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Ref: PBHO/DIT/161/2018 dt 10.10.2018 (Office note of committee discussion for AMC of Lenovo Computers)

TO,

ALL ELIGIBLE VENDORS

Sub: AMC of Lenovo PCs, AIOs & Laptop Computers of all six region branches, RO's and Head Office.

We request you to submit your best quotes for the AMC of Hardware and Peripherals for Lenovo PCs, AIOs & Laptops as per the details furnished in this document, for use in Branches and Offices of Prathama Bank.

Network of Branches: Prathama Bank has following operational area.

1. Moradabad
2. Thakurdwara
3. Rampur
4. Alipur Chopla
5. Amroha
6. Sambhal

Spread across the districts of Moradabad, Rampur, Amroha and Sambhal of Uttar Pradesh.

Table 1

Description of Desktops, AIOs & Laptops

Sr.	Parameters	Desktop (i3)	Desktop (i5)	Laptop	AIOs
1	RAM	4 GB DDR 3			
2	HDD	500 GB SATA HDD	500 GB SATA HDD	500 GB SATA HDD	500 GB SATA HDD
3	No Of Units	375	214	11	24
4	MAKE	LENOVO	LENOVO	LENOVO	LENOVO
5	YEAR	2015	2015	2015	2015
6	Model no	Lenovo THINK CENTRE E 73	Lenovo THINK CENTRE E 73	Lenovo think pad L 440	THINK CENTRE M 73
7	Processor	Intel Core i5- 4 th gen or higher	Intel Core i5- 4 th gen or higher	Intel Core i5- 4 th gen or higher	INTEL PENTIUM G3220T or more or equivalent processor
8	Mother Board/Chipset	Intel Mother board: Intel higher Series Chipset based mother board with support for Three PCI /Express x16 graphics port.	Intel Mother board: Intel higher Series Chipset based mother board with support for Three PCI /Express x16 graphics port.	Intel Mother board: Intel higher Series Chipset based mother board with support for Three PCI /Express x16 graphics port.	Intel Mother board should have:- a. Intel H61 or equivalent or better b. Minimum 3 PCI /Express slots ATA 3 GB/s ports c. OEM Mother Board is acceptable
10	Operating system	win7/win 10/win server 2003/2008	win7/win 10/win server 2003/2008	win7/win 10	win7/win 10



ELIGIBILITY CRITERIA :- The firms /companies fulfilling the following terms and conditions may submit their quotations in a sealed envelope super-scribed as "Tender for Comprehensive AMC of Lenovo Computer Hardware & Peripherals" addressed to the **General Manager DIT, Prathama Bank, Head Office, Ramganga Vihar Phase –II, MORADABAD, UTTAR PRADESH-244001**

- a) The eligible bidder should have service centers in Moradabad, Uttar Pradesh.
- b) The bidder **MUST** have the experience of maintenance of Min 150 Desktop Computers and devices. Bidders shall enclose experience certificates. Staff/ employee/Directors of the Bank cannot take the part in quotation or their relatives.
- c) The firms / companies should have at least last 2 years experience of Comprehensive Annual Maintenance Contract in for computer hardware.
 - 1) It should have been registered with Sales Tax Department for Work Contract Tax/VAT/GST.
 - 2) Copies of their PAN/ST No., service tax registration certificate should be submitted with the quotation.

2. SUBMISSION OF BID: - Quotation shall be submitted two sealed separate envelopes one containing the Technical Bid and the other containing Financial Bid. Both of them should be put in one big envelope duly sealed and super scribed as "Quotations for Annual Maintenance Contract for Lenovo Computer Hardware and Peripherals at branches /Head office/Regional offices". The sealed quotation duly filled in and complete in all respects shall be addressed to General Manager of Prathama Bank and be delivered, either by Post/Courier/by Hand at the address on or before 2:00 PM of 15 Nov, 2018 at below address:

General Manager, DIT
Prathama Bank
Head Office
Ramganga Vihar –Phase –II
MORADABAD-244001

Vendors de-empanelled during the last one year are not eligible to participate in this quotation bid. Bid documents from the vendors who are de-empanelled from Banks empanelment for the current period will not be accepted for this quotation bid and will not be taken up for evaluation, even if it is sent by Courier/Post etc.

All additional pages in each schedule must be numbered consecutively, and duly signed (with full signature on each page) by the bidder.

Successful bidder must furnish Performance Security in the form of Bank guarantee (other than Prathama bank) that would be 10% of total AMC cost.

3. PERIOD OF CONTRACT: - The initial contract shall be valid for a period of **one (1) year** subject to satisfactory fulfillment of the obligations under the contract. BANK may, at its discretion renew/extend the contract on the same terms and conditions on yearly basis (maximum up-to 1 year). **Bank may add or withdraw any number of items as per Bank's discretion.**

4. HARDWARE MAINTENANCE:-

4.1. The Bidder will assume total responsibility for the fault free operation of hardware, installed OS and maintenance during the contract period and the extended period if any. The service provided will accomplish preventive and breakdown maintenance activities to ensure that all hardware function without defect or interruption.

On lodgment of complaint, service should be provided and rectification of reported problem within eight (8) hours in Semi-Urban/ Rural centre, within four (4) hours in Urban/Metropolitan centers. In case any



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part is found defective & needs to be taken to the Vendor's Premises/lab for repairs, the Vendor should either ensure the required parts is replaced or a **standby equipment** is provided in place of defective equipment within 24 hours or next business day. **Service window & call registration: 9.00A.M. – 6.00P.M.**

- 4.2. Fault Repair And Up Time:** A logbook in physical form as well as in electronic form shall be maintained in which the Service Provider shall record all the complaints related to computers and peripherals and submit a weekly report with all the complaints along with root cause analysis (RCA).
- 4.3. Call Registration Process:** Via web, Phone, e-mail & Whatsapp.
- 4.4. Escalation Matrix:** Bidder should provide at least two point of Contact numbers with Concern Engineer's Name. For that vendor should make a sticker and 5 stickers should be pasted in each branch in easily visible area and each every hardware stickers must be pasted for easily operations.
- 4.5.** Well trained engineers for Hardware/Software (whenever applicable are to be arranged by the vendor). No Pirated /forge /local Hardware/Software should be used while servicing, bank would provide one time all the bank related software to successful bidder. If any pirated software would found running in branches then it would be AMC vendor's responsibility, bank would take serious action on that and no liability on the Bank part.
- 4.6.** The Bidder should depute one dedicated resident service engineer to Bank.
- 4.7.** Assigned engineer contact detail should be provided to Branch Managers through SMS/call after lodging of complain.
- 4.8.** All spare parts shall be genuine/ compatible and shall be procured from authorized dealers or manufacturer. Vendor should submit certificate of same.
- 4.9.** While shifting any hardware / part of hardware out of the Bank's premises for repairs, the vendor will have to arrange for temporary replacement of the respective hardware / part before shifting hardware /part of hardware.
- 5. PAYMENT:** - AMC Charges would not be paid in advance. It would be paid on quarterly basis after reviewing the quality of services and performance of the vendor. Vendor should maintain call Log report* in form of given format at submitted it with the invoice every quarter.

Sr. No	Branch Name	Name of call lodging person from Br.	Serial number of ITEM/Description	Call lodging date and time	Issue/Problem	Issue Resolving Date	Name/ Signature of Branch Head
1							
2							

* may vary while providing purchase order.

- 6. PENALTY:-** Penalty will be levied, if the calls are not resolved within 24 hours or next business day, as given below:

Rs.250/- per equipment per day with the maximum of **10% of monthly billing.**

- If any part of hardware went faulty, replacement will be done on same/next business day. The vendor will have to arrange for temporary replacement of the respective hardware/part, for temporary resolution, **within 24 hours or next business day.**
- If the Hardware/Peripheral is down due to the reasons attribute to the Bank, the vendor has to submit proof



for the same for not levying the penalty.

7. **TERMINATION OF CONTRACT** :- Prathama Bank, without prejudice to any other remedy for breach of contract, by written notice sent to Successful Bidder may terminate the Contract in whole or in part

8. **PART REPLACEMENT** :- Bidder is required to keep with him sufficient stock of spares (original parts) for each item taken under AMC at the beginning of the contract period. In case at any point of time during contract, the vendor is unable to repair any item under contract due to non-availability of parts or item declared obsolete by the OEM, the charges paid by BANK for that particular item, since the beginning of the contract would be deducted from next quarterly payment to the vendor. **In addition, a penalty of 5% of the cost value of item would also be deducted from next quarterly payment.**

9. **RESPONSIBILITIES OF BIDDER** :- The bidder shall be responsible for the following activities, namely:-

9.1. The bidder shall be responsible for taking backup data and programme available on PCs/Laptop/Server before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement. All the existing configurations to the corresponding computer have to be restored back by the bidder. Even in case of hard disc failure or virus infection, the bidder should make all the attempts to recover the data wherever possible.

9.2. The bidder shall have the required drivers (CD/DVD/Hard disc etc) for maintaining the PCs and peripherals for configuring them. Details of items kept for this purpose should be informed to IT Department in writing.

9.3. Quarterly preventive maintenance includes regular cleaning of individual Desktop Computers, Printers, Multifunctional Devices, Scanners, and Laptops including their interworking with other equipments. If quarterly preventive maintenance schedule of equipment is not adhered to, a Penalty of Rs. 100/- for peripherals & Rs. 200/- for each unit may be imposed, at the discretion of the Bank.

9.4. The Vendor will provide insurance cover to its workmen/ resident engineers in the Bank. The workmen/ engineers or their legal heirs shall not claim any insurance benefit from the Bank in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the Bank premises.

9.5. Regular virus cleaning of all Desktop Computers/Servers as per requirement of BANK.

9.6. Shifting and reinstallation of Desktop Computers/Printers, etc., as and when required by BANK.

9.7. On every visit service engineer should ensure that if the computer needs to format, then all the attached hardware would be connected by that engineer after formatting and all the related software like E-KYC, Printer configuration and Biometric login Setup should be reinstalled and check it's work properly. All assigned service engineers would be trained by us at head office or regional offices for installation of E-KYC and Biometric Login setup in all the branches.

10. **COMPREHENSIVE AMC** :- No Item would be repaired on chargeable basis during AMC period. There would be Comprehensive AMC of all hardware like Desktops/AIO/LAPTOP except burnt case.

Yours faithfully,

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General Manager- IT

