



# The Howrah District Central Co-operative Bank Ltd.

*Legacy of a Century*

Ref No. HWB/HO/1558/25-26

Date: 01-12-2025

## NOTICE INVITING e-TENDER for Computer Hardware comprehensive Maintenance of The Howrah District Central Co-operative Bank Ltd.

e-tender for Computer Hardware comprehensive Maintenance in a prescribed format are invited from the intending Authorised Service Provider / Companies / Firms having sound experience in service, maintenance and installation of computer hardware and software and local networking including batteries of online UPS, picture tubes of PC monitors, scanner bulb, printer head, cartridge of printer, broken or damaged parts, plastic parts of existing Desktops, Printers, Scanners, for the various branches of The Howrah District Central Co-operative Bank Ltd. (hereinafter referred to as the said Bank). The successful bidder should have the capability of providing onsite for different Hardware items and networking issues for all of our branches.

The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM).

**The Bank is not bound to accept the lowest rate if otherwise ineligible.**

SL. No.	Items to be covered under AMC (Approximated)	Qty	Rate of each Item	Total (Rate per unit * Qty.)
1	Desktop(HP)	118 Nos.(approx)		
2	Passbook printers (Epson PLQ 20)	15 Nos. (approx)		
3	Laser Jet Printers (HP M1136,CANON)	20 Nos. (approx)		
4	Online UPS (3-6KVA)	14 Nos. (approx)		
5	Scanner (EPSON,CANON)	20 Nos. (approx)		
6	SWITCH	22 Nos. (approx)		

### A. Terms and Conditions:

- 1 Upkeep and maintenance of the hardware installed.
- 2 To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- 3 Repair is to be carried out at the location of the equipment.
- 4 Standby arrangement is to be made in case the equipment is to be taken to workshop for repairs.
- 5 Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti Virus Software will be provided by Bank.)
- 6 Any other maintenance work to be undertaken related to the computer/peripherals.
- 7 Successful vendor will take care of the matter of services of other Hardware peripherals also which will not be within the agreement of current AMC but within its warranty period.
- 8 The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.





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- 9 **The firm/company should be in existence for over 3 year in the trade as on 31.3.2025.**
- 10 The firm/company should have a previous experience in maintenance of such equipments with Financial Institution/Government Department/Public Sector Undertaking in the District of Howrah and must have registered office within the jurisdiction of Howrah and Hooghly District. Necessary papers must accompany the technical bid. The firm/company must have expertise in on-site maintenance and repair of Computers, Printers (Passbook and Dot Matrix), network components, peripherals and other hardware parts and accessories.
- 11 The firm / company shall be liable to station at least one competent engineer at the HO of the Bank in all working days and in working hours.
- 12 The firm/company also must have expertise and experience in LAN troubleshooting.
- 13 The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- 14 The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the General Manager of the Bank conveyed, the original specification/characteristics/features shall not be changed.
- 15 The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
- 16 Registered office should be in the Howrah or Hooghly District.
- 17 There should not be any non compliance of GST, Income Tax etc. related return file with the Bank.

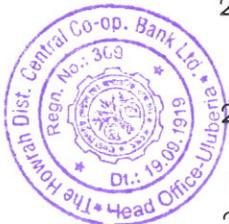
**B. The other terms and conditions for awarding the AMC shall be as under:**

- 18 The initial period of contract will be for five years from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Bank, based on the performance of the service provider.
- 19 The firm/company will prepare logbooks for each of the machines to be taken under the AMC and preventive maintenance with virus scanning and special cleaning of the CPU Monitor, printer, keyboard, mouse etc. from outside with liquid and vacuum cleaner will be carried out on quarterly basis.
- 20 The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- 21 The firm must carry out repairs within 24 hours, to the satisfaction of the user. A call Register duly signed by user and should be countersigned by the officer-in-charge of the Bank after successfully attending the call.
- 22 The successful bidder shall provide necessary support for maintaining virus free computer environment in the Bank and help in upgrading the Software's/Virus Detection mechanism.
- 23 An Earnest Money Deposit (EMD) of Rs. 5000/- (Rupees Five thousand only) and the tender fees of Rs. 2000.00 (Rs. Two thousand only) is to be deposited in A/C No. 11245220404 of Head Office bearing IFSC : SBIN0000199 of the Bank and the UTR No has to be mentioned in the quotation. Quotation received without UTR No will not be considered as a valid quotation. Earnest money received from other unsuccessful tenders will be returned without interest on demand.

Registration No. 309 dated 19-09-1919

Head Office: Uluberia, Dist: Howrah, West Bengal, PIN: 711316

Phone: (033) 3570 2749 / Email: dccbhowrah@gmail.com





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- 24 No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
- 25 The rated quoted should be inclusive of all taxes and no discount or free service/offers quoted will be considered. The rate should be quoted per piece of each item of hardware separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment taken together.
- 26 The tender is not transferable.
- 27 The Bank reserves the right to accept or reject any or all tenders without assigning any reasons.
- 28 The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- 29 In case of any dispute, the settlement will be referred to the Registrar of Co-operative Societies, WB under the West Bengal Co-operative Societies Act.

Comprehensive (composite) price of the above item should be inclusive of all Taxes, GST, Duties, Work contract Tax & delivery cost etc. GST amount should be mentioned separately for each item positively.

A comprehensive PDF file, comprising:

- i. The GST Certificate
- ii. Income Tax Returns for the past two years
- iii. Current Trade License
- iv. PAN Card and
- v. Credential
- vi. Clearly outlining the composite rates is to be generated.

On-Site Training to Authorized Operator will be provided free of cost by the vendor along with handhold support.

SI. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	03-12-2025 11:00 AM onwards
2	Documents download/sell start date (Online)	04-12-2025 11:00 AM onwards
3	Documents download/sell end date (Online)	06-12-2025 till 3:00 PM
4	Bid submission start date (On line)	08-12-2025 11:00 AM onwards
5	Last Date of submission of original copies for the cost of Tender, Documents and Earnest Money Deposit (Offline)	11-12-2025 till 3:00 PM
6	Bid Submission closing (On line)	12-12-2025 at 3:00 PM
7	Bid opening date for Technical Proposals (Online)	15-12-2025 at 3:30 PM





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## **E-Tender process to be followed:**

This Tender will follow e-Tendering process (e-bids) as under which will be conducted by Bank's authorized e-Tendering Service Provider M/s. Antares Systems Ltd. through the website <https://www.tenderwizard.com/eproc>.

Following activities will be conducted online through above website:

- Submission of Technical Bid & Price Bid by the Vendor
- Opening of Technical Bid & Price Bid by the Bank
- Clarification, if any, sought by the Bank
- On-line evaluation by the Bank

Bidders who wish to participate in online tenders will have to register with the website (<https://www.tenderwizard.com/eproc> through the "**Register**" link provided on the home page: Registration charges in e-Tendering Website for Vendor/Supplier is Rs.2,000/- plus GST.

THE BANK AUTHORITY RESERVES THE RIGHT TO ACCEPT AND/OR REJECT ANY OR ALL THE TENDERS WITHOUT ASSIGNING ANY REASONS THERETO AND THE BANKS DECISION SHALL BE BINDING AND FINAL.

For any queries, please contact: 033-3570-2749 (from 11:30 a.m. to 4:30 p.m.) on all working days.

**E-Tender Vendor Help Desk:** 9073677150 / 9073677151 / 9073677152 / 9674758723 / 9674758726 / 9674758506 / 9686449042 / 9708966660 / 9044314492 / 8951944383 / 9771414548 / 9708966664 / 9731967722 / 9606921010

**Contact Person:** Mr. Kushal Bose, Mob: 9674758719, E-Mail: [helpdesk857@etenderwizard.com](mailto:helpdesk857@etenderwizard.com)

Office Hours: (Monday – Friday: 9:00 AM – 06:00 PM (IST) and Saturday: 9:00 AM – 4:00 PM (IST))  
(Exclusion: Sunday, Holidays and 2nd and 4th Saturday)

**Chief Executive Officer**

For Chief Executive Officer  
The Howrah District Central Co-op. Bank Ltd.  
P.O.: Uluberia, Dist.: Howrah- 711315



Registration No. 309 dated 19-09-1919

Head Office: Uluberia, Dist: Howrah, West Bengal, PIN: 711316

Phone: (033) 3570 2749 / Email: [dccbhowrah@gmail.com](mailto:dccbhowrah@gmail.com)