

**Annual Maintenance Contract for Computer Hardware and Peripherals  
of the Reserve Bank of India, Hyderabad**

**Tender Notice**

1. Sealed tenders in two parts are invited for Annual Maintenance Contract for Computer Hardware and Peripherals. The work is estimated to cost Rs. 17 lakhs.
2. Only those contractors who have minimum 5 years of experience in the field of maintenance of computer hardware and peripherals and have executed two or more similar works individually costing not less than Rs. 8.5 lakhs during last 3 years and have a minimum yearly turn over of Rs 5 lakhs during the last 3 years, and also have a full fledged service setup at Hyderabad wherefrom required quality after-sales services can be provided will be eligible to tender for the work.
3. The tender forms will be issued only to those contractors who invariably furnish, at the time of applying for purchase of tender-forms, the following information in writing /documents to satisfy the Bank about their eligibility for participating in the tendering process:

(a)	Composition of the firm	Full particulars (whether contractor is an individual, or a partnership firm, or a company etc.) of the composition of the firm of contractors in detail should be submitted along with name(s) and address(es) of the partners, copy of the Articles of Association/ power of Attorney/any other relevant document.
(b)	Work experience & Completion of similar works of specified value during the specified period	<p>Copies of the detailed work orders indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work experience.</p> <p>The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given</p>

(c)	Creditworthiness of the contractor & their Turn over during the specified period	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last three years.
(d)	Service Set-up	Certificate from the manufacturers/any other valid document in support of having a full fledged service setup at the desired place should be enclosed.
(e)	Name(s) and address(es) of the Bankers and their present contact executives	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank in case it is so needed) should be furnished.
(f)	Details of bank accounts	Full particulars of their bank accounts, like account no., type, when opened, etc., should be given.
(g)	Name(s) and address(es) of the Clients and their present contact executives	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished.
(h)	Details of completed works	The client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), completion time stipulated in the contract(s) and actual time taken to complete the work(s), name(s) and full contact-details of the officers/ authorities / departments under whom the work(s) was/were executed should be furnished.

4. In the event of intending tenderers' failure to satisfy the Bank; the Bank reserves the right to refuse issuance of tender-forms/documents to them.

5. Tender forms will be issued by the office from 13.08.2005 to 30.08.2005 on a non-refundable payment of Rs.500.00 per set in Demand Draft favouring Reserve Bank of India payable at Hyderabad.
6. Tender forms can also be downloaded from the website [www.rbi.org.in](http://www.rbi.org.in) . In case of downloaded documents, the said non-refundable sum of Rs.500.00 in the form of Demand Draft favouring Reserve Bank of India payable at Hyderabad along with all the information/documents, mentioned in para 3 above, will have to be submitted in a sealed cover addressed by name to Regional Director, Reserve Bank of India, Secretariate Road, Saifabad, Hyderabad - 500004 up to 2:00 p.m. on 31.08.2005 for Bank's examination. These separate sealed covers shall be opened on the same day for scrutiny. After scrutiny, if any of the contractors are not found to possess the required eligibility, their tenders will not be opened by the Bank for further processing.
7. Tender in prescribed form shall be submitted in two parts. Part-I tender will contain the Bank's standard technical and commercial conditions for the proposed work, tenderers' covering letter, tenderers' additional conditions, if any, and the EMD of Rs. 34,000/- in the form of Demand Draft favouring Reserve Bank of India payable at Hyderabad and be sealed (in duplicate) in one cover, superscribing "Part – I Tender for Annual Maintenance Contract for Computer Hardware and Peripherals. Part II tender will contain no conditions and tenderers' priced bid only and be sealed (in duplicate) in a separate cover, superscribing "Part – II Tender for Annual Maintenance Contract for Computer Hardware and Peripherals. Both these sealed covers will further be sealed in another envelope addressed by name to Regional Director, Reserve Bank of India, Secretariate Road, Saifabad, Hyderabad - 500004 will be received by the Bank up to 2:00 p.m. on 31.08.2005 in the manner described in the tender-form. The offer should be valid for three months from the date of opening of Part II (price list) of the tender.
8. Part I of the tenders will be opened at 3:00 p.m. on 31.08.2005 in the presence of the authorized representative of the tenderers who choose to be present. Part II of the tender will be opened on a subsequent date which will be intimated to the tenderers in advance.
9. The Bank shall obtain reports on past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part – II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part - I of the tender and his sealed cover containing Part-II of the tender along with EMD shall be returned back to him as it is. The Bank is not bound to assign any reason for doing so.
10. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

I.

## **Eligibility Conditions**

1. The vendor should be a Company registered in India.
2. The vendor should have good reputation in the market and their clientele should preferably include banks, FIs, Government Undertakings and other reputed concerns.
3. The vendor should preferably have all India presence with an office in Hyderabad.
4. The vendor should be a systems integrator and should have minimum experience of five years in the field of maintenance of Computer Hardware and Peripherals.
5. The Vendor should have executed at least two orders each of Rs.8.5 lakhs or above for AMC for maintenance of computer hardware and peripherals during the last three years. (The second work order should not be a repeat order of the first. The value of the work orders should be calculated on the basis of value paid for maintenance of servers, PCs, notebooks and peripherals). These Work Orders must be supplemented by satisfactory certificates issued by the concerned agency. Any work order placed by RBI, Hyderabad will not be considered for this purpose.
6. The vendor should have the capabilities to handle AMC for all brands and makes of computer systems and peripherals. The vendor should be able to provide AMC for all hardware items and support for Operating Systems/ Systems Software listed in Annexure – I.
7. Vendor should have appropriate support relationship (channel partner, service partner, etc.) with OEMs of the items mentioned in Annexure- I so as to ensure that priority support level from OEM will be available to vendor for problem resolution. These arrangements should be from LIPI, HP (This includes Compaq as well), IBM, TOSHIBA and TVS in our case. Vendors must produce documentary evidence towards these arrangements.
8. Vendor should have adequate technical staff in Hyderabad with expertise, certifications for dealing in Windows server (2000 and above) operating systems, Novell server operating systems, SCO Unix server operating systems, Lotus Domino, Windows desktop operating systems (Windows 98 and above) and Oracle. The Bank shall satisfy itself with regard to the adequacy of available technical staff and their qualifications before opening of the concerned vendor's Part II Bid.
9. The vendor should be presently maintaining site/s in Hyderabad where support is provided to :-
  - a. Novell servers
  - b. SCO Unix servers
  - c. Windows servers

Documentary evidence to this effect supplemented by satisfactory certificates should be produced by the vendor in Annexure VI. The Bank reserves the right to enquire about this claim made before opening the concerned vendor's Part II bids.

10. The vendor should have a Repair Centre at Hyderabad equipped with adequate technical staff (not less than two) and equipment for repair work so as to ensure at least 99.5% uptime for servers, 99% uptime for PCs and 98% uptime for peripherals. The Bank reserves the right to inspect the Repair Centres and satisfy itself about the quality and reliability of the service that can be rendered by the vendor before opening the concerned vendor's Part II Bid.

## **II. Terms and Conditions**

1. The AMC shall be effective and valid for the broken period Octobe 01, 2005 to June 30, 2006 (9 Months). It may be renewed by written mutual consent of both parties. The AMC would be made in congruent with the fiancianl year of the Bank (i.e 1<sup>st</sup> July- 30<sup>th</sup> June of the year).
2. Maintenance services shall be provided by the vendor at various properties of the Bank as listed in Annexure- II. The Bank reserves the right to add more sites to the list. The same will communicated to the vendor in writing.
3. The scope of coverage of the AMC will be for the computer hardware and peripherals for all the items listed in Annexure – I of the tender document. Technical support for software listed in Annexure – I must also be provided. The AMC will not be awarded in parts.
4. The vendor shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC.
5. 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.
6. Maintenance support will have to be provided for Windows server operating systems, Novell server operating systems, SCO Unix server operating systems, Linux server operating systems, Oracle and Windows desktop operating systems (Windows 98 and above)
7. The company shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the bank, whenever the need arises.

8. Necessary technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system software and any problems accessing the various application software on the computer systems, etc. covered under AMC.
9. Vendor shall, upon direction of DIT officials, configure Outlook/ install application software/ make configuration changes in the equipment covered under AMC, free of cost.
10. Preventive Maintenance activity shall include updation of patches/service packs, carrying of systems diagnostic tests and taking remedial action, etc. The vendor shall provide for at least one preventive maintenance schedule per month during the maintenance period.
11. The vendor shall be responsible for updation of security patches on operating systems which should be done immediately upon their release by the Principal after taking due permission of the Bank's officials.
12. The Bank has automatic anti-virus updation system. However, the vendor shall be responsible for checking/ ensuring updation of anti-virus files on all servers and PCs covered under the AMC. The anti-virus patches on the systems should not be more than a week old. The anti-virus packages will be provided by the Bank.
13. The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC.
14. A health card shall be maintained for all equipment covered under AMC. The vendor shall record therein each incident of equipment malfunction, date/ time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the equipment together with a description of the malfunction and the cause thereof. Details of preventive maintenance activity shall also be recorded.
15. The vendor shall arrange to station at least three qualified resident engineers in the office premises on all working days. The working hours on weekdays will be from 9.30 AM to 6.00 PM and from 9.30 AM to 2.00 on Saturdays. However, under special circumstances such as Annual Closing of books of accounts of the Bank, etc. the working hours shall vary as per the given situation. The resident engineers shall report to the Department of Information Technology on all working days during office hours. The Resident Engineers shall be provided with mobile phones. Out of these three engineers one must be BE with a minimum of three years experience in the area, other two being diploma Certificate.

16. Vendor and (or) its Division handling the job of "Annual Maintenance Contract" must be ISO 9000 certified.
17. The vendor shall repair/ replace parts at the various sites of the Bank only. If the fault is of serious nature and requires the support of the Repair Centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/ transportation, installation, re-installation, loading of the software packages (both the system software and application software, if any) at no additional cost to the Bank.
18. The vendor shall be responsible for recovery of data, **free of cost**, in case of Hard Disk crash of any computer systems under its AMC.
19. The vendor shall maintain onsite an inventory of spare parts which should include at least the following :-
  - a. One complete P-IV machine with floppy drive and CD-ROM
  - b. One P-IV Notebook with DVD combo
  - c. CD-ROM – 2
  - d. Keyboard – 5
  - e. Mouse - 5
  - f. Floppy drive – 5
  - g. SMPS – 5
  - h. DAT drive – 1
  - i. Deskjet printer -1
  - j. Laserjet printer – 1
  - k. All necessary spares to ensure 99.5% uptime for Bank's servers
20. The vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee without the prior approval of the Bank. If, at any time, it comes to the notice of the Bank that such sub-letting has been done, the Bank at its discretion may terminate the contract without referring the matter further to the vendor. The Bank will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the Vendor or through other means.
21. The vendor shall ensure that the malfunctioning hardware, accessories, operating systems, systems software (if any) is rectified within two hours of lodging the complaint by the Bank. If the vendor is not able to rectify the same by the stipulated time, the vendor shall provide, at their own cost, requisite hardware/ software to ensure business continuity.
22. The vendor shall ensure 99.5 % uptime of each server, 99% uptime of each PC and 98% uptime of each peripheral covered under the AMC. If during any half-year, the vendor does not maintain the uptime of the equipment, proportionate maintenance charges will be deducted from the amount to be paid to the vendor in the beginning of the next half-year.

23. The 'Downtime' in respect of the equipment shall be calculated as under :-
- i. 'UPTIME' of the hardware and system software = (Coverage Hours minus Down Time)/Coverage Hours X 100 for the maintenance year.
  - ii. Coverage Hours = Uptime commitment per day X No. of committed days per Year
  - iii. Uptime Commitment per day = Hardware and System Software Maintenance Support Time per day
  - iv. Down Time will be counted from the time of reporting the maintenance call by the Bank to the Vendor till the resolution of the problem/operationalisation of the hardware and system software.
  - v. No. of committed days per Year = The number of working days of the Bank during the year.
24. If monthly preventive maintenance schedule of equipment is not adhered to, a penalty of Rs. 50/- for peripherals, Rs. 100/- for PCs/ Notebooks and Rs. 500/- for servers may be imposed, at the discretion of the Bank. Completion of preventive maintenance schedule will entail updation of anti-virus patches, Operating System patches and carrying out of diagnostics tests.
25. As security for due fulfillment of the terms and conditions and obligations of the service contract, the vendor shall furnish a Performance Bank Guarantee of 10% of the value of the AMC valid for one year.
26. The Bank shall release quarterly payments towards the maintenance charges after the expiry of each quarter and after getting a certificate of good performance from the Department of Information Technology, Reserve Bank of India, Hyderabad.
27. 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 an additional consideration. In the event of weeding out of older machines in the office, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis.
28. 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.
29. The Vendor shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the Bank would have the right to reimburse itself by

way of adjustment from the vendor's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.

30. The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, 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 the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
31. The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
32. The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Bank even if it is not covered by the AMC.
33. The Bank reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
34. The Maintenance Contractor shall pay all the taxes, duties and levies, if any, required to be paid. The consideration indicated in the foregoing paragraphs shall be inclusive of all the prevalent taxes payable by the Maintenance Contractor. The Bank would be at liberty to make the necessary tax deduction at source, as required by law.
35. L1 vendor will be decided on the basis of Total Cost to the Bank (inclusive of Taxes, Charges, etc.)
36. The Bank shall not consider any request in change of rates of AMC due to any reason whatsoever, during currency period of the contract.
37. All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of the courts in Hyderabad only. If any dispute arises between the parties about the terms of this contract or anything in relation to or arising out of this contract, the parties shall make an effort to solve the same through the appointment of

an arbitrator by mutual agreement. If a single arbitrator could not be appointed by agreement, each side would be free to appoint one arbitrator each, who in turn will add an umpire. The decision of the arbitrator or arbitrators, as the case may be, shall be final in regard to such dispute or disputes.

### **III. Submission of Bids**

1. Pre-bid survey of site can be carried out by vendor between 2:00 P.M. to 4:00 P.M. on August 17/18, 2005.
2. Separate sealed Part I and Part II bids **in duplicate** addressed to Regional Director, Reserve Bank of India, Secretariate Road, Saifabad, Hyderabad - 500004 should be submitted so as to reach the Bank by 2:00 p.m. on August 31, 2005. Any tender received after this time will not be entertained. Separate sealed quotations should be appropriately superscribed :-

**The original and duplicate of Part I should be in one cover.**

'Quotations for AMC for Computer Hardware and Peripherals of RBI, Hyderabad - Part I Bid-Original'

'Quotations for AMC for Computer Hardware and Peripherals of RBI, Hyderabad - Part I Bid-Duplicate'

**The original and duplicate of Part II should be in one cover.**

'Quotations for AMC for Computer Hardware and Peripherals of RBI, Hyderabad - Part I I- Bid-Original'

'Quotations for AMC for Computer Hardware and Peripherals of RBI, Hyderabad - Part I I- Bid-Duplicate'

The covering page of the tender documents submitted inside the sealed envelopes should also be appropriately superscribed as 'Original' and 'Duplicate'. In the event of any discrepancies between the 'Original' and the 'Copy' of the bid documents, the Original shall govern.

3. Each page of the technical and commercial bid should be numbered, signed and stamped with the company seal.
4. Incomplete quotations or quotations submitted after due date and time are liable to be rejected.
5. The Bank reserves the right to reject all or any of the quotations received without assigning any reason thereof.
6. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender.
7. Vendor shall deposit an Earnest Money Deposit of Rs. 34,000/- in the form of DD to be enclosed with Technical Bid, which will be refunded to unsuccessful bidders after award of work and commencement of AMC and submission of 10% Performance Bank Guarantee in case of successful vendor. Interest will not be paid on the EMD. Bids submitted without EMD are liable to be rejected.
8. The Part-I should contain :-
  - a. Company Profile to be submitted in format given in Annexure – III
  - b. Certificates of Satisfactory Service by customers.
  - c. Audited Balance Sheets of the Company for the past 3 years.
  - d. Undertaking/certificate of indemnity as per Annexure - V.
  - e. Demand Draft for EMD

- f. Validity period of the Offer- Three months from the date of opening of Part II of the tender.
  - g. Details of any deviations, clarifications, stipulations which needs to be provided by the vendor
  - h. Undertaking that no terms and conditions have been stipulated in the Commercial Bid.
  - i. List of consumables for items covered under AMC
9. The quotations shall be in conformity with our conditions and requirements. Deviations, if any, shall be clearly mentioned by the vendor in the Part - I Bid. Non-mention of deviations shall imply compliance with our conditions and requirements. The Bank reserves the right to reject an offer for any of the deviations.
10. Clarifications/conditions stipulated by the vendor, if any, shall be examined and discussed with the vendors and the conditions that are acceptable as well as the conditions which are not acceptable to the Bank shall be intimated to them. The vendor will have to agree to the stated position of the Bank but shall be allowed to quote percentage either at par, above or below of their/his priced tender already submitted in a sealed cover taking into the consideration the financial implication of the conditions not agreeable to the Bank. This letter containing the vendor's price adjustment (either at par, above or below) shall be submitted in duplicate in a sealed cover on or before a date fixed subsequently and informed to the vendor by the Bank. This letter together with sealed cover of the Price Bid shall be opened on the scheduled date at the appointed time. If the vendor fails to agree upon the Bank's stated position within the stipulated time, their bid is liable to be rejected.
11. The Part II bids of only qualified vendors shall be opened for the purpose of commercial evaluation.
12. The Commercial Bid should be submitted in the format given in Annexure – IV.
13. No terms and conditions should be stipulated in the Commercial bid, which is meant only for the quotation of offer price/ rate. Any terms and conditions indicated in deviation from the above, would be ignored by the Bank.
14. The validity of the price bid (Part II) should be for a minimum of 3 months from the date of opening of Part II of tender. The validity of the offer should be indicated in the Technical Bid.
15. Where there is a discrepancy between the amounts in figure and in words, the amount in words shall govern. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by quantity, the unit rate will govern.

The undersigned may be contacted for any clarifications. Contact details are :-

Tel : 23242034/23242470 Fax : 23232826

E-mail : [dithyderabad@rbi.org.in](mailto:dithyderabad@rbi.org.in)

P Subramanyam  
Deputy General Manager  
Department of Information Technology  
Reserve Bank of India,  
Secretariate Road, Saifabad,  
Hyderabad - 500004

**ANNEXURE – I**

Sl. No.	Item Description	Model/ Brand	Number
1.	Servers	HP Net Server E 60	2
		HP Net Server LC 3	2
		Compaq Proliant 2500	1
		COMPAQ PROLIANT 800	2
		ACER ALTOS 330	1
		IBM Netfinity 3000	1
		HP Netserver LH II	1
		IBM Xseries 206	1
		HP Netserver E 30	1
2.	Laptops	Zenith PII, Wipro Acer, Toshiba Sat 2710	5
		Zenith PIII, Compaq Presario 1600, Compaq Armada 110	7
		Compaq evo n160	3
		Compaq evo n800c	18
		Toshiba Tecra S1	32
		Sony VAIO	1
3.	PCs	P I & P II – PCS,	6
		P III -Compaq, Zenith, PCS	102
		P – IV Compaq, HP,IBM, Wipro	197
4.	Nodes	P – I	31
5.	Dot Matrix Printers	Panasonic, TVSE, Wipro	40
6.	High Density DMP	Wipro	5
7.	Line Printer	Lipi,Wipro	7
8.	Laserjet	HP	12
9.	Network Laserjet	HP	2
10.	Deskjet/Inkjet	HP	40
11.	Passbook	TVSE,Wipro	3
12.	Scanners	Umax, HP	9
13.	DAT Drives	HP	1
14.	Multi-functional Devices	HP	2
15	Any other items to be charged by the vendor *	* This is to be filled up at the option of the vendor. This will be taken into consideration while deciding upon L1 vendor.	
16	Service Tax, Education Cess and others (to be mentioned in terms of percentage)		

17	TOTAL		
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## **TECHNICAL SUPPORT FOR OPERATING SYSTEMS**

- a. Novell 3.11, 4.11 with SFT III, 5.0 and above
- b. SCO Unix 5.x servers and above
- c. Linux Servers
- d. Windows 2000 and 2003 servers
- e. Lotus Domino
- f. Windows Desktop Operating Systems (Windows 98 and above)

### **ANNEXURE – II**

#### **List of Properties of the Bank where AMC services will have to be provided**

1. Regional Director, Reserve Bank of India, Secretariate Road, Saifabad, Hyderabad – 500004
2. Reserve Officers' Quarters, Red Hills, Hyderabad- 500004

**ANNEXURE - III****COMPANY PROFILE**

Sl No.	Items	Details		
1.	Name of the Vendor			
2.	Address of the Registered Office	Address Telephone Fax Email	(Details of column 2 and 3 should be verifiable from vendor's website. Appropriate link should be provided. If details cannot be verified from website, then appropriate proof should be provided.)	
3.	Address of office at Hyderabad.	Address Telephone Fax Email		
	Address of office at second metropolitan city.	Address Telephone Fax		
4.	URL of Vendor's Website			
5.	Name and designation of the person authorized to make commitments to the Bank	Name Mobile Phone Fax E-mail		
6.	Type of Company (Whether Private Ltd. or Public Ltd.) Copy of Certificate of Registration should be provided.			
7.	Sales Tax Number			
8.	Income Tax Number			
9.	Annual Turnover for the last 3 years (Copies of audited balance sheet should be attached)	2002-03	2003-04	2004-05

10.	Whether the vendor has been in the business of maintenance of computer hardware, software, peripherals since 2000-01 (Copy of one work order for AMC of computer hardware, operating systems and peripherals for each the 5 years since 2000-01 should be enclosed.)	Year	Company	Whether AMC was extended. If so, till when	If not, why not
11.	Whether vendor is a systems integrator				
12.	Clientele (Clients from whom certificates of satisfactory sales service and support can be produced should be mentioned.)	Banks and FIs	Government Undertaking	Reputed Concerns	
13.	Support relationship (channel partner, service partner, etc.) with OEMs of the servers mentioned in Annexure- I. Copy of agreement with details of level of support to be provided.				

14.	Postal address of service centre/ repair centre in Hyderabad	
	a. Name of the Officer-in-charge of the Repair Centre b. Designation c. Telephone number d. Fax f. E-mail	
	Whether Repair Centre is company owned.	
	No. of permanent technical Staff	
	Type of repair/ service work attended to	
	Any type of repair/ service work that cannot be attended to in this Repair Centre	
	If so, where will these repairs be undertaken	
15.	Please indicate any hardware items indicated at Annexure - I for which AMC coverage cannot be provided	
16.	Please indicate any software indicated at Annexure - I for which support cannot provided.	

17.	Names and qualification of the engineers who will be able to attend to problems relating to the following server operating systems (Necessary information in additional sheets may be provided, if required. Further details may be called for if considered necessary)	Server Operating systems	Name of engineers	Number of years with vendor's company	Qualification and certification acquired by the engineer
		Novell			
		SCO Unix			
		Windows servers			
		Lotus Domino			
		Oracle			

	Please indicate qualification level of Resident Engineers to be stationed at the Bank				
	Whether vendor has successfully executed at least two work orders each of Rs. 8.5 lakh or above for AMC of Computer Hardware, Operating Systems and Peripherals. (The second work order should not be a repeat order of the first and the value of the work orders should be calculated excluding the amount paid for maintenance for items other than those mentioned above e.g. LAN)	Company	Whether AMC was extended.	If so, till when	If not, why not
	Year				
	Year				
	Please give details of five largest AMC for computer hardware handled by the vendor during the last five years	Company	Whether AMC was extended.	If so, till when	If not, why not

	Organizations where the vendor is presently maintaining the below mentioned servers in Hyderabad	Name of Organization	Maintenance services being provided since	Contact Person, designation, Postal Address, Telephone, Fax and e-mail address	Whether certificate of satisfactory service is included. If not, the work will not be considered
	Novell servers				
	SCO Unix Servers				
	Windows servers				

	Are there any terms and conditions stipulated by the Bank which cannot be adhered to by the vendor	
	Whether vendor has ISO 9001:2000 certification <b>for IT services</b> (copy may be provided)	
	Are there any clarifications, etc. that the vendor may like to make	
	Has the vendor been black-listed by any of the offices of the Reserve Bank of India or any of its other customers? If so, details may be provided.	
	Whether there is legal action being taken against vendor for any cause in any legal jurisdiction.	
	Please give escalation matrix for problem resolution. The matrix should include a senior officer in the Head Office of the company. Designation, phone no., fax no. and e-mail address of the officials mentioned in the escalation matrix	
	Names and address of Bankers	

Signature :

Name :

Designation :

Place :

Date :

**ANNEXURE – IV**

Annual Maintenance Contract for Computer Hardware and Peripherals  
of the Reserve Bank of India, Hyderabad

**FORMAT OF COMMERCIAL BID****(TO BE SUBMITTED ON THE LETTERHEAD OF THE COMPANY)**

Sl. No.	Item Description	Model/ Brand	Number	Annual AMC Charges Rs.
1	Servers	HP Net Server E 60	2	
		HP Net Server LC 3	2	
		Compaq Proliant 2500	1	
		COMPAQ PROLIANT 800	2	
		ACER ALTOS 330	1	
		IBM Netfinity 3000	1	
		HP Netserver LH II	1	
		IBM Xseries 206	1	
		HP Netserver E 30	1	
2	Laptops	Zenith PII, Wipro Acer, Toshiba Sat 2710	5	
		Zenith PIII, Compaq Presario 1600, Compaq Armada 110	7	
		Compaq evo n160	3	
		Compaq evo n800c	18	
		Toshiba Tecra S1	32	
		Sony VAIO	1	
3	PCs	P I & P II – PCS,	6	
		P III -Compaq, Zenith, PCS	102	
		P – IV Compaq, HP, IBM, Wipro	197	
4	Nodes	P – I	31	
5	Dot Matrix Printers	Panasonic, TVSE, Wipro	40	
6	High Density DMP	Wipro	5	
7	Line Printer	Lipi, Wipro	7	
8	Laserjet	HP	12	
9	Network Laserjet	HP	2	
10	Deskjet/Inkjet	HP	40	
11	Passbook	TVSE, Wipro	3	
12	Scanners	Umax, HP	9	
13	DAT Drives	HP	1	
14	Multi-functional Devices	HP	2	
15	Any other items to be charged by the vendor *	* This is to be filled up at the option of the vendor. This will be taken into consideration while deciding upon L1 vendor.		
16	Service Tax, Education Cess and others (to be mentioned in terms of percentage)			
	TOTAL			

**ANNEXURE – V**

**TO BE SUBMITTED ON THE LETTER HEAD OF THE COMPANY**

The Regional Director  
Reserve Bank of India  
Secretariat Road,  
Saifabad,  
Hyderabad – 500004

Dear Sir,

**Annual Maintenance Contract for Computer Hardware and Peripherals  
of the Reserve Bank of India, Hyderabad**

This bears reference to your captioned tender dated--- (to be filled in by vendor). We, hereby, accept all the terms and conditions for submitting quotation as mentioned in the said tender.

2. We hereby certify that no terms and conditions have been stipulated by us in the Commercial Bid.

3. We warrant that the repair and maintenance service/products to be sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

Yours faithfully,

Signature :  
Name :  
Designation :  
Place :  
Date :

**ANNEXURE – VI**  
**FORMAT ON TECHNICAL EXPERIENCE**

**TO BE SUBMITTED ON THE LETTER HEAD OF THE COMPANY**

**Annual Maintenance Contract for Computer Hardware and Peripherals  
of the Reserve Bank of India, Hyderabad**

SI NO	Server operating system	Name of Engineer	Qualification	Experience	Name of the organization presently handling the Operating System	Certificate from the present organization.
1.	Novell					
2.	SCO Unix					
3.	Window server( 2000 and above)					
4.	Lotus Domino					
5.	Oracle (8 and above)					