



PASCHIM BANGA GRAMIN BANK

Department of Information Technology
Head Office
HOWRAH

Tender Document

CENTRALIZED ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE & PERIPHERALS INSTALLED IN BRANCHES AND ADMINISTRATIVE OFFICES INCLUDING REGIONAL OFFICES OF PASCHIM BANGA GRAMIN BANK FOR the PERIOD OF 2019-2022

Tender No: PBGB/HO/DIT/ 02 /2018-2019

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of Paschim Banga Gramin Bank and will not be returned. The Bank reserves the right to amend, rescind, cancel or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

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Place:-Howrah
Date:-8th March, 2019

TABLE OF CONTENTS

SECTION	TITLE
	A
1.	General
2.	Tender Document
3.	Details of Bid
4.	Bidding Procedure
5.	Eligibility / Qualification Criteria
6.	Period of Validity Of Bid
7.	Submission Of Bids/ Opening Of Bids/Submission of query
8.	Clarification of Bids
9.	Evaluation Of Bids
10.	Purchaser's Right to Accept or Reject Any or All Bids
11.	Prices
12.	Termination by Default
13.	Resolution of Disputes
14.	Applicable Law
15.	Notices
16.	Taxes and Duties
17.	Terms and Conditions
18.	Payment
19.	Notices
	B – Scope of Work & Technical Specification Of IT Items
1.	Scope of work
2.	Technical Specification & Quantity Of Hardware Items under AMC
3.	Downtime will not be considered under the following Conditions
4.	The Following Services are not included in the maintenance Service
5.	Service Warrantee
6.	Check List
7.	Format for Submitting Financial Bid

“NOTICE INVITING TENDER”

Paschim Banga Gramin Bank, invites sealed quotations, in two separately sealed bids, one technical and second commercial, for AMC of Desktop Computers, laptops, UPSs, Printers, Equipment with other IT items. The period for the tender is for three year **subject to annual renewal at the discretion of the Bank.**

TERMS AND CONDITIONS:

A. General.

1. Paschim Banga Gramin Bank , invites sealed bids under Two Bid System (Technical and Commercial Bid) from system integrators for managing and providing support for AMC of Desktop Computers, Pass Book Printers UPSs, Laser Printers, Servers etc. and other peripherals Hardware, Software other networking equipment.
2. Tender Document can be downloaded from the website (www.pbgbank.com)
3. **Details of Bid: -**
 - a) Bid Reference : Tender No: PBGB/HO/DIT/ 01 /2019-2020
Last date and time of receipt of
 - b) **Financial bid** : 28th March. **2019**, by 15: 00 hrs.
 - c) Date and time for Opening of technical Bid : **28th March. 2019**, at 15:30 hrs
 - d) Date and time for Opening of Financial Bid : **29th March,2019 at** 15.30hrs
:
:
Paschim Banga Gramin Bank
Natabar Pal Road, Chatterjee Para
More, Tikiapara, Howrah -711 101
 - e) Place of receiving the bid / communication
 - f) Cost of Tender Documents : Rs. 3000/- (Rupees Three Thousand only)
(DD/ Bankers Cheque)(Non-Refundable)
 - g) EMD : Rs.30, 000/--(Rupees Thirty Thousand Only)
(DD/ Bankers Cheque)(Refundable)
 - h) Bank Guarantee : 10 % of the AMC contract
(After awarding Contract)
 - i) Type of Bid : Two Bid System.

- a) Bids are invited in two Bid systems, (1) **Technical** and (2) **Commercial**. Which shall be sealed separately and enclosed in a single sealed envelope.
- b) Sealed Bids shall be received not later than **15:00** hrs on: **28th March, 2019**, **No Bids will be accepted after this date & time under any circumstances**. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bids **must** contain the EMD & tender fee for specified amount, along with complete technical details as desired by this tender. First, Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected. Requirement of EMD is exempted from those bidders like State/Central PSUs; Government of India Societies (established under relevant Act) and those registered with NSIC, DGS&D.
- d) Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue.
- e) All the bids must be accompanied by a **Tender Fee of Rs. 3000/-**(Three Thousand only) in a form of a Bank draft/Banker's Cheque only issued by any commercial Bank in favour of Paschim Banga Gramin Bank.
- f) All the bids must be accompanied by a bid security (EMD) of the amount of **Rs.30, 000/-** (Rupees Thirty Thousand Only) in a form of a Bank draft/ Banker's Cheque only issued by any commercial Bank in favour of Paschim Banga Gramin Bank payable at Kolkata.
- g) All bids must be delivered to the head office of Paschim Banga Gramin Bank, Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711101.
- h) All relevant rules and regulation of Government of India will be final and applicable & binding on all bidders.

5. Eligibility/Qualification Criteria:

- a) The tenderer should have full-fledged office and their own service centre set up in the **districts** (Howrah, Hooghly, Burdwan, **Birbhum**) where Bank is operational and they should have Complete tools for support/repair of computers and peripherals and experience of at least Three years in maintenance of at least one Govt. organisation / **Public Sector Undertaking/ Bank**. Relevant papers must be enclosed.
- b) The bidder shall have *minimum* 3 years of experience preferably in maintenance of computers, servers, networking Equipment's, Software, Laptops and peripherals & system integration managing and providing support similar to the existing IT hardware.
- d) The bidder should be a system integrator managing and providing support for network equipment including Hardware, Software and peripherals of existing IT hardware at least in one organization of similar nature.
- e) The bidders who are registered / approved by any Government department/Bank will be given preference.
- f) The firm should enclose sufficient documents regarding execution of Government/PSU/Bank work order, specifically maintenance of Network/computer hardware, servers etc. including work completion certificate. (if any)
- g) All The tenderer should have firm's PAN, GSTIN and Service Tax Number. The proof of the same must be attached.

- h) The firm should have an experience in similar work contract (in a single order) of **Rs. 5.00** Lakh (Min) of last three years preferably in Government/PSU/Bank. Copy of the work order including completion report may be enclosed for reference.
- i) The annual turnover of the tenderer should be more than **Rs100 Lac** for last three financial years i.e. 2015-16, 2016-17, and 2018-19. Proof of the same must be attached in form of balance sheets.
- j) The bid may be rejected on not meeting any one criteria mentioned above.
- k) The earnest money of all unsuccessful tenderers will be refunded without any interest after one month after opening of the tender. The tenderers are advised to send pre-receipted challans along with their bids so that the refund of EMD to unsuccessful tenderers is facilitated.
- l) The firm should have necessary experience in maintenance/providing support of HP/ACER/ IBM/HCL/DELL etc. Proof of the same may be attached.
- m) The tenderer should have valid ISO 9001-2008 or equivalent certificate for providing maintenance and facility management services for information technology infrastructure.
- n) Any Government organisation/ undertaking should not have blacklisted the firm. The affidavit in this regard on non-judicial stamp paper of Rs. 50/- must be enclosed.

6. Period of validity of bid:

The bid shall remain open up to 28th March, 2019 up to 3 PM for submission of bids. If any bidder withdraws his tender before the said period shall -without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security absolutely.

7. Submission of Bids / Opening of Bids/Submission of Query

- a) The first envelope shall be super scribed with the name of work and the words "**Technical Bid**" in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The **Bid Security** shall be enclosed with the envelope marked "**Technical Bid**".
- b) The second envelope shall be super scribed with the name of work and the words "**Price Bid (Financial Bid)**" in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- c) The Price Bid (Financial Bid) should be submitted in a separate sealed envelope Superscripted "Financial bid".
- d) As the items are interlinked to each other the comparison of the financial bid shall be on the basis of total annual price (inclusive of all taxes etc) quoted by the bidder. No comparison of individual items will be made .The individual item charge is only for reference purpose of this office.
- e) Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- f) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,

- g) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "**Price Bid (Financial Bid)**", if the opening of commercial bid could not be conducted on the scheduled date and time.
- h) All offers shall be made available in **hard and soft** copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all pages of the hard copy and must have page numbers on each page properly.
- i) All prices and other information in this regard having a bearing on the **price** shall be written **both in figures and words** in the prescribed offer form.
- j) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid
- k) Late bids will be rejected.
- l) No modification in the bid shall be allowed after the deadline for submission.
- m) Bidders shall furnish **clause-by-clause commentary on all clauses** of Bid Document including Technical Specifications and **must specify the reference page number**.
- n) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending of work, technical, financial issues etc.
- o) The bidders' representatives who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- p) Queries may be raised by the Bidders on or before 16th March,2019 up to 5 pm through mail to ho.dit@mail.pbgb.co.in for clarification which may be responded by 20th March,2019. Bank reserve the right to reply or not to reply any query at its sole discretion.

8. Clarification of Bids:

To assist the examination, evaluation and comparison of bids the Purchaser with the help of consultant may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted,

9. Evaluation of Bids:

- a) The Purchaser will examine the bids to determine whether:
 - I. They are complete
 - II. Required EMDs etc have been furnished,
 - III. The documents have been properly signed with proper numbering on all documents; and
- b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- c) The Purchaser will examine the bids to determine
 - I. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
 - II. The substantial responsiveness of each bid to the bidding. For purposes of these clauses, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

III. Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Supplier does not accept the correction of errors, its bid will be rejected.

If there is a discrepancy between words and figures, the amount whichever is lower will prevail,

d) Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.

e) Purchaser reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract,

f) Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

g) The purchaser may seek clarification in writing from bidder through mail. Bidder shall be promptly reply through mail within the time limit specified in the clarification letter from the purchaser,

h) **The comparison shall be of total price of the goods offered exclusive of all tax.**

10. Purchaser's right to accept or reject any or all bids:

a) Bank reserves the right to modify or change any of the terms & conditions applicable to the offer at any time without prior notice.

b) If at any point of time, any IT items is/are deleted or added in the Bank's inventory for AMC purpose, then the contract amount shall be re-calculated accordingly, as per the price quoted for individual item in "**ANNEXURE-A**".

c) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

d) **The acceptance of tender will rest with Paschim Banga Gramin Bank who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without the assignment of any reason.** All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

e) The BANK does not bind himself to accept the lowest or any tender and reserve to himself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

f) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

11. Prices:

The selection of the lowest bidder will be on the basis of the total AMC charges exclusive of all taxes & duties etc. No comparison will be made on individual item/activity basis.

12. Termination by default:

- a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:
 - I. If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser,
 - II. If the Supplier fails to perform any other obligation(s) under the Contract **Bank reserve its right to terminate the contract by giving 15 days' notice to the vendor.**
- b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Pan 12.1, the Purchaser may procure, upon such terms and in such manner, as it deem appropriate, goods similar to those undelivered for any excess costs for such similar goods. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

13. Resolution of Disputes

- a) The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- b) If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national forum. The mechanism shall be specified in the Special Condition of Contract.

14. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Kolkata.

15. Notices

- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing or through mail and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract. The present contract may be terminated after issuing one month notice.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

16. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the purchaser.

7. General

The following Special Conditions of Contract shall supplement the General Conditions of Contract, whenever there is conflict provisions herein shall prevail over those in the General Conditions of Contract.

18. Payment

The payment to the selected Vendor under the Contract will be on quarterly basis in arrears by Paschim Banga Gramin Bank, Head Office.

19. Disqualifications: PBGB may at its sole discretion and, at any time during the evaluation of proposal, disqualify any respondent, if the respondent has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements, failed to provide related clarifications, when sought or declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.

20. Notices

For the purposes of all notices, the following shall be the address of the Purchaser

General Manager – DIT
Head Office - DIT
Paschim Banga Gramin Bank
Natabar Pal Road,
Chatterjee Para More, Tikiapara,
Howrah - 711101

B. SCOPE OF WORK AND TECHNICAL SPECIFICATION OF IT ITEM

Scope of Work

1. **The vendor has to provide support and service to the PCs/UPS & peripherals etc. installed at different locations immediately (within 4 hours) on receipt of call from the concerned departments / users on all working days of the bank from 9:30 am to 5.30 pm and follow it up till the problem is resolved.**
2. The vendor has to ensure that all the computers/UPS & peripherals with accessories do work efficiently, reliably and safely.
3. **The vendor has to provide regular maintenance service (preventive maintenance) to the desktops/UPS /Peripherals at least once in a quarter irrespective of whether the PCs have gone out of order or not. Relevant call reports should be submitted with the invoices while claiming payment.**
4. **The performance of the vendor on quality of service provided by them will be reviewed by the department on quarterly basis and if found unsatisfactory, Bank shall have the full liberty to cancel the contract at any time during the contract period by giving 15 days' notice.**
5. **During the AMC period, the VENDOR shall be responsible for all costs relating to Labour, spares parts (except ink cartridges), maintenance (preventive and corrective) and transport charges from and to the Sites in connection with the repair/replacement of the system or any component/part there under, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.**
6. **The VENDOR shall ensure that services of professionally qualified personnel who have expertise in the Hardware and System software supplied, with a minimum of 1 year**

relevant experience, are available for providing comprehensive on-site maintenance of the hardware and system software installed and operationalized.

7. In case of failure relating to Hardware Systems, the VENDOR shall ensure that system is made operational to the full satisfaction of the Bank in the shortest possible time as defined in said Purchase order and ensuring that the overall breakdown/disruption does not exceed four hours.
8. During the warranty and Annual Maintenance Contract (AMC) period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendor's office remains opened or not. In the event of System Break down or failures at any stage, protection should be available, which will include the following:-
 - a. Diagnostic for identification of system failures.
 - b. Protection of Data.
 - c. Recovery/restart facility.
 - d. Backup facility.
9. In case of any break down/malfunctioning of Hardware, hardware components, accessories, system software etc., the relevant defect is to be attended within 4 hours and rectified within period of 4 hrs. of the receipt/notice of the complaint. The hot swappable parts X has to be replaced immediately for which the VENDOR shall store all the critical and hot swappable spares for the service branch site itself.
10. The VENDOR will guarantee an uptime of 99.90% for Hardware on quarterly basis. The system should not be subject to reported downtime for a continuous period of more than two hours, all the items supplied should be repaired / replaced within 4 hours (Resolution time) from the time of lodging of complaint/request. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. vendor shall forthwith replace/provide such hardware at no extra cost to the bank,

Terms and condition and method of calculation of AMC cost

The contract will be awarded initially for one year and it will be renewed for 2nd and 3rd year at the sole discretion of the Bank. The one year AMC cost will be calculated from the price quoted by bidders for three years. If any bidder submits the financial bid for one year then it will be **summarily rejected**.

2. Technical Specification & Quantity of Hardware Items under AMC:

Sl no.	Item/equipment's	Qty.	Description/Configuration, AMC Type	Make
1	Desktop (P-IV) & Laptop	1001	All Comprehensive	HP, IBM, etc
2	UPS - 1 KVA,	508	All Comprehensive, (Excluding battery)	APC, UNILINE, SAMTEK, VINITEK, TRUE POWER, LUMINOUS etc.
4	Laser Printers	60	All Comprehensive,	HP, SAMSUNG etc
5	Scanner	107	All Comprehensive	HP etc
6	Stabiliser	86	AI Comprehensive	Servo

7	Passbook Printer	138	All Comprehensive	NEC, LG (42") Olivetti
8	Isolation Transformer	76	All Comprehensive	Misc
9	Dot Matrix Printer	230	All Comprehensive	Misc

The numbers shown are indicative and may vary 15% of the numbers shown above. Actual billing will be done based on actual number of the Computers & peripherals to be given Branch Wise and Region Wise on 1st April of each financial year. Apart from this the vendor will have to coordinate with the Hardware Vendor for resolution of the issue, if any, during the warranty period.

3. Downtime will not be considered under the following conditions:

- a) Time taken for prescheduled preventive maintenance and health check at a time Convenient to successful bidder during the agreed Service Hours.
- b) Repair time due to machine failure caused by operational error.
- c) Repair time due to machine failure caused by confirmed environmental conditions.
- d) Repair time due to machine failure caused by usage of non-standard consumables.
- e) Standby machine is provided.

h) The engineer will attend the complaint and should continue in office till the problem is solved. No hit & trial method will be allowed while attending the server complaint. All servers will have to work in 24X7 hrs mode. If downtime is more than 2 days, then penalty of Rs. 2000/- per day will be imposed.

4. The following Services are not included in the Maintenance Service:

- a) Accident or disaster, including water, wind and lighting, transportation, vandalism or burglary of machines designed to contain funds.
- b) Alterations, including any deviation from original Machine design unless authorized by Successful Bidder.
- c) Conversion from one model to another or the installation or removal of a feature whenever a party other than Successful Bidder performs any of these activities.
- d) Damage caused by rodents or natural disaster.
- e) Data loss or other consequent due to virus infections caused by the user.

5. Service warranty

- a) The bidder should cover services provided including the quality of workmanship under warranty.
- b) All the items of SERVERS and networking equipment's including switches etc shall be maintained under **Comprehensive basis**.

Note: -

1. **The successful bidder should have support centers in districts where Bank is operating i.e. HOWRAH, HOOGHLY, BURDWAN,, Birbhum and a team of engineers at the their Offices.**
2. **If there is removal / disposal of any item(s) during the period of AMC the amount of AMC will be re-calculated on the basis of prices quoted for the item(s) mentioned in "Annexure-A" of tender document.**

CHECK LIST

AMC of Desktop Computers, Laptops, Laser Printers, Passbook Printers, Servers, and UPSs & Networking Equipment with Other IT Items at PBGB.

S#	Name of the document	Yes/No	Page Nos.		Remarks
			From	To	
1	Tender Fee of Rs. 3000/-				
2	EMD of Rs. 30,000/-				
3	Documents related to undertaking maintenance work of AMC of Desktop Computers, UPSs, Printers, Servers, UPSs & Networking Equipments with other IT Items in similar set up for minimum 3 years.				
4	Documents related to undertaking IT activities work order in Govt./ PSU/ etc, organizations.				
5	Whether the bidders signed all pages in the tender document at A-6(e)				
6	Agree to penalty clauses B-1 (g)				
7	Clause by clause compliance A-7(m)				
8	Document of Annual Turnover of more than Rs.1 crore.				
9	Copy of GSTIN/ Service/ Income Tax Registration.				
10	Documents related to undertaking IT activities similar work contract order of Rs.5.00 Lakh (Minimum).				
11	Additional information (if any)				

Signature: -

Name of the Authorized signatory: -

Designation: -

Office Seal: -

PART -A
On the Letter Head of the Bidder

FORMAT FOR SUBMITTING THE FINANCIAL BID

AMC of Desktop Computers, UPSs, Printers, Laptops, Servers, & Networking Equipment with other IT Items in Paschim Banga Gramin Bank, for three years (2019-2022) (on yearly renewable basis).

A. Technical Specification & Quantity of Hardware Items under AMC:

Sl No	Item/Equipment	Qty.	Description/Configuration, AMC Type	Unit AMC Cost(3 yrs)	Total AMC cost (3 yrs)
1	Desktop/Laptop	1001			
2	UPS - 1 KVA,	508	All Comprehensive, (Excluding battery)		
3	HP Laser Jet Printers	40	All Comprehensive,		
4	Scanner	107	All Comprehensive		
5	Stabiliser	86	All Comprehensive/SERVO		
6	Pass Book Printers	138	Olivetti/Misc		
7	Isolation Transformer	76	All Comprehensive		
8	Dot Matrix Printers	230	All Comprehensive/Misc		
TOTAL COST (EXCLUSIVE OF ALL TAXES AND DUTIES)					

Terms, condition and method of calculation of AMC cost

The contract will be awarded initially for a period of one year and it will be renewed for 2nd and 3rd year based on successful performance at the sole discretion of the Bank. The one year AMC cost will be calculated from the price quoted by bidders for three years divided by three. If any bidder submits the financial bid for one year then it will be **summarily rejected**.

- NOTE:** 1) As all the above-mentioned items are interlinked, the comparison of the financial bid shall be on the basis of total annual basic price (including of all taxes etc) quoted by the bidder. No comparison of individual items will be made.
2) Work will be awarded for one year only, which may be extended for second and third years at the same cost, after review of the performance by the purchase committee of this office.

Signature: -
Name of the Authorized signatory: -
Designation: -
Office Seal: -