

REQUEST FOR QUOTATION (RFQ) FOR ANNUAL MAINTENANCE CONTRACT (Back to Back) FOR Server, Rittal Rack, Storage & Online UPS

I. Introduction

About the Bank

The Rayat Sevak Co-Op Bank Ltd., Satara has its Head Office located in Satara and has 20 branches in various parts of Maharashtra State.

The detailed requirements are given into *Annexure I* of this document. However, the bank reserves its right to change the scope of the tender document considering the size, variety and quantity of the requirements and changing business conditions.

II. Eligibility Criteria

- a. The vendor should be a company registered in India under Indian Companies Act, 1956 or Indian Companies Act 2013.
- b. The vendor must have an average turnover of Rs. 50 Lac in the last two Financial Years (Audited Annual Financial Statement to be submitted as proof Last 3 Year).
- c. The Vendor must have at least Five years' experience in providing direct Annual Maintenance Contract support (not through franchisees/sub-contractors) to Commercial Banks/Financial Institutions/State or Central Government Departments having offices/branches in the state of Maharashtra, handling a minimum number of 5 Datacenter (including OS Widows/Linux) every year. (Copies of work orders issued to the company by major clients during the last three years shall be submitted.)
- d. The Vendor must have at least 10 Service Engineers in their payroll in the state of Maharashtra (Satara & Pandharpur) at present. Copy of supporting documents to be submitted
- e. The Vendor should be capable of providing support at Pandharpur & Satara.
- f. The Vendor must be capable of providing online portal with login for DC & DR for lodging and tracking of service calls; or, should be capable of providing updated status of service call reports on a daily basis to the Head Office the Bank on every working day, in the format specified by The Bank. The same should be made available from the start date of the contract period itself.
- g. The Vendor should not have been black-listed by any Public Sector Bank/Co-Op Bank/ Government Department in the past. A self-declaration letter by the Vendor, on the company's letter head should be submitted along with the bid
- h. OEM Authorization letters from respective OEM

II. Scope of Work:-

The Objective of this RFQ is for maintenance of computer hardware items listed in this RFQ Annexure I. Annexure I is an indicative list and the final list shall be compiled post physical verification of hardware by successful vendor. The Annual Maintenance Contract Period for this RFQ will be of **From 01-12-2022 to 30.11.2023.**

1. The contract will be on comprehensive onsite basis inclusive of repairs and replacement of spare parts including all plastic parts, without any extra payment.
2. The replacement of all the spares is included under the AMC. Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the computer and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the company's consent. Faulty parts removed from the

- system belong to vendor. However, the company can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor
3. The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
 4. The scope of work also includes software issue like Operating system (Windows/Linux), reinstallation of OS, Antivirus, software patches, configuration of Server as if required taking Data Backup before formatting the machines, software's provided by Company like Antivirus, software patches, MS office, Acrobat, Java patches, email client configuration
 5. The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 4 hours of reporting the complaint and in no case, later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to Company
 6. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.
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 8. The engineers deployed for DC/DR will get signed branch-visit report from Branch Head/Officers and submit one copy to branch. All the copies of branch-visit reports to be submitted to IT Department quarterly.
All the complaints received shall be attended by them in following manner.
 - a. Minor faults immediately with telephonic support.
 - b. Major faults which require visit to DC/DR within 1 hrs
 - c. The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same.
 - d. The replacement of components shall be as per manufactures instructions and as per the decision of IT Department. No hardware items or parts will be taken out for repair without prior written approval of IT Department.
 9. The representative of company must ensure their presence during monthly meeting with IT Department to share progress on pending issues of DC/DR in order to make maintenance more effective ensuring best services to the Bank.
 10. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.
 11. The AMC Vendor shall carry out Preventive Maintenance (PM) on Monthly basis and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment. The AMC Vendor has to submit the preventive maintenance report to IT Department quarterly basis for the release of AMC payment.
 12. The schedule of preventive maintenance shall be as follows:-
 - a. To ensure Server hardware and peripherals are working properly in DC/DR and no call pending in DC/DR Center.
 - b. Checking of power supply source for proper grounding and safety of equipment.
 - c. Shifting of equipment as and when required in Office
 13. The vendor shall make AMC services available on all days (24*7) as and when requested by the Bank.
 14. The scope of work will also include the provision of engineer for reinstallation of Server hardware in case of shifting of Bank premises or others.
 15. The payment will be given at the end of each quarter from order date and 10 % security deposit will be deducted from payment. The security deposit will be returned at the end of year. Besides this applied taxes and penalty are deducted from payment as per rule.
 16. The AMC Vendor must have at least 5 Service Engineers in their payroll in the state of Maharashtra at present. Copy of supporting documents to be submitted.
 17. The AMC Vendor must be capable of providing online portal with login for DC/DR Center for lodging and tracking of service calls; or, should be capable of providing updated status of service call reports on a daily basis to the Head Office of The Bank on every working day, in the format specified by The Bank. The same should be made available from the start date of the contract period itself.

18. The AMC Vendor should not have been black-listed by any Public Sector Bank/PSU/Government Department in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with the bid.

IV PENALTY

Bank expects proper service support during contract period. The Hardware should be set right within 4 hours of reporting the complaint. In case the machine is down for more than 4Hrs and no substitute/standby system of similar or higher capacity in good working condition is provided by the vendor, then bank charge penalty per day as mention below.

Sr.No	HARDWARE ITEMS	PENALTY AMOUNT IN RUPEES
1	Server	10,000/-
2	SAN STORAGE (with disk)	10,000/-
3	Rack	5,000/-
4	Other peripherals	1,000/-
5	Online UPS	5000/-

The penalty will be recovered from the amount payable to the vendor by the Bank. The vendor can provide substitute/standby equipment for a maximum of 8 days. In case vendor could not repair/replace the hardware items within 8 days, the Bank can get it repair from outside agency and cost of repair will be recovered from AMC payment.

V PAYMENT TERMS

1. AMC charges after deducting penalty will be paid quarterly at the end of Quarter.
2. No advance payment will be released against the service order.
3. The vendor shall submit GST invoices for payment of quarterly maintenance charges at IT Department Head Office, Satara.
4. Consolidated complaint reports furnishing the details of Center -wise breakdown calls lodged/attended must be submitted for release of quarterly payment.
5. Quarterly Preventive Maintenance Report must be submitted for release of quarterly payment.
6. The payment will be given at the end of each quarter from order date and 10 % security deposit will be deducted from payment. The security deposit will be returned at the end of year. Besides this applied taxes are deducted from payment as per rule.

VI CONFIDENTIALITY:

The Contractor has to acknowledge that all material and information which has or will come into its possession or knowledge in connection with the Contract or the performance hereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to The Bank will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of the Contract and to release it only to employees requiring such information, and not to release or disclose it to any other party. The Vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Contract are fully satisfied.

VII BIDDING PROCESS

Interested vendors may therefore arrange to send sealed commercial bid (Annexure III) & technical bid in separate envelope (Annexure II) (which includes documents supported for eligibility criteria, Company profile, List of Customers etc) All the documents shall be put in a cover super-scribed as **“Quotation for Comprehensive AMC of Hardware & Peripherals”** addressed to the following:

The CEO
The Rayat Sevak Co-Op Bank LTD Satara
455/2/20 Sadarbazar Satara

The last date of submission of the quotes is _____ on or before 5 PM

The proposals shall be submitted in a sealed cover super-scribed as “Quotation for Comprehensive AMC of Hardware & Peripherals”, which should contain two separate sealed covers for Technical and Commercial Proposals

Sealed Commercial Bid of only eligible vendors shall only be opened and evaluated.

All hardware mentioned in the list is to be covered for AMC, partial proposals will be rejected. The COMMERCIAL BID should contain the rate against each item separately.

Commercial bid should be in clear words, categorically mentioning each and every terms specifying the rates, etc. Any kind of ambiguous / obscure / unclear terms may lead to the bid being disqualified.

The Bank reserves the right to reject any or all the bids without assigning any reasons.

Kindly note that the AMC will be on comprehensive one inclusive of repairs and replacement of spare parts except consumables without any extra payment. A copy of AMC agreement is enclosed for ready reference.

Late Bids: Any bid received by the Bank after the deadline for submission of bid prescribed by the Bank will be rejected and/or returned unopened to the Bidder, if bidder desire so.

Document Checklist

Following documents complete in all respect is to be submitted in the bid:

1. Signed copy of this RFQ thereby agreeing to the terms & conditions mentioned herein.
2. Eligibility Criteria (Annexure II) duly filled and signed along with supporting documents in separate Envelope
3. Sealed Commercial Bid (Annexure III) in separate Envelope.

Annexure I – Indicative List of Hardware AMC

Data Center & DR-Center Hardware				
Sr.No	Location	Description	Serial No	MTM
1	DC	X3550 M4	06ZVEZ1	7914 AC1
2	DC	X3650 M4	06AATMZ	7914 AC1
3	DC	X3650 M5	J30XEV8	5462 AC1
4	DC	X3650 M5	J30XEV9	5462 AC1
5	DC	X3650 M5	J30RKCA	5462 AC1
6	DC	X3650 M5	J30HHG9	5462 AC1
7	DC	MT6099 24C (V3700)	78B6847	MT6099 24C
8	DC	Vmware Esxi 6 onsite labour installation & configuration support		
9	DC	San Switch IBM – Qty.2		
10	DR	X3650 M4	06AATMY	MT 7915 AC1
11	DR	FLEX SYSTEM	J30XE0L	MT 9532AC1
12	DR	FLEX SYSTEM	J30XE0M	MT 9532AC1
13	DR	FLEX SYSTEM	J30XE0H	MT 9532AC1
14	DR	FLEX SYSTEM	J30XE0K	MT 9532AC1
15	DR	IBM Chassis	J30YFMZ	MT 8721HC2
16	DR	V3700	78B7575	MT 6099 24C
17	DR	Rittal Rack 1)Cooing unit indoor -1 D-2316453560010008 Indoor -1 D- 231645356010009 2)DET-AC Master\$ Slave MIDC 1-Master -940,Slave-413 3)Rittal <onitoring Device 4 NosProcessing Unit 63252488 Magnetic Unit 4)Biometric Access 6735161900220		
18	DR	Vmware Esxi 6 onsite labour installation & configuration support		
19	DR	San Switch IBM		
20	DC & DR	OS Support		
21	DC,DR & All Branches	Emersion Online Ups		

Annexure II
Vendor PROFILE AND OTHER DETAILS

Basic Information

	Name of the Applicant and address of the Registered office. (Addresses and phone numbers of the Directors and the main office in Maharashtra from where the proposed AMC services will be handled)	
	Date of establishment	
	Whether the company is Private Ltd. or Public Limited	
	No. of years of experience in Datacenter field	
	Yearly turnover of the Organization during last 3 Financial Years: (Enclose copy of audited Balance Sheet of last 3 years)	
	Permanent Account No GSTIN PF registration No. ESIC registration No.	

Work capability and previous experience

List of 5 most important Data Center during the last 3 years:

Sr. No	Name of the Project and location	Name & full postal address of the Client.	Contract Amount (Rs.)	Contract period with starting and ending dates		Whether work was left incomplete or contract was terminated from either side.
				Stipulated	Actual	

Certified that the details furnished above are true and correct to the best of our knowledge and belief.

Sr.No	Eligibility Criteria	Compliance (Yes/No)	Detail of Proof Attached /Undertaking
1	The Vendor should be a Company/Firm and should have its own service / repair center at Maharashtra State.	Yes/No	Yes/No
2	Address and phone number of the Office in Maharashtra from where the proposed AMC will be monitored.	Yes/No	Yes/No
3	Address of the Directors with mobile number.	Yes/No	Yes/No
4	Should be in the business of maintenance of Data Center Hardware and peripherals for the last three years.	Yes/No	Yes/No
5	Should have an annual turnover of Rs.50 L or above per year for the last 3 years.	Yes/No	Yes/No

6	Attested copies of Audited Financial statements for Last 3 FY	Yes/No	Yes/No
7	Should have made net profit at least in two years out of the last 3 financial years.	Yes/No	Yes/No
8	The Resident Service Engineer shall be on the direct payroll of the vendor	Yes/No	Yes/No
9	The Vendor should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs). Provide an undertaking in company letter head. (Attached Self Declaration)	Yes/No	Yes/No
10	Vendor should have valid PAN No. and GSTIN No	Yes/No	Yes/No
11	OEM Authorization letters from respective OEM	Yes/No	Yes/No

Place:
Date:
with seal

Signature of the authorized person

Annexure III – COMMERCIAL BID FORMAT

<Company Letter Head>

PRICE QUOTE FOR AMC OF Hardware

ITEM Sr.No	ITEM DESCRIPTION	TOTAL AMC COST(EXCLUSIVE OF TAXES)	TOTAL AMC COST(Inclusive tax OF TAXES)
06ZVEZ1	IBM X3550 M4		
06AATMZ	IBM X3650 M4		
J30XEV8	IBM X3650 M5		
J30XEV9	IBM X3650 M5		
J30RKCA	IBM X3650 M5		
J30HHG9	IBM X3650 M5		
78B6847	MT6099 24C (V3700)		
	San Switch IBM – Qty.2		
06AATMY	X3650 M4		
J30XE0L	FLEX SYSTEM		
J30XE0M	FLEX SYSTEM		
J30XE0H	FLEX SYSTEM		
J30XE0K	FLEX SYSTEM		
J30YFMZ	IBM Chassis		
78B7575	MT6099 24C (V3700)		
DR	Rittal Rack 1)Cooing unit indoor -1 D-2316453560010008 Indoor -1 D- 231645356010009 2)DET-AC Master\$ Slave MIDC 1-Master -940,Slave-413 3)Rittal <onitoring Device 4 NosProcessing Unit 63252488 Magnetic Unit 4)Biometric Access 6735161900220		
	Vmware Esxi 6 onsite labour installation & configuration support		
	OS Support (Linux, Windows)		
	Emersion Online Ups		

Grand Total in words (Rupees

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..... only.

Place:

Date:

Signature of the Authorized Signatory with Seal