



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No. RFP/ITD/HARDWARE/001/2018-19 dated 03/04/2018
REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS.

INTRODUCTION

Tenders are invited by ODISHA GRAMYA BANK Head Office, Bhubaneswar for Comprehensive Annual Maintenance Contract (CAMC) of **Computer & Peripherals** installed in 549 Branches, 9 Regional Offices and Head Office of Odisha Gramya Bank spread all over the geographical area such as Balasore, Bhadrak, Cuttack, Jajpur, Jagatsinghpur, Kendrapara, Khurda, Mayurbhanj, Nayagarh, Puri, Keonjhar, Angul and Dhenkanal District of Odisha for a period of **two years** as per the following schedule. (**Approx. date of starting of AMC will be 01.05.2018**)

1. PROJECT SPECIFIC TERMS & CONDITIONS:

1.1. SCHEDULE OF BIDDING PROCESS:

S.No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	RFP/ITD/HARDWARE/001/2018-19
2.	Date of Issue of RFP	03/04/2018
3.	Last date for receipt of queries, if any.	10/04/2018 before 13.00 hours.
4.	Pre Bid Meeting (if Required)	11/04/2018 at 11.30 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar.
5.	Bid Submission Mode.	Through manual Tendering process
6.	Last Date and Time for submission of bids along with supporting documents through the above	23/04/2018 on or before 15.00 hours.
7.	Last date, time and place for submission of Original Demand Draft for Cost of document, EMD.	23/04/2018 on or before 15.00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted along with Technical Bid).
8.	Date, time and venue for opening the technical bid.	24/04/2018 at 11.00 hours at the Bank's Information Technology Department, Bhubaneswar.
9.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.
10.	Name of contact officials for DD submission as stated in serial No.7 and for any enquiries.	S K Basa – Sr. Manager IT D.D.Mohanty– Sr. Manager-IT A. Patra – Manager IT
11.	Address for Communication / Submission of Bids	The General Manager, Information Technology Dept, Odisha Gramya Bank, Head Office, AT- Gandamunda, P.O.- Khandagiri Bhubaneswar –

		751030.
12.	Contact number for any clarification.	0674-2353012/ 0674-2353024
13.	Contact e-mail ID	itd@odishabank.in itdh@odishabank.in

1.1. COST OF BID DOCUMENT & EARNEST MONEY DEPOSIT (EMD) :

SL. No.	Description	Amount in INR
1.	Cost of Bid document (Non Refundable)	5,000/-
2.	EMD(Refundable)	1,00,000/-

EMD may be in the form of DD in name of “Odisha Gramya Bank” payable at Bhubaneswar or Bank Guarantee from any Schedule/ Nationalised Bank.

INSTRUCTION TO BIDDERS:

1. ELIGIBILITY CRITERIA:

- i) **Turnover:** Total turnover for the bidders for the financial year **2015-16, 2016-17** should be minimum Rs.50Lakhs each year and should have profit in both the years. The Bidder should submit the copy of its audited balance sheet/certificate from chartered accountant for last year as documentary evidence along with the technical bids
- ii) **Experience:** Bidder should have experience in providing hardware maintenance and support service to Government offices/ PSUs/ Nationalized Banks/RRBs in Odisha. Testimonials evidencing the experience have to be submitted along with the technical bids. **Preference will be given to bidders who are providing hardware maintenance and support service to Banks.**
 - a) **Existing Clientele:** Bidder should be providing hardware maintenance and support services to a minimum of two (2) Government Offices/PSUs/ Nationalized Banks/RRBs costing of Rs.10Lakhs/Annum in Odisha at present. Testimonials and details evidencing the relationship have to be submitted along with the technical bids. **Preference will be given to bidders providing hardware maintenance and support service to Banks.**
 - b) **Operational Experience:** Bidders should have provided/providing hardware maintenance and support services to at least 200 branches of Government Offices/ PSUs/RRBs / Nationalized Banks in Odisha during last three financial year preceded (Number of contract may be more than one). Testimonials and details evidencing the experience have to be submitted along with the technical bids. **Preference will be given to bidders providing hardware maintenance and support service to higher number of branches/ offices of Banks.**
- iii) **Support Base:** The bidder should have strong service and support network across various districts of the state of Odisha with sufficient number of adequately skilled personnel. The bidder should submit a list of its engineers mentioning therein name, designation, qualification, experience, contact numbers and local address of company & its Branches along with the technical bid.
- iv) **Market Reputation:** The bidder should not have been blacklisted by any Public Sector Bank / PSU's /de-empanelled from Odisha Gramya Bank in the past. A self-declaration letter by the Bidder, on the Company's letter head.
- v) **A letter to the effect of satisfactory service/support to their branches/offices should be submitted by the bidder from at least 3 PSUs or Zonal Office/ Regional Office in case of Nationalised Banks/RRBs in Odisha.**
- vi) **Additional Documents**
 - a) The bidder must be a registered company. Certificate of Incorporation issued by Registrar of Companies along with copies of Memorandum and Articles of Association should be enclosed.
 - b) The bidder should have service centers in Odisha and preferably in Bhubaneswar.
 - c) Copies of Company Goods and Service Tax Registration Certificate to be enclosed.
 - d) Copies of the latest monthly/ quarterly filing of GST to be submitted.

- e) Copy of EPFO registration.

The bidders who ever is not submitting the relevant documents to the eligibility criteria will be summarily rejected.

2. SUBMISSION OF PROPOSALS(METHODOLOGY)

The Proposal shall be submitted in two separate envelopes – Part I covering the Technical, (except price of AMC charges) and Qualification aspects hereinafter referred to as ‘**Technical Proposal**’ and Part II covering only the price schedules hereinafter referred to as the ‘**Commercial Proposal**’. The two parts should be in two separate covers, each super-scribed with the name of the Project (Proposal for AMC of Hardware/Peripherals of Head office / Regional Offices / various branches/offices situated in Odisha) as well as “Technical Proposal” and “Commercial Proposal” as the case may be.

Documents comprising the Technical Proposal Envelope, should :

- (a) Comply with the TCC (Annexure-A & Annexure-B)
- (b) A list of service centers located within the State of Odisha along with the contact numbers.

Any Technical Proposal not containing the above, will be rejected.

Any Technical Proposal containing any price information will be rejected.

3. OPENING OF COMMERCIAL BIDS

- a. **Only those bids accepted after technically evaluation will be considered for price evaluation and their price bids will be opened.**
- b. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected and it will be binding on the bidder.
- c. In case the bidder fails to accept the contract after it is awarded to him, bank may black list the bidder for any future bidding.

4. TENDER EVALUATION

- 1. The Commercial Bid of the bidder whose technical bids were qualified will be opened.
- 2. On the Total Price quoted by bidders the overall L1 and overall L2 will be determined as the Lowest Bidder (L1) , the Second Lowest Bidder (L2) will be selected . For the commercial evaluation the quoted total price would be taken without considering the taxes, as taxes would be paid by the Bank on actual.
- 3. The Contract would be shared between the L1 and L2 Bidder as 60% to L1 Bidder and 40% to the L2 Bidder. (The Percentage defined here will be rounded off to the near values in related to the Regional Offices) i.e. On the Total 9 Regional Offices and 1 Head office will be shared between the L1 & L2 Bidders.

4. L2 bidder has to accept price of L1 on each of the items, else their bids will be cancelled and still if L2 bidder doesn't show interest then bank at its own discretion may offer the same clause with next lowest bidder (i.e. L3) or the total contract may be awarded to single bidder.
5. The Bank's decision on the evaluation would be final and will be binding all the bidders.

5. COST OF BID DOCUMENT AND EARNEST MONEY DEPOSIT / BANK GUARANTEE IN LIEU OF EMD:

The bid should also be accompanied by Earnest Money deposit / Bank Guarantee in lieu of EMD (refundable) of **Rs.1,00,000/- (Rupees One Lakhs only)** and cost of bid document (non-refundable) for **Rs.5,000/- (Rupees Five Thousand Only)** only by way of a Demand Draft for the amount in favour of Odisha Gramya Bank, payable in Bhubaneswar.

In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for minimum period of 6 months with a claim period of 3 months from the date of expiry of guarantee from the last date for submission of bids.

This earnest money / Bank Guarantee in lieu of EMD will be refunded to the disqualified bidder along with notice of disqualification, to unsuccessful bidders on closure of RFP process.

6. BIDDER'S INQUIRIES ON RFP & BANK'S RESPONSE:

All enquiries from the bidders, related to this RFP must be directed in writing / email and sent to the address mentioned above in RFP. Any clarifications / query received thereafter shall not be considered and will be ignored. The preferred mode of delivering written questions, to the aforementioned contact person would be through the email followed by letter in writing. In no event, Bank will be responsible in ensuring receipt of inquiries.

Bank makes no commitment on its part to accept all the queries / suggestions / requests submitted by the bidders. Bank on reviewing the inquiries received from the bidders, wherever needed, will carry out necessary amendment to its RFP clauses, if any, and the same will be posted in the Bank's website and no separate communication will be sent to individual bidders.

7. LIABILITIES OF THE BANK:

This RFP is not an offer of the Bank, but an invitation for Bidder's responses. No contractual obligations on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together, notification of award of contract and Bidder's written acceptance thereof shall constitute a binding contract with the vendor.

8. OWNERSHIP:

The RFP and all supporting documentation / templates are the sole property of the Bank and violation of this will be breach of trust and the Bank would be free to initiate any action deemed appropriate. The proposal and all supporting documentation submitted by the bidders shall become property of the Bank.

9. FURNISHING OF INFORMATION

The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required by the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

10. FORMAT AND SIGNING OF BIDS

The original Technical and Commercial bids shall be typed and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the bid shall initial all pages of the offer.

11. AUTHENTICATION OF ERASURES / OVERWRITING ETC.

Any inter-lineation, erasures, or overwriting shall be valid only if the person or persons signing the bid initial them.

12. AMENDMENTS TO RFP TERMS AND CONDITIONS:

Banks reserves its right to issue any amendments to the terms and conditions, technical specification of the RFP at any time prior to the deadline for opening of the technical bids. Such amendments to RFP shall be webcasted through Bank's official website.

13. CLARIFICATION

During evaluation of the bids (both technical and commercial), the Bank may, at its discretion, ask the Bidder for any clarification on its bid. The request for clarification and the response shall be in writing / email, and no change in the prices shall be sought, offered, or permitted after submission of the bid.

14. ERRORS AND THEIR RECTIFICATION

Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

15. BANK'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS.

Notwithstanding anything contained in any of the clauses, Bank hereby reserves its right to accept or reject any or all the bids and to annul the bidding process at any time prior to contract award, 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 Bank's action.

16. CONTACTING THE BANK

Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.

17. ACCEPTANCE OF CONTRACT.

Within 7 days (exclusive of holidays) of receipt of the Purchase Order, the successful Bidder/s shall sign, affix official stamp and date the duplicate copy / photo copy of the Purchase Order and return it to the Bank as a token of having accepted the terms and conditions of the Purchase Order.

18. FORMATION OF CONTRACT.

The notification of award in the form of a Purchase Order or Letter and acceptance thereof by the bidder will constitute the formation of the Contract.

19. ASSIGNMENT

The Successful Bidder/s shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Bank's prior written consent.

20. TERMS AND CONDITIONS OF CONTRACT (TCC)

- i) The contract will be on **comprehensive onsite basis** inclusive of repairs and replacement of spare parts including all plastic parts, in case of printer, CPU, Display unit without any extra payment excluding (Ribbon, Cartridges, and Paper) /Burnt /Physical Damage.
- ii) **The contract will be effective for a period of two years from 01.05.2018.** The bidder will have to enter into necessary contract with the bank as per bank' prescribed format. **The contract may be renewed for further period/s of specific duration/s as may be mutually agreed upon by the parties hereto.**
- iii) **Service Level Agreement -(SLA) :** The bidder has to ensure time schedule as given below in attending to service calls lodged by branches :

Description of Services	Centres (up to 100 kms)	Rural Centres (More than 100 kms)
Telephonic / email support	9 AM to 6 PM (Monday to Saturday)	9 AM to 6 PM (Monday to Saturday)
Service Window	9 AM to 6 PM (Monday to Saturday)	9 AM to 6 PM (Monday to Saturday)
Response Time	4 Hours	6 Hours
Resolution Time	24 Hrs	24 hrs(Rural) & 48 hrs(Extreme Remote Locations)

- iv) The bidder shall be responsible for any loss or damage caused to any of the machines owing to negligence/mishandling on his part.
- v) The bidder to ensure confidentiality of the data/information gathered in course of his work inside bank. The bidder will be held accountable if any data or information gathered in course of his job inside bank is divulged to any person without prior written permission from bank.

Bidder should provide the online/offline call logging system to log the call. The call logging system should be simple and the bidder must provide a call number for each call lodged with them & the call ID can be tracked for follow up.

- vi) **7 (Seven) dedicated Engineers to be provided at 7 (Seven) Regional Offices and 2 (Two) dedicated Engineer (one from L1 and another from L2 bidder, if awarded) to be provided at Head Office. All engineers should have minimum qualification of Diploma and should have Minimum 3 (Three) years of experience.**
- vii) **The Manpower to be posted at the respective Regional office from the 1st day of the contract start day i.e. 1st May 2018.**
- viii) **If the Manpower provided by the Bidder found not having technical capabilities the same needs to be replaced immediately.**

All Branches will register calls with respective engineer deputed at Regional Office. Weekly call reports to be provided to Head office.

- ix) It shall be the responsibility of the bidder to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.
- x) In addition to hardware maintenance the bidder is required to maintain the operating systems i.e, installation/re-installation/up-gradation. Further, the bidder has to maintain the application software like MS-Office/Finacle software, signcap, adobe reader, antivirus software, biometric software and any other software bank may require to install during the AMC period. Peripherals like printers, scanners are to be configured as per bank's requirement from time to time. The Bank will provide all the required software. The bidder is debarred from installing any other device/operating system/application software without prior approval of the Bank.
- xi) The bidder is required to provide standby equipment of equal configuration while taking any equipment out of the Bank's premises for repair for a period exceeding 1 week.
- xii) Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner and other peripherals during the AMC period will be calculated on pro data basis.
- xiii) Replacement of parts/spares will be at the bidder's cost with original spares of the brand / make / model of the equipment. AMC bidder should keep sufficient spares available for replacement as and when required. No equipment should remain idle for more than 72 hours for want of spares.
- xiv) In case of equipment that are not under AMC, but are under warranty /services of some other bidder, the bidder would be required to perform the initial scrutiny / diagnostics only and try to resolve the call /complaint by following up with the respective bidder/s by adhering to laid down call resolution procedure without violating the standard warranty clause / Service Level Agreement of the other bidder/s.
- xv) In case the call / complaint is not resolved, the bidder will have to log a complaint with the supplier / service provider and monitor the call till its resolution. The bidder will be required to provide the Bank with Help desk / call resolution statistics on a fortnightly basis. The details provided should include:

- a) Calls logged on daily basis with time & allotted call / complaint number / equipment make / model / Sr. Nos.
 - b) Nature of complaint.
 - c) Statistic on the response time / resolution time.
 - d) Monitoring / follow-up with the supplied service provider in case of equipment under warranty with other bidders.
- xvi) The bidder would be responsible to manage / maintain the Asset Inventory based on the Equipment Unique Serial No. and update the records when any hardware equipment is shifted from one location to another as required by the Bank.
- xvii) The bidder would also be required to install Bank's licensed version of antivirus and other authorized software wherever required. The Bidder is responsible for configuring the end user application software such as Open office / MS Office / Adobe ...etc ., also the Browser needs to be configured & JAVA Updation and any other banking application which runs on the branch / RO computers to be installed / configured by the bidder.
- xviii) The bidder may be required to regularly update the antivirus software on all the PCs and perform regular scans and remove the virus in case detected.
- xix) It is advisable that the firm should make the preliminary visit to identify the hardship of the branch/sites and make a complete inventory of Hardware and peripherals covered under AMC in consultation with the Branch Head.
- xx) Half Yearly Preventive Maintenance to be performed for all Branches.
- xxi) The awarded bidder(s) has to submit updated datasheet of all hardware with serial number for all allotted branches at the end of each quarter along with invoices. The datasheet of all hardware should be submitted to bank in form of both hard copy and softcopy (in .xlsx format).
- xxii) At the end of each year bank at its sole discretion may increase or decrease the quantity of hardware awarded to successful bidders. The L1 & L2 bidders has to accept the changes in the base line. The AMC cost will the new count x unit price.

21. PAYMENT TERMS:

The AMC Charges will be released on quarterly arrear basis at the end of the quarter, within a fortnight of submission of invoice along with Preventive Maintenance Reports by the bidder.

22. DOWNTIME PENALTY:

If the down time is greater than the agreed SLA mentioned in Point# 20 (iii), penalty of Rs.50/- per day will be deducted from the quarterly arrear payment, irrespective of type of hardware.

22 (i).Penalty Clause:

- (a) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the System will be treated as continuously down.
- (b) For down time calculation, if the Branch/user is not able to hand over the system to the Bidder's engineer for maintenance purpose, such time will not be considered for the down time penalty.
- (c) In case the CONTRACTOR fails to perform the obligations as per clauses of AMC, then penalty will come in to force.
- (d) *Maximum penalty will be 10% of quarterly AMC Value, and the bidder will be issued warning to improve their support, if the same continues for the next quarter the branches / regional offices will be removed*

from the support and will be awarded to the other bidder or total contract of the bidder itself will be cancelled. The decision of the Bank will be final on this.

- (e) **For OS & Anti-Virus support** –System penalty will be charged in full only when System is not working normally. If any command line or file is not working in a system, no penalty will be charged.
- (f) The Bidder will submit Branch wise down time report along with the bill. If the down time is more than the limit prescribed in the Agreement, penalty will be charged as per the agreement and the amount will be deducted from the bill of the respective period.

23(i)Use of Contract Documents and Information

- a) The bidder shall not, without the Bank’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- b) The Supplier shall not, without the Bank’s prior written consent, make use of any document or information enumerated in this document except for purposes of performing the Contract.
- c) Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the bidder’s performance under the Contract, if so required by the Bank.

(ii)Termination for Convenience

- a) The Bank, by written notice sent to the bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank’s convenience, the extent to which performance of the bidder under the Contract is terminated, and the date upon which such termination becomes effective.

(iii)Resolution of Disputes

- a) The Bank and the bidder 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 Bank and the Bidder 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 herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed national forum.
- c) The dispute resolution mechanism to be applied shall be as follows:
 - i) In case of Dispute or difference arising between the Bank and a Bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the contract is above Rs. 1 Crore, the arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Supplier. The third Arbitrator shall be chosen by mutual discussion between the Bank and the Supplier.
 - ii) Arbitration proceedings shall be held at Bhubaneswar, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

iii) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and

iv) Where the value of the contract is Rs. 1 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

(iv) Governing Language

The governing language shall be English.

(v)Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and the Bidder shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of the Bank falls.

24 .PERFORMANCE EVALUATION:

The Bidders will be evaluated by the Bank at frequent intervals, atleast once in a quarter and the initial allotted branches / Regional Offices will be modified based on the performance of the bidder.

It is expected that the bidders to provide their best support in order to maintain their initial allotted Branches /Regional Offices.

The successful bidders must get confirmation on the Branches / Regional Offices and the hardware to be maintained by them from the Head Office at every quarter.

Information to be furnished along with the Technical Bid cum Checklist

Annexure A

All the critical points mentioned in the documents were summarily mentioned in the below form. The bidder must fill this form and enclose different sheets based on the requirement

1	Name of Organisation / Firm	
2	Registered Office Full address of firm	
3	CIN No of the Organisation (Enclose Company Registration Certificate)	
4	Annual Turn Over for the FY 2015-16, 2016-17 (Enclose Document)	
5	Whether Company is making Profit / Loss in the FY 2015_16, 2016_17 (Mention Profit / Loss with Values)	
6	Branch Office Address (Odisha)	
7	Email Id & Contact Detail of Authorized representative	
8	PAN for Income Tax	
9	Goods and Service Tax registration details.	
10	The bidder should not have been blacklisted by any Public Sector Bank / PSU's /de-empanelled from Odisha Gramya Bank in the past. Submit Declaration signed by the authorized representative of the bidder.	
11	Details of Government offices/ PSUs/ Nationalized Banks/RRBs etc. in which the firm has been given AMC (Please mention the detail in a separate Sheet as in Format Annex - B)in Odisha	
12	Details of the Contracts from Government Offices/ PSUs/RRBs / Nationalized Banks where the bidder is providing support to Minimum 200 Branches in Odisha	
13	Minimum 3 Nos Service Satisfactory letter from PSUs or Zonal Office/ Regional Office in case of Nationalised Banks/RRBs in Odisha with their contact Details and Mail id – Annexure B	
14	Service Network of the Bidder In Odisha (With office address , and contact Nos) – Annexure B	
15	Present Technical Engineers Details (Name , Contact No , Experience , Qualification) -Annexure B	

Formats to be enclosed – Annexure B

Branch Office Detail Format

Sl.No	District / Place	Full Address	Contact Person Name and Contact No

AMC Contract Details

Sl.No	Name of the Organization and Address	Contract Value	No of Branches	Contact Person Name	Contact No	Contact Mail Id

Technical Engineer Details

Sl.No	Regional Offices	Name of the Engineer	Total Working Experience	Highest Qualification	Any Certifications
1	Keonjhar				
2	Baripada				
3	Balasore				
4	Khurda				
5	Dhenkanal				
6	Cuttack				
7	Chandikhole				
8	Head Office-1				
9	Head Office-2				

Satisfactory Letter Collected from different Organization Details

Sl.no	Organization Name and Address	Signed by the Authority Name , Designation , Contact No and Mail Id	Support description which you are providing	Yearly Contract Value
01				
02				
03				

Commercial BID

Sl.No	Description	MAKE	Approx Qty	Unit Price per year	Total Price per year	Total Price for two year
01	DESKTOP	HCL/ACER/DELL	2562			
02	High Speed Printer	LIPI-2250	72			
03	LASER PRINTER	HP/SAMSUNG	140			
04	DM PRINTER	EPSON / TVS-355	544			
05	PASSBOOK PRINTER	EPSON/OLLIVETI/LIPI/ TVS SPEED 40	647			
05	DEDICATED ENGINEER		09			
TQP						

(All price should be exclusive of taxes)

Taxes Applicable on each of the line items to be specified by the bidders in their bids separately.

L1 will be selected on the lowest value of TQP.

**Note: Quantity of items from Item Number 01 to 05 may vary +/-10% on actual.
Bank may ask to increase/decrease dedicated Engineer depending on the requirement.**

The cost of the Manpower to be paid by the Bank based on the actual Dedicated Engineer deployed.