



THE DISTRICT COOPERATIVE CENTRAL BANK LTD., ELURU

Ramachandra Rao Peta, Eluru-534 002
Phone: 08812-233600 www.elurudccb.bank.in,
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Ref No. ITD/AMC/2026-27

Date: 06-05-2026

QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF HARDWARE

Bids are invited for "Annual Maintenance Contract (AMC) of Hardware at DCCB ELURU. The details of the tender are as under.

1. Invitation for Tender Offers

- DCCB ELURU invites tender in two bid system (Technical and Financial bid), from firm/company/organization having sufficient experience in Maintenance of Hardware (i.e., Computers, Printers, Laptops, Scanners, Routers, switches, modems and other computer and network related peripherals).
- DCCB ELURU reserves the right to alter the scope of work at any stage with suitable adjustment in charges payable.

INDICATIVE CRITICAL DATA SHEET

Bid Security/Earnest Money Deposit (Refundable)	Rs. 5,000/- (Rupees Five thousands only)
Bid Submission Start Date	06-05-2026
Bid Submission End Date	11-05-2026
Point of Contact for Bid Submission	G Jaya Madhuri The District Cooperative Central Bank Ltd., Eluru Panuganti vaari street, R R Peta, Eluru- 534002 Phone: 9347671245 e-mail: infotech.elr@elurudccb.com
Address for Tender Submission	Sri P Simhachalam Chief Executive Officer The District Cooperative Central Bank Ltd., Eluru Panuganti vaari street, R R Peta, Eluru- 534002 e-mail: ceo_elr@apcob.org
Technical Clarifications	G Jaya Madhuri The District Cooperative Central Bank Ltd., Eluru Panuganti vaari street, R R Peta, Eluru- 534002 Phone: 9347671245 e-mail: infotech.elr@elurudccb.com Time: 10 AM to 5 PM

- Bidder(s) shall submit their bid (comprising of "Technical" and "Financial" bid), offline at DCCB ELURU head office.

a) Technical Bid:

- i. The technical information should be prepared very carefully and as indicated in the tender document since it will form the basis for pre-qualification of bidder(s). Only relevant and to the point information/document should be uploaded (Preferable format .pdf). Failure to provide any required information, may lead to the rejection of the offer. Bidder(s) must read the tender document very carefully before signing on it.
- ii. All Annexures (including all the pages of tender document) must be signed by the authorized representative along with date as token of acceptance of the terms & conditions of tender.
- iii. List of at least two qualified Hardware engineers working in the firm with profiles to be submitted.

b) Financial Bid:

Bidder(s) must read the terms and condition as mentioned in this tender document and submit the form accordingly. Bidder(s) are required to check the prices / amount carefully before uploading financial bid.

2. Submission of more than one bid is not allowed and shall result in disqualification of the bidder.
3. **Validity of bids:** Bid submitted by the Bidder(s) shall remain valid for acceptance for a minimum period of Ninety (90) days from the last date of submission of bid (Technical and Financial), including extensions, if any.
4. DCCB ELURU reserves the right to reject any or all the bids without assigning any reasons thereof.
5. The Standard Terms and Conditions of this RFP also form part of the Open-Tender specifications. The information furnished shall be complete by itself. Bidder(s) are required to furnish all the details and other documents as required.
6. Bidder(s) are advised to study all the tender documents carefully.
7. Any conditional bid received shall not be considered and will be summarily rejected in veryfirst instance without any recourse to the bidder.
8. Any submission of bid shall be deemed to have been done after careful study and examination of this RFP document and with the full understanding of the implications thereof.
9. In case of any doubt about the meaning of any portion of this RFP or any discrepancies oromission(s) in the scope of work or any other portion of this RFP or any incomplete portionor requires clarification on any aspect, scope of work etc. Bidder(s) shall contact the authority inviting the tender as per date and time mentioned in the Indicative Critical Data Sheet.
10. Bidder(s) request for clarification shall be with reference to clauses in this

RFP document.

11. The specifications and terms and conditions shall be deemed to have been accepted by the Bidder(s) in their offer.
12. Non-compliance with any of the requirements and instructions of this RFP document may result in the rejection of the tender.
13. This document has not been filed, registered, or approved in any Court of Competent jurisdiction. Recipient of this document should inform themselves of and observe any applicable legal requirements.
14. This document constitutes no form of commitment on the part of the DCCB ELURU. Furthermore, this document confers neither the right nor an expectation on any party to participate in the tendering process.
15. Merely participation in this Tender Document by any party does not confer or constitute any right of association with DCCB ELURU.
16. DCCB ELURU reserves the right to reject any or all the bids without assigning any reasons thereof. at any stage of bid or at any point of time.
17. If any hardware was purchased in the next financial year up to 10% of the existing hardware count will be covered in the same AMC (service only) charges no additional amount will be paid.

2. Bid Security / Earnest Money Deposit (EMD)

Bids received without EMD is liable to be rejected. Bidder should pay specified amount towards Earnest Money deposit as follows:

- Rs. 5,000/- (Rupees Five Thousand Only) in the form of Demand Draft drawn on any Nationalized /Schedule bank in favour of **"THE DISTRICT COOPERATIVE CENTRAL BANK LTD ELURU"**
- EMD will not carry any interest.
- EMD will be refunded to the unsuccessful bidders after finalization of the bid and EMD of successful bidder shall be returned after acceptance of entire terms and conditions mentioned in the tender document and submission of security deposit/Bank Guarantee.

3. The Earnest Money Deposit submitted by the bidder may be forfeited if,

- Successful bidder fails to accept the terms and conditions mentioned in the Agreement within specified time as per intimation/request of DCCB ELURU;
- Successful Bidder withdraws his tender or backs out after acceptance;
- Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document;
- Bidder violates any of the terms and conditions of the tender;
- Bidder revises any of the items quoted during the validity period;
- Bidder is found to have indulged in fraudulent practices in the bid submission process.

4. Performance Security / Bank Guarantee

The Successful Bidder needs to deposit a Performance Bank Guarantee within 15 days from the date of acceptance of work order, for an amount of 10% (ten per cent) of the Contract Value, which shall be valid for 1 year from the date of issue plus a claim period of 3 months. Also, in the event of extension of contract, BG has to be extended to cover extended contract period plus a claim period of 3 months.

The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of **"THE DISTRICT COOPERATIVE CENTRAL BANK LTD ELURU"**. The Performance Bank Guarantee may be discharged/ returned by DCCB ELURU and the completion of the contract and upon being satisfied for the performance of the obligations of selected bidder under the contract.

Failure to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by DCCB ELURU, shall constitute sufficient ground, among others, if any, for the annulment of the award of the tender.

In the event the selected bidder is unable to provide the services as mentioned in this scope of Work, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by DCCB ELURU.

No Bank Charges/interest shall be payable by DCCB ELURU for issuance of Performance Security / Bank Guarantee.

5. INTERPRETATION

In this Tender Document, unless the context otherwise requires,

- a) For the purpose of this Tender Document, where the context so admits:
 - The singular shall be deemed to include the plural and vice versa and versa.
 - Masculine gender shall be deemed to include the feminine gender and References to a "person" if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;
- b) References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.
- c) Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include

references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.

- d) The headings and sub-headings are inserted for convenience only and shall Document. References to the word "include" and "including" shall be construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

6. DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the bidder's risk and may result in rejection of the bid. DCCB ELURU shall at its sole discretion be entitled to determine the adequacy /sufficiency of the information provided by the bidder.

7. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and DCCB ELURU shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8. SCOPE OF WORK

1. The Computer Hardware and Peripherals Maintenance Contract could be non-comprehensive On-site Maintenance Contract.
2. Maintenance shall consist of Preventive and Breakdown/ Corrective maintenance of the Organization's related IT Hardware Assets and Network Infrastructure. It should take corrective and remedial maintenance services to set right the reported malfunctioning of IT related infrastructure at the specified locations.
3. To maintain optimal operations across our branches, It is imperative to have dedicated engineers available to address any technical issues whenever needed. In the event of an engineer's unavailability, a backup engineer should be ready to step in and attend to calls on priority basis without further delay.
4. Company should make his own arrangements to attend AMC calls of the Branches of the Bank.
5. Maintenance includes repair of components. New components may be used on intimation to the organization (ITD, DCCB ELURU) and cost of the replaced equipment will be paid by ITD DCCB ELURU. The replaced component must be branded and genuine which is compatible with the equipment.
6. Attending the Anti-Virus related issues using the latest anti-virus tools made available by the Organization Installation and Re-load support for OS like MS Windows 7/10/11.
7. Download updates/patches by Microsoft and upgrade all computers on the network.
8. Support for OS installation/Re-installation for MS Windows and MS Office.

9. Repair/Replace faulty LAN Cables, installing necessary equipment to connect computers on LAN, identifying LAN faults and resolved, Managing Patch Panels, switches, cables etc. in the network.
10. Maintenance Company shall take the responsibility of the Vendor to keep the computers systems in full working condition. The Preventive Maintenance of each computer/printer is to be carried out on Quarterly basis and should submit report on all computers and printers.
11. Quarterly Reports shall be submitted under Calls attended, resolved and pending status. The Report should consist details of Complaint No, Location, Date, Time logged in, Issue Description, Time Limit for resolution, Status of the Issue (Resolved/Pending), if pending, reasons for delay. The Quarterly Report shall be received from the Company with authorized signatory before 12th date of the completion of the quarter in addition to the invoice pertaining to the quarter.
12. The bank has the right to reserve the audit at any time and the company shall allow the bank, the Reserve Bank of India (RBI), and/or the National Bank for Agriculture and Rural Development (NABARD) access to the vendor's premises, systems, and documents in the event of an inspection or audit by the RBI or NABARD. The Company shall cooperate fully with the bank and the regulatory authorities.

9. HARDWARE DETAILS OF THE BANK:

The details of hardware to be maintained are contained in commercial offer. It is recommended the maintenance company perform a site survey and register all items before commencement of the contract.

10. CONTRACT OPERATION AND LIABILITY:

Maintenance will be carried out in normal working hours Monday to Friday (i.e., from 10:00 am -06:00 pm).

In case the defect is major and cannot be repaired in the working place, the vendor can take the same to their workshop/service centre. All the costs/charges/expenses in respect of transporting the equipment or part thereof shall be vendor's responsibility as the same is deemed to be included in the maintenance contract.

11 TIME LIMITS TO ATTEND COMPLAINTS/FAULTS:

All calls received in Bank, the engineer must be attended in within time frame as mentioned below.

Severity	Description	Response Time	Resolution Time
Major	Computers, Network Related	4 Hrs	36 Hrs
Minor	Printers etc.,	8 Hrs	48 Hrs

12 PENALTY:

The penalty will be levied on the extra hours taken by the vendor for resolution of the complaint raised by the Bank. For each extra day, Rs. 500/-

will be deducted in the payment of maintenance charges as per the agreed terms. An amount of Rs. 500/- (per branch) will be deducted in the payment of maintenance charges, if the Preventive maintenance was not conducted on every quarter and the relevant reports are not submitted within 10 days from the completion of the quarter.

13. CLARIFICATION ON BID DOCUMENTS

All prospective bidders requiring any clarification on the bid documents may request/forward their clarifications/queries to the Point of contact of DCCB ELURU, before the last date of seeking clarifications. Copies of consolidated queries of bidders and response of DCCB ELURU will be issued by DCCB ELURU as addendum in the website, only if the clarifications requested for, are considered appropriate by DCCB ELURU.

14. DURATION OF CONTRACT:

The vendor would provide Non-comprehensive Onsite Annual Maintenance Contract for a period of 1 Year.

15. ELIGIBILITY CRITERIA

1. Average Annual financial turnover during the last / Previous 3 years ending 31st March of 2026 should not be less than 10 Lakhs.
2. Bidder must have its own valid PAN No. and GST Registration No. registered in the state of Andhra Pradesh

Note: Bid without a valid APPLICATION FEE will be rejected outright.

16. SPECIAL TERMS AND CONDITIONS

- DCCB ELURU shall reserve the right to verify the operation and performance of project by the bidder and the bidder shall permit DCCB ELURU to do so. The DCCB ELURU will evaluate the information submitted by the bidder with regard to bidder's capacity. The bidder cannot subcontract the work at any stage without prior written approval from the DCCB ELURU.
- The job would be awarded to the L1 bidder, whosoever declared as L1 bidder, as per the criteria defined in the tender document.
- Rates quoted should be valid for the complete contract period as no changes in the price bid would be considered at a later stage.
- The bidder cannot make any amendment in the Technical Bid / Commercial Bid; neither can he impose any condition. All such bids will be rejected at the discretion of DCCB ELURU.
- The rates quoted in the price bid will be inclusive of all taxes, (except GST), fees, levies etc.
- The Bank reserves the right to alter/modify/cancel the bid process without assigning any reason at any stage.

17. PAYMENT TERMS AND CONDITIONS:

- The agency will submit the invoice supported by complete description of work and rate payable as per job order. Further the invoice should also be supported

with detail of documents serial/date wise, with hard/soft copies without duplication containing exact number of pages.

- The invoice should contain PAN No., GST No., Job Order no. and address of the bidder when the payment has to be made.
- The Payment shall be made on quarterly arrears upon submission of invoice.
- The Payment will be made after completion of pre-maintenance activity and submission of report along with the Quarterly status submission report on complaints raised.

18. UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required.

19. PAYMENT TERMS & PERIOD OF CONTRACT

- a. The AMC period shall be one year from the date of entry of the agreement.
- b. DCCB ELURU shall pay fixed charges, on quarterly arrears basis for the contracted services rendered after deducting dues such as TDS or any other statutory taxes.
- c. No extra boarding, lodging, TA, DA or any other expenses shall be paid by DCCB ELURU for providing services.
- d. The AMC period, at the discretion of the Bank, shall be extended for one more year with the same price.

Maintenance period/Contract shall start from the formal acceptance date of product by DCCB ELURU. A formal letter/communication in this regard shall be issued by DCCB ELURU to the vendor.

20. LIQUIDATED DAMAGES

Failure to providing the AMC to the products in the stipulated period of Fifteen (15) Days from the date of purchase order will result in imposition of penalty of 2% of the total contract value for a maximum of one week of delay and 5% of the total contract value per week for a maximum of another one week of delay. Delay beyond four (4) weeks may attract forfeiture of the Performance Security/ EMD and cancellation of contract, at the discretion of DCCB ELURU.

21. TAXES AND DUTIES

The prices (including all taxes, duties, etc. but excluding Service tax and/or GST) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the bidder shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

The extended period of Contract for the purpose shall only be considered on merit.

22. NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER

The Bidder whose Bid has been accepted shall be notified of the award by DCCB ELURU, by registered letter, fax or by official mail. The Bidder shall acknowledge in writing, the receipt of the Letter of Indenter Notification of award of work and shall send his acceptance to enter the Contract within Five (5) days from the receipt of the Letter of

Intent notification of work award. Bidder shall also enter into the agreement with DCCB ELURU within 10 days of acceptance.

23. EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the DCCB ELURU.

24. FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of DCCB ELURU.

25. TERMINATION FOR DEFAULT

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole.

- i. If the contractor fails to deliver and perform services within the time period(s) specified in the contract, or any extension thereof granted by the company.
- ii. If the contractor fails to perform any obligation(s) under the contract.
- iii. If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from the company.'

Aucella
General Manager (IT)
BV

Technical Response

Ref No. ITD//AMC/2025-26

Date:

To
The Chief Executive Officer
The District Cooperative Central Bank Ltd., Eluru
Panuganti Vaari Street,
R R Peta, Eluru – 534002

Dear Sir

Sub: RFP for DCCB ELURU IT HW-DC/DR AMC – Submission of Proposal – Reg

Ref. No: ITD/AMC/2026-27, dated _____

Eligibility Criteria	Compliance
<ol style="list-style-type: none">1. EMD of Rs. 5,000/- Instrument details2. Average Annual financial turnover during the last / Previous 3 years ending 31st March of 2026 should not be less than 10 Lakhs.3. Bidder must have its own valid PAN No. and GST Registration No. registered in the state of Andhra Pradesh.	
<ol style="list-style-type: none">4. List of at least two qualified Hardware engineers working in the firm with profiles to be submitted.5. Submission of undertaking complying with all the conditions of the Contract and Technical Specifications of the Bidding Document, no deviation is acceptable.	

Yours Truly

Authorized signatory of bidder
[Seal, Name, Signature and authority]

COMMERCIAL RESPONSE

Ref No.

Date:

To
The Chief Executive Officer
The District Cooperative Central Bank Ltd., Eluru
Panuganti Vaari Street,
R R Peta, Eluru – 534002

Dear Sir

Sub: RFP for DCCB ELURU IT HW AMC – Submission of Proposal – Reg.

Ref: ITD/AMC/2026-27, dated _____

Estimated Equipment at DCCB ELURU IN HEAD OFFICE AND BRANCHES as on 31.03.2026

S. No	Name of the Item	Quantity (Nos.) existing in Non warranty	Quantity (Nos.) existing in warranty	Total
1	Desktops	138	160 (up to october 2026)	298
2	Printers (including Laser, FD and Passbook)	155	0	155
3	Laptops	2	0	2
4	Server racks			36

Yours Truly

Authorized signatory of bidder

[Seal, Name, Signature and authority]

DECLARATION REGARDING CLEAN TRACK RECORD

To
The Chief Executive Officer
The District Cooperative Central Bank Ltd., Eluru
Panuganti Vaari Street,
R R Peta, Eluru – 534002

Dear Sir

Sub: RFP for DCCB ELURU IT HW-DC/DR AMC – Submission of Proposal – Reg

Ref: ITD/AMC/2026-27, dated _____

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Reference No. _____ . I hereby declare that my Company/ Firm/ Partners has not been debarred/ blacklisted by any Central or State Government/ Banks or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices during the past 5 years. I further certify that I am competent officer in my company to make this declaration.

Yours Truly

Authorized signatory of bidder
[Seal, Name, Signature and authority]

BIDDER INFORMATION

1	Name of the Organization	
2	Year of establishment	
3	Registered office address	
4	Phone Number	
5	Fax No	
6	e-mail	
7	Total no of branch offices in Andhra Pradesh	
8	Details of 2 Hardware Engineers	
9	Authorized Nominated person to participate in the bid process Name & Mobile Number and Office Phone Number	

Yours Truly

Authorized signatory of bidder
[Seal, Name, Signature and authority]