



# The Howrah District Central Co-operative Bank Ltd.

*Legacy of a Century*

Ref. No.: HWB/HO/ 981/26-27

Date:26/08/2026

## NOTICE INVITING e-TENDER

Tender ID : 2026\_COD\_5020260

### 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, 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 service 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 Equipment 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                                      | 130 |                   |                              |
| 2       | Passbook printers                            | 20  |                   |                              |
| 3       | Scanner                                      | 25  |                   |                              |
| 4       | Single Function Laser Printer                | 30  |                   |                              |
| 5       | Multi Function Laser Printer                 | 25  |                   |                              |
| 6       | Online UPS (3 KV & 5 KV)                     | 15  |                   |                              |
| 7       | Network Switch                               | 23  |                   |                              |

#### 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 equipment.
3. Repair to be carried out at the location of the equipment.
4. Standby arrangement 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 reinstallation 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.
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 previous experience in maintenance of computer hardware and peripherals in a Core Banking Solution (CBS) environment.

Registration No. 309 dated 19-09-1919

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

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



# The Howrah District Central Co-operative Bank Ltd.

*Legacy of a Century*

The bidder must have an established office / service centre within Howrah, Kolkata or any adjacent districts of Howrah, with adequate technical manpower and infrastructure to provide prompt onsite support to the Bank's Head Office and Branches. The firm/company also must have expertise and experience in LAN troubleshooting.

11. 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.
12. The firm/company shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Chief Executive Officer of the Bank conveyed, the original specification/characteristics/features shall not be changed.
13. The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
14. The firm/company should not be non-compliant of GST, Income Tax or any other Government regulation.
15. A representative of the company shall always be present at the Head Office premises on all banking working days during normal banking hours. As and when required by the Bank, the representative shall also visit the Branches and other offices to attend to service calls, maintenance, troubleshooting, repairs, and other AMC-related requirements.

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

16. 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.
17. 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.
18. 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.
19. The firm/company 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.
20. 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.
21. An Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand only) shall be deposited only through Cheque / D.D. Earnest money received from unsuccessful bidders will be returned without interest upon request.
22. 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.
23. The tender is not transferable.
24. The Bank reserves the right to accept or reject any or all tenders without assigning any reasons.
25. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.

Registration No. 309 dated 19-09-1919

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

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





# The Howrah District Central Co-operative Bank Ltd.

*Legacy of a Century*

26. In case of any dispute, the settlement will be made in the Court of Calcutta.

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.

1. A comprehensive PDF file, comprising of:
  - i. The GST Certificate
  - ii. Income Tax Returns for the past three years
  - iii. Current Trade License
  - iv. PAN Card
  - v. Professional Tax Certificate
  - vi. Credential of the firm/company
  - vii. Clearly outlining the composite rates, is to be generated.

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

| Sl. No. | Particulars                                                              | Date & Time                 |
|---------|--------------------------------------------------------------------------|-----------------------------|
| 1       | Date of uploading of N.I.T. & other Documents (online) (Publishing Date) | 02/09/2026 11:00 AM onwards |
| 2       | Document Download Start Date (Online)                                    | 02/09/2026 11:00 AM onwards |
| 3       | Bid Submission Start Date (Online)                                       | 03/09/2026 11:00 AM onwards |
| 4       | Bid Submission closing (Online)                                          | 09/09/2026 at 02:00 PM      |
| 5       | Bid opening date (Online)                                                | 11-09-2026 at 03:00 PM      |

## **E-TENDER PROCESS**

The tender shall be processed through the Government of West Bengal e-Tender Portal.

All activities relating to publication of the NIT, downloading of tender documents, submission of Technical Bid and Financial Bid, payment of EMD / Tender Fee, opening of bids, clarification, evaluation and other tender-related activities shall be carried out through the online e-Tender system.

### **Official e-Tender Portal:**

<https://wbttenders.gov.in>

Interested bidders are required to register themselves with the West Bengal Government e-Procurement Portal before participating in the tender.

The bidder shall possess a valid **Digital Signature Certificate (DSC)** as required for online submission of the tender.

No manual / physical bid shall be accepted unless specifically required by the Bank / e-Tender Portal.

The bidder shall be responsible for ensuring successful online submission of its bid within the stipulated date and time.

For **The Howrah District Central Co-Operative Bank Limited**

Suvendu Sekhar Bhowmick  
Chief Executive Officer

The Howrah District Central Co-operative Bank Ltd.

Chief Executive Officer

The Howrah Dist. Central Co-op. Bank Ltd.

Head Office: Uluberia, Howrah



Registration No. 309 dated 19-09-1919

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

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