necessary decision on this matter is the sole discretion of the Bank.
07. The detailed Computers/Laptops, Printers & Scanners are to be maintained by the selected firm in the firm's computerized database.
08. Any reported fault would be taken up by the service engineers within 24 hours. As far as possible, the repairs would be carried out onsite itself. All the complaints received shall be attended by them in following manner: -
- i. Minor faults (i.e. except in case of major faults) should be repaired immediately.
 - ii. Major faults like PCB, any major electronics part failure, Hardware related issue etc. within 48 hours by replacement method, with the available spares and replacement of spares where required.
 - iii. If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm. No TA/DA shall be admissible for firm for rendering the services during the contract period.
 - iv. Repair and servicing of equipment can be carried out onsite or at the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints in case of major fault.
09. The firms shall also be responsible for deployment of necessary staff for cleaning of all Computers/Laptops, Printers & Scanners using suitable cleaning material and equipment. Each Computers/Laptops, Printers & Scanners



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has to be cleaned once in every quarter. Any damages caused by lightning/rodents (like rat cuts) will not be covered under the scope of the AMC. Consumable items shall not be covered under AMC.

10. The firm must have to deploy minimum one residential Engineer in the Bank during the period of contract for rendering service.

GENERAL INSTRUCTIONS/TERMS AND CONDITIONS

01. The contract shall be initially for a period of **one year** from the date of awarding the contract. However, the contract may be extended for further period of two years (one year on each occasion) on mutual consent/agreement and on same unit price, terms, conditions and if services of the selected firm are found to be satisfactory during the contract period. Renewal should be proposed by either of the interested parties at least one month in advance prior to the expiry to the agreement. The Bank can terminate the contract with the selected firm at any point of time by giving one month advance notice in writing and mentioning the reason thereof.

02. Sub-contracting of AMC is strictly prohibited.

03. The interested firm has to submit the tender papers addressing to the Chief Executive Officer, The Sundargarh District Central Cooperative Bank Ltd., Regent Market, Main Road, Sundargarh-770001 either by Speed post/Regd. Post or by hand.

04. Any pre-bid query on the matter may be submitted over mail sundargarhdccb@gmail.com by dated 18.10.2024 and its necessary reply shall be given to the respective email by dated 18.10.2024 by the Bank positively.

05. No change in AMC cost is allowed during contract period.



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06. The firms shall not be liable for failure to perform any of its obligations under or arising out of this contract, if such failure results from any force majeure, act of God, fire, storm, natural disasters, earthquake, water damage, neglect, improper use, strikes, lightning or electrical disturbances, damage during transportation etc.
07. All entries in the tender form should be legible and filled in clearly. No underwriting/overwriting is allowed. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized person may be submitted.
08. The financial bid of only those tenderers will be opened who qualify in the technical bid
09. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. The successful Tenderer has to provide service in 'The Sundargarh District Central Cooperative Bank Ltd.', Sundargarh.
10. Rates mentioned on the tender if accepted will not be allowed to be enhanced during the contract period.
11. The Bank reserves the right to accept or reject any tender without assigning any reason thereof. Any clarification in the matter may please be obtained from the undersigned.
12. Any blacklisted Firm/Agency shall not be allowed to participate in the tender.
13. Any legal dispute is subject to the Civil Courts of Sundargarh, Odisha only.
14. The interested Bidder has to submit the technical bid and financial bid separately in a single master envelope.



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SERVICE ASSURANCE

Maximum acceptance down time will be one working day excluding the days which the calls is reported and completed and the intervening holidays, if any. However, the maximum delay in all rectifications averaged over one month for all the Computers/Laptops, Printers & Scanners installed in centre should not exceed half working day. The maintenance services under the contract are to be rendered at the different Branches of “The Sundargarh District Central Cooperative Bank Ltd.”, Sundargarh as annexed in Annexure-III.


Chief Executive Officer



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ANNEXURE – II
TECHNICAL BID (On Company Letter Head)

Sl.No.	Description	Documents
1	Name of the Firm / Company / Agency	
2	Complete Address & Telephone No.	
3	Name of the Proprietor / Partners of the Agency / Firm	
4	Copy of Income Tax Return (Last 3 Years) and PAN Number with Proof	To be enclosed
5	Copy of Registration Certificate of GST etc.	To be enclosed
6	Copy of the GST Returns (Last 1 Years)	To be enclosed
7	Service Rendering Experience proof (Last 3 years) including in Banking Industry / Contract Copies	To be enclosed
8	Self Declaration of non-termination of contract before the expiry date / Non-blacklisted in rendering service	To be enclosed

Note: All documentary proofs have to be attached for above items.
I hereby agree to abide by all the terms & conditions of the tender document.

**Name & Signature of the
Authorized Signatory of the Firm
(With Seal of the Agency affixed)
Date:**

ANNEXURE - III(A)					
TO BE FILLED BY COMPANY LETTER HEAD					
Sl.No.	Equipments	Nos.	Unit Price	GST	Total Price
1	Desktop Core i-3 / Core i-5	116			
2	Laser Jet Printer 1020 Plus	31			
3	PassBook Printer - EPSON PLQ - 30	20			
4	Dot Matrix Printer - LQ DSI 5235 / LQ 1150+II	24			
5	Scanner - Canon / HP (Flatbed + Paperfeed)	24			
6	All in Once Printer - HP LJM 1005 MFP	19			
7	HP colour Laser Jet M154A	4			
8	Laptop Core i5 (Acer / HP)	3			
	Grand Total				

Date

Authorized Signature & Seal of the Company

ANNEXURE - III(B)

TO BE FILLED BY COMPANY LETTER HEAD

Sl.No.	Branch Name	Desktop Core i-3 / Core i-5	Laser Jet Printer 1020 Plus	Passbook Printer EPSON PLQ - 30	Dot Matrix Printer - LQ DSI 5235 / LQ 1150 +II	Scanner - Canon / HP (FLATBED & PAPERFEED)	All in One Printer HP LJ M 1005 MFP	HP Color Laserjet M154A	Laptop (Acer / HP)	Branch wise AMC Price including GST
1	SUNDERGARH	7	1	1	1	2	1			
2	BARGAON	5	2	1	2	1	1			
3	MAHILA	5	1	1	1	1	1			
4	F.T.	6	1	2	2	1	1			
5	BUS STAND	5	1	1	1	1	1			
6	BONAIGARH	6	2	2	2	2	1			
7	PURNAPANI	6	1	1	2	2	1			
8	LAHUNIPARA	5	2	1	1	1	1			
9	ROURKELA	8	3	2	2	1	1			
10	RAJGANGPUR	7	2	2	2	2	1			
11	HEMGIR	5	1	1	1	1	1			
12	KOIRA	5	1	1	2	1	1			
13	GURUNDIA	4	1	1	1	1	1			
14	SARGIPALI	5	1	1	2	1	1			
15	SUBDEGA	6	1	1	1	2	1			
16	DARLIPALI	5	1	1	1	1	1			
17	H.O.	26	9			3	3	4	3	
	TOTAL:	116	31	20	24	24	19	4	3	0

AUTHORIZED SIGNATURE & SEAL OF THE COMPANY
DATE



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Annexure – IV

TENDER ACCEPTANCE LETTER

(To be given by the Company Letter Head)

Ref. No:

Date:

To

The Chief Executive Officer

The Sundargarh District Central Cooperative Bank Ltd.,
Sundargarh.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Date:

Sir,

1. I/We have downloaded / obtained the tender document (s) for the above mentioned Tender work from the website.
2. I/We have certified that I / We have read the entire terms & conditions of the tender documents which form part of the contract agreement and I/We shall abide hereby the terms / conditions / clauses contained therein.
3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document (s) / corrigendum (s) entirely / in its totality.
4. In case any provisions of this tender are found violated, then your Department / organization shall without prejudice to any other right or remedy be at liberty to reject this tender / bid.

Yours faithfully,

(Signature of Bidder, with Official Seal)