

# Zila Sahkari Bank Ltd. Ghaziabad



## Tender

For

**Annual Maintenance Contract (AMC) for ATMs**

### **Address of Submission & Correspondence:**

Secretary/Chief Executive Officer  
Zila Sahkari Bank Ltd. Ghaziabad  
Head Office,  
Ghaziabad

## Tender document for ATMs AMC

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### 1- Schedule of Events

SR. No.	Tender Document	
1	Purpose	Annual Maintenance Contract (AMC) for ATM Machines
2	Cost of Tender Form	Free
3	Earnest Money Deposit (EMD)	To be submitted as Demand Draft in favour of "Zila Sahkari Bank Ltd. Ghaziabad payable at Ghaziabad
4	Last Date and Time of Submission	15th January 2019, 5:00 PM
5	Bid Validity	One Months from the last date of submission
6	Address for submission of Bids	The Secretary/Chief Executive Officer Zila Sahkari Bank Ltd. Ghaziabad Head Office, Rajnagar Ghaziabad (UP)

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## **Overview**

Zila Sahkari Bank Ltd., Ghaziabad is a Leading Cooperative Bank in the state of Uttar Pradesh having its Head Office at Ghaziabad- UP (hereinafter referred to as "Customer."). The Customer has total 33 branches and the area of operation of the Bank covers entire Ghaziabad, Gautambudh Nagar and Hapur District.

## **Tender Notice**

### **Annual Maintenance Contract for undertaking of Maintenance of NCR**

#### **Brand ATMs**

The Bank invites Tenders for Annual Maintenance Contract (AMC) for undertaking of maintenance of ATMs installed at 03 locations. The Vendor shall be selected under Quality and Cost Based Selection (QCBS) and procedures described in this tender, in accordance with the policies of the Bank.

#### **Important Instructions:**

Bidders are advised to study the Tender documents carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The bank reserves the right to order full / additional and part of material as mentioned in this RFP and has rights to select the vendor on merits and criteria of Lowest Price may not be applicable.

#### **Eligibility Criteria:**

- a. NCR corporation India Pvt. Ltd & Authorized vendor of NCR Corporation India Pvt. Ltd.
- b. Minimum Three Year Experience in the field of maintenance of ATMs
- c. Registration in Indian company Act and G.S.T.
- d. PAN Card

#### **INSTRUCTIONS TO BIDDERS/VENDORS**

1. The Bidder/Vendor should provide the following documents in following order:
  - (a) Duly filled information in accordance with points given in Part-A of this Tender document in Annexure 'A' sealed & signed with superscription "**Tender for ATM AMC**".
    - i. Supporting document for Sr. No. (a) **Eligibility Criteria. Authorization Letter**
    - ii. Supporting document for Sr. No. (b) **Eligibility Criteria. Work order & Experience Certificate**
    - iii Supporting document for Sr. No. (c) **Eligibility Criteria. Work order copy**
    - iv. Supporting document for Sr. No. (e) **Eligibility Criteria. Registration copy**
    - v. Supporting document for Sr. No. (f) **Eligibility Criteria. PAN Card copy**
    - vi. Other relevant document, if any
2. The Bidder/Vendor should provide rates quoted only in **Annexure-"B"** in accordance with **Annexure- "A"** in second envelope signed & sealed with superscription "**Tender For ATM-AMC (Price Bid) – B**
3. Vendor to enclose EMD of Rs. 10,000 /-(Rs Ten Thousand Only) – in the form of Bank Draft from a scheduled bank in favour of "Zila Sahkari Bank Ltd. Ghaziabad, Payable at Ghaziabad. In a separate Envelop – C superscription "EMD for ATM-AMC, Envelop-C sealed & signed.
4. Tenders not accompanied by Earnest Money Deposit (EMD) or incomplete in any respect will be rejected outright. No interest will be paid on the EMD amount.
5. All the above three envelopes should then be put inside a third **envelop "D"** of slightly bigger size than the other three. The outer envelope containing the three envelopes should indicate on the top "Request for Proposal for AMC of NCR Brand ATM" & vendors Correspondence Address and Contact No/Contact Person at the bottom sealed & signed.

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6. **Envelope - D** to be addressed to:-

“Secretary/Chief Executive Officer  
Zila Sahkari Bank Ltd. Ghaziabad  
Head Office,  
Ghaziabad

7. Bidder/Vendor should clearly indicate the availability of service and maintenance facilities at Ghaziabad, Gautambudh Nagar, Hapur and nearby towns/cities.

**Scope of the Work:**

The Bank has got an identical (make/model) set of 03 ATM Machines. These ATM machines will be covered with a comprehensive AMC contract under which preventive maintenance, corrective maintenance, replacement of parts, and any other kind of maintenance required will have to be carried out. The vendor's liability would be to keep the equipments (ATM machines) in good operating condition during the AMC period.

**Maintenance:**

**(a) Preventive Maintenance**

The preventive maintenance service of the components is as important as prompt corrective maintenance service since regular and proper preventive maintenance service ensures trouble-free performance of the machines. The vendor should provide for at least one preventive maintenance schedule per month. The scope of preventive maintenance will also cover aspects related/ specific to hardware like health check of various components of the machines. The time for such schedules will have to be specified in advance in consultation with the branch/head office authorities.

**(b) Corrective Maintenance**

The corrective maintenance means identification of problem and its rectification which may include reloading of operating system, reloading/configuring of application software/screens developed in-house or developed by the 3rd party, drivers, and anti-virus agent, etc.

**(c) Service Parts**

Service parts supplied in performing the corrective maintenance shall be new or of equivalent condition to ensure proper functioning of equipment. Such parts supplied by the Vendor to the equipment shall become the property of the customer whereas service parts removed or replaced by the vendor shall become the property of the vendor

The RFP/Tender is invited from the experienced Bidders/Vendors for providing maintenance to the NCR Brand ATM machines under Annual Maintenance Contract (AMC) arrangement at following 03 branches of the bank operating at different locations in District Ghaziabad (UP):

Sr. No.	Location	Model
1	Noida Sector 66, Mamura, Gautam Budh Nagar	SS22E
2	Shihani Branch, Ghaziabad	2012MC858
3	Dadri Branch, near Bus stand, Dadri, Gautam Budh Nagar	SS22E

1. The initial term of the Annual Maintenance Contract (AMC) will one year effective from the date of execution of the agreement. Thereafter the agreement will automatically be renewed for one year period, until terminated by either party by giving written notice to the other no less than 30 days prior to the end of expiry date

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2. During the AMC period, the Vendor will provide on-site support.
3. Support calls for Hardware should be attended on same day but if the call is lodged after 3.00 PM and the distance of the branch is more than 15 KM from Ghaziabad city the call should be attended on next working day.
4. Under corrective maintenance the vendor shall rectify any defects, faults and failures in the equipment and shall repair, replace any worn out, defective parts of the equipment, free of cost to the Bank. All the components of the equipment, excluding consumables and non-functional parts such as plastic casings and covers, shall be covered under this agreement.
5. The Vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee without the Prior approval of the Bank.
6. During the AMC period average 98% of the uptime shall be maintained. The computation of uptime of the ATM machines shall be based on 24x7 (365 days in a year) In case the vendor fails to provide minimum 98% uptime.
7. If the Vendor fails to comply with the contract terms and conditions within the specified period, Customer or respective authority or any officer by him / them, will arrange for the alternative arrangement through other means at risk, cost and expenses of the said Vendor who shall have to bear and pay all expenditure incurred by the Bank/Customer.
8. In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for consideration on a pro rata basis. In the event of weeding out of older machines by the customer, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis.
9. The prices quoted shall be deemed to have included all taxes, imposed by Central/State Government/Local Bodies. If the Bidder fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, income tax will be deducted at source and a certificate for the same will be issued to the contractor.

### **Payment Terms:**

The total amount payable against AMC shall be paid in yearly.

### **Termination of the Contract**

- The Bank reserves the right to terminate the agreement without prior notice, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- In case for any reason, the vendor wants to terminate the agreement, a notice in this regard needs to be given one month prior to the actual termination.
- In case of any dispute arises between Bank and the Vendor, the matter will be settled through arbitration under Section U.P. Cooperative Societies Act.1965 and U.P. Cooperative Societies rules 1968.
- The contract shall be governed by the laws of India and shall be subject to jurisdiction of Ghaziabad District Code (UP) courts only.

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## Annexure - A

1	Registered Name & Address of the Firm/bidder with Mobile/ Telephone No. (as mentioned in registration certificate)	
2	Postal Address	
3	Name and address of main vendor contact person including name, current position/title, address,	
4	Details of Earnest Money to be deposited. (Earnest money should be in favor of "Zila Sahkari Bank Ltd., Ghaziabad in the form of DD.	DD No.                      Date: Issuing Bank..... Amount.....
5	Mention validity period of your offer (validity should not be less than three months)	
6	State whether the quoted price for the work, quantity offered is firm in all respect. (Please note that the rates shall remain firm during the period of enforcement of the job completion period	
7	State whether the quoted prices are inclusive of Labour charge, Trade Tax, Excise Duty, Freight and all other taxes & levies	
8	Details of availability of service and maintenance facilities at Ghaziabad for the items quoted.	

Place: .....

Signature of bidder

Date: .....

Name.....

Seal

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## Annexure-B

### Tender For Annual Maintenance Contract of ATM Machines

S.No.	Description/Particulars	Annual Charges	Taxes (if any)	Total Amount. (Rs.) (3+4)
(1)	(2)	(3)	(4)	(5)
1				
2				
3				

Place: .....

Date: .....

Signature of bidder

Name.....

Seal