

RFQ No.: CCBL/03/2022-23

Dated 16.12.2022

Notice Inviting Quotation for 3 (Three) years hardware maintenance

Sealed rate quotation is invited from reputed individuals / organizations to provide IT Infrastructural support to this Bank having credential to execute similar types of works following the scope of works as mentioned below, in Banks or in Financial Institutions for more than three years.

Scope of Works:

1. Onsite hardware support including spares (Both consumable & Non-Consumable) for Desktops, Monitors, Keyboards, Mouse, Printers, Passbook Printers (Approx Desktop quantity- Branded HP 180, Assembled 30 & Laptop 8 nos, Printers- 60 nos, Passbook Printer- 16 nos) by competent and experienced hardware professionals within 48 hours (Preferably by 24 Hours) from lodging complaints.
2. Periodic cleaning and maintenance of desktops with proper device like blower & suction and other related devices to keep the items workable at any condition.
3. Supply and Use of Spares should be Brand specific and vendor shall keep the spares of regular use available to provide support within due time.
4. Vendor should maintain a stock register before start of his / her work. Periodic check up and audit will be done.
5. OS installation may be required during Hardware support which to be provided with no extra cost, if necessary, and during maintenance of Hardware.
6. Bank shall pay cost of consumable spares against submitted bill after due verification.
7. Bank Authority shall levy penalty for damage of units due to use of non-branded/below specification spares, as and when it will be detected.
8. Branded HP PCs are more than 8 years old. Interested vendors shall visit the Bank to check the present health of Hardware before submission of quotation and shall ensure regarding use of the Hardware within support in next three years.
9. Bank Authority shall have liberty to exit from the contract by providing three months' notice due to replacement of serviceable units by new one or for other administrative reasons. Contract charge shall be reduced pro-rata wise in case of partial replacement.
10. Sometime during branch visit it will be needed to install I/O box or may be required to manufacture patch cord. So, the vendor should have the knowledge on basic networking.

Eligibility Criteria:

1. Interested concern/individual should be one reputed and experienced in this field and shall have similar Work Experience with Banks/Financial Institutions for three years. Copy of agreement/Work order should be enclosed.
2. The concern/individual should have PAN, GST Registration.

RFQ No.: CCBL/03/2022-23

Dated 16.12.2022

The concern should have filed ITR in last three years. Copy of ITR of last three years should be enclosed.

3. The Concern should have adequate technical skilled support personnel in their fold to provide onsite support. Disclosures of name of support personnel with Address and Contact Details are to be enclosed.
4. The location of the concern/individual should be within Purba Medinipur or Paschim Medinipur, where the maximum Branches and Head office of the Bank exists.
5. Presence of the representative of the vendor is mandatory at HO, if no call has been lodged.
6. It will be treated as added advantages if the vendor has Office / Branch Office address registered near Head Office of the Bank i.e., at Contai.
7. It will be treated as advantages if the vendor has the instruments to work at chip-level like Hot air gun, DC supply, SMD rework station etc.
8. Successful bidder shall have to keep an amount of Rs **50,000.00 (Rupees Fifty Thousand)** only as Cash Security against the work in form of lien of TD /LIP /FD etc.

Important Dates:

Date of Notice inviting Quotation: 16/12/2022.

Date of Dropping of Quotation: 23/12/2022 up to 2:00 pm.

Date of Opening of Quotation: 23/12/2022 at 3:00 pm.

Queries:

If have any query / understandings then you can write to ho@ccbl.in.

Rates:

Item wise rate including total **cost both in Words and Figures excluding GST should be quoted on yearly basis**. Quoted rates should remain valid for next three years. Pro-rata wise quarterly payment will be done by Bank to successful bidder against their bill based on approved amount. Actual GST amount shall be paid as per bill. TDS shall be deducted as per norms. Successful bidder shall submit proof of GST payment against bill within two months from payment of bill.

Selection: The Bank Authority shall select vendor considering past experience & performance at support locations, credentials submitted, and rates quoted. Decision of the Authority in this respect shall be final and binding on the bidders.