|| असमर्थास समर्थ करणे ||

दि डेक्कन मर्चन्टस् को-ऑप. बँक लि.

THE DECCAN MERCHANTS CO-OP. BANK LTD.

Date: 25th September 2026

The Deccan Merchants Co-operative Bank Limited invites sealed Tender from Authorized Service Providers for Comprehensive Annual Maintenance Services of Desktop Computers as per specifications, terms & conditions given in tender forms for the period of 3 Years.

The Deccan Merchants Co-operative Bank Limited is on Core Banking Solution and its 13 branches, Central Office & Head office are connected to Core Banking. Branches are in Mumbai, Navi Mumbai, Thane and Pune details of which are given in Annexure, As a part of maintenance The Deccan Merchants Co-operative Bank Limited invites sealed tenders from authorized service providers.

The copy of tender document should be obtained from the head office of The Deccan Merchants Co-operative Bank Limited on all working days in person.

**The details are given below:**

| | |
|---|---|
| Tender Reference | |
| Last Date and Time for receipts of tender offers | 09-10-2026 till 04.00 p.m. |
| Opening of offers | 25-09-2026 |
| Address of Communication | Assistant General Manger-Admin<br>The Deccan Merchants Co-operative Bank Limited<br>217, Raja Rammohan Roy Road, Girgaum, Mumbai- 400 004 |
| Email address | it@deccanbank.com |
| Contact Telephone Numbers | |

## PART I INSTRUCTIONS TO TENDERER (S)

The Instructions which are required for participating in this tender are defined below for the guidance of tenderer(s).

**1)** The tenders must be enclosed in sealed covers superscripting thereon the name of the work as mentioned in the tender notice and must be deposited in tender box in the Bank on following address:

To
Managing Director
**The Deccan Merchants Co-operative Bank Limited**,
217, Raja Rammohan Roy Road,
Girgaum, Mumbai- 400 004

Not later than the time and date as mentioned in tender notice. The tenders will be opened at stipulated time in presence of subcommittee of Board members. Tenderer or their authorized representatives are not allowed to remain present while tender opening. Tenders which are received after the date and time specified are liable to be rejected.

**2)** Tenders containing overwriting, additions, alterations, erasures, obliteration and other defects are liable to be rejected. All corrections made by the tenderer should be properly attested by the tenderer. If the bidder(s) want to specify any special conditions or furnish any additional information by way of clarifications, amplifications etc., they may do so in a covering letter only and in no case make any alterations or corrections in the tender documents.

**3)** The bidder(s) shall sign every page of tender document and submit the tender document intact. If the tender is filled by a firm in partnership, it shall signed by all the partners of the firm. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany with the tender. If the tender is signed under a power of attorney for the firm, a certified copy of the power of attorney shall accompany with the tender.

**4)** The bidder shall quote for all items of price mentioned in Annexure-A. The value quoted shall be in whole numbers and not in fraction. Wherever there is difference between the rates quoted in figures and in words, the rates quoted in words only will prevail.

**5)** The bidder(s) shall also send attested Photostat copies of documents like deed, articles and memorandum of association, certificate of incorporation, memorandum of understanding in respect of consultancy /collaboration proposal, partnership deed etc., along with the tender. However, the Bank may demand production of all the original document as may be considered necessary.

**6) Minimum Eligibility Criterion for the Bidder**:

a) The bidding firm (referred to as 'The Bidder' herein after in this RFP) should be a company registered in India under Indian Companies Act, 1956 or Indian Companies Act 2013 or registered Partnership Firm.

b) The Bidder must have at least one Service Center in Mumbai

c) The Bidder must have an average turnover of Rs.1 Crore in the last two Financial Years (Audited Annual Financial Statement to be submitted as proof).

d) The Bidder must have at least three years' experience in providing direct Annual Maintenance Contract to Commercial Banks/Financial Institutions/NBFC /State or Central Government Departments in Maharashtra, handling hardware items (including computers, printers and scanners) every year. Copies of work orders issued to the company of at least 3 major clients during the last three years shall be submitted.

e) Bidder must have at least 5 Service Engineers in their payroll in the Mumbai Service Center.

f) The Bidder should be capable of providing support at all the Branches and Offices of The Bank. The address of the Branches and Offices of The Bank will be made available to the Bidders on request.

g) The bidder should not have been black-listed by any Public Sector Bank/PSU/Government Department in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with the bid.

**7) Applicable for tender documents downloaded from Internet -**

a) Tender documents are also available on The Deccan Merchants Co-operative Bank Limited web site (https://www.deccan.bank.in) and the same can be downloaded and used as tender document for submitting the offer.

b) Bidder(s) is/are free to download tender documents at their own risk and cost, for the purpose of perusal as well as for using the same as tender document for submitting their offer. Master copy of the tender document will be available in the office of Bank. After award of work, an agreement will be made. The agreement shall be prepared based on the master copy of Tender document available in the office of Bank and not based on the tender documents submitted by the bidder(s). In case of any discrepancy between the tender documents downloaded from Bank's website and the master copy, latter shall prevail and will be binding on the bidder(s). No claim on this account will be entertained.

**8) Amendments to Tender document -** At any time, prior to the date of submission of bidder(s), the Bank may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender documents by amendments. The amendments shall be published on the Bank website or notified in writing email to all prospective bidder(s) on the address intimated at the time of purchase of Tender document and these amendments will be binding on them. In order to afford prospective Bidder(s) reasonable time to take the amendments into account in preparing their Tenders, Bank authority, at his discretion, may extend the deadline for the submission of Tenders suitably.

**9) Submission of Tender -** The tender documents shall be sealed in a larger envelope super scribing the name of the work as stated above. The completed tender documents as stated above shall be deposited in the tender box at Bank's office at the address given in within specified time and date**.**

**10)** Contract period for Annual Maintenance Contract shall be 3 years from the Date of Starting of the Serviced by the Bidder.

**11)** Any tender offer received later than the time and date of depositing of tenders shall not be accepted.

**12)** Late and delayed tenders will be rejected.

**13)** Bank reserves the right to postpone the tender submission/opening date and to accept /reject any or all tenders without assigning any reasons thereof. Bank's assessment of suitability as per eligibility criteria shall be final and binding.

**14)** Tender without acceptance of penalty clauses mentioned in the scope of work of tender document shall be summarily rejected. Tender without acceptance of terms and conditions will be summarily rejected.

**15)** If it is found at any time before finalization of tender, that any bidder(s) has/have furnished misleading/wrong or fraudulent information /documents, his/their tender shall not be considered and the EMD of the bidder(s) will be forfeited. If it is found at any time after finalization of tender, that any bidder(s) has/ have furnished misleading/wrong or fraudulent information/documents. If such cases found during the contract period, it will attract criminal proceedings and work will be terminated and balance work will be carried out independently and Bank Guarantee will be invoked.

**16)** The location-wise list of hardware assets to be serviced will be provided to the bidder ultimately selected for entering into AMC (hereinafter referred to as 'The Successful Bidder' or 'The Contractor' in this RFP) before signing The Contract, so that the condition of the assets can be ascertained by them.

**17)** Non compliance with any of the condition set forth in this tender document is liable to result in the tender being rejected.

**18)** The bidder(s) should indicate the total value at the appropriate place in the schedule of quantities and rates and /or in summary sheet of tendered amount as the case may be.

**19)** These "Instructions to the Tenderers" shall be deemed to form a part of tender documents.

**20)** The term "correction /amendment slip wherever mentioned in the tender document shall include any Addendum slip /corrigendum slip as well.

**21)** Bidder(s) are requested to read carefully the scope of work and technical specification before filling the price schedule and visit the branch for physical verification if necessary.

**22)** Tenderer should arrange skilled Hardware Engineer with proper qualification and identification during working hours and after working hours in case of emergencies.

**23)** The bidder(s) shall acquaint himself with the local conditions, means of access to the place of work and all other matters pertaining thereof.

**24)** The prices shall be inclusive of all current taxes and duties, separately indicated in details, even if lodging, boarding and any number of visits by the engineer.

**25) Evaluation Criteria -** Bids qualified for minimum eligibility criteria only will be considered for evaluation. Evaluation will be done on the basis of Grand Total at Schedule of Prices

**26) Acceptance of Lowest Tender:** It shall not be obligatory on Bank to accept the lowest tender and no Tenderer(s) shall have the right to demand any explanation for the cause of rejection of his /their tender(s).

**27)** During the contract period (if Bank wish to add) any IT asset with the nearby or similar configuration then, it should be included in the same contract at the already quoted rates on Prorate basis. . If any IT asset transfer from one branch to another will be informed to tenderer & no additional cost will be paid for the same. If any IT asset replaced during the contract period, it will be informed to the tenderer and contract cost of that asset will be deducted from bill accordingly. (Date of Transfer / replacement).

**28) VALIDITY:** The bidder(s) shall keep their offer open for minimum period of 90 days, from date of opening of tender, as indicated in "Instructions to Tenderers", within which period bidder(s) cannot withdraw his offer, subject to period being extended further, as required by mutual agreement from time to time. Any contravention of the above condition will render the bidder(s) liable for forfeiture of entire amount of Earnest Money Deposit.

**29)** The bidder(s) should not stipulate any contrary special conditions, while submitting his tender. In such an eventuality, Bank reserves the right to summarily reject such tender(s) without assigning any reason whatsoever. The bidder(s) should submit the tender in conformity with given tender conditions and specifications. Technical deviation to be properly explained in deviation statement.

**30)** In the event of any reduction in the quantity to be executed for any reason whatsoever, the Tenderer shall not be entitled to any compensation but shall be paid only for the actual quantity of work done

**31)** Before Submitting a tender, the Tenderer will be deemed to have satisfied himself by actual inspection of the site and locality of the works, that all problems liable to be encountered during the execution of the work are taken Into account and that the rates he enters in the tender schedule are adequate, all inclusive for completion of works so as to the entire satisfaction of the Manager

**32)** Tenders received will be opened in presence of the committee members of Bank. Tenderers or their authorized representatives will not allow to remain present while opening of tenders.

**33)** The successful bidder shall be required to execute an Agreement with Bank for carrying out the work.

**34)** In the event of any tenderer, whose tender is accepted, refuse to execute the contract document as herein before provided, the Bank may determine that such Tenderer has abandoned the contract and thereupon his tender and acceptance thereof shall be treated as canceled and the Bank shall be entitled to forfeit the full amount of earnest money and to recover the liquidated damages for such default.

**35)** Non-compliance with any of the conditions set forth in these tender documents is liable to result in the contract being terminated.

**36)** The authority for acceptance of the bid will rest with the Bank, which does not bind itself to accept the lowest or any other tender nor does it undertake to assign reasons for declining to consider any particular tender or tenders.

**37)** Disputes, if any, that may arise during the currency of the contract; the decision of Competent Authority of Bank will be final and binding to the tenderer and jurisdiction shall be City of Mumbai.

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## Part II Terms and Conditions of the Tender

1) Comprehensive Maintenance Service: The Service Provider should provide comprehensive maintenance with all parts, including parts damaged due to wear tear/worn-out, non-consumable inner/outer plastic parts, for the computer systems covered under AMC.

2) The bidder will be required to provide maintenance and software support for operating systems, formatting, installation or re-installation of operating systems, installation of application software like MS-Office, installation & updating of antivirus software/Patches, , Outlook setup etc., installation and configuration of peripherals like, printer, scanner, modems etc. installation of device drivers, of printers, scanners, biometric devices, any other patches, updates etc. required by Bank to be updated, loaded from time to time in ALL pcs under AMC. The Bank will provide require Software and CD for the above purpose.

3) The Bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) once within the first 15 days of the commencement of The Contract Period and once within the 90 days of every subsequent quarter during the currency of this CONTRACT on a day and time to be mutually agreed upon.

4) Scope of Comprehensive Annual Maintenance Contract will have following services:

    a) Hardware trouble shooting, fixing & replacement of faulty spares with new one. In any case, used parts/spares will not be acceptable.

    b) Installation & reinstallation of the operating system, software and installation of security patches on all the computers under AMC contract.

    c) Provision of Standby systems with equivalent or higher configuration for the systems which are under repair.

    d) Attending and resolving Calls (installation, maintenance and reinstallation) related to operating system, browser, mail & other software's etc.

    e) Installation and reinstallation of printer which is attached to the system.

5) Break -fix support Service shall include

    a) The services include repair /replacement of parts or entire equipment in case if not repairable, with same or higher configuration and technical specifications.

    b) Rectification of any malfunctioning of the equipments and the System Software like Operating System Software installed.

    c) Diagnosis and resolution of Hardware /Software /Middleware issues.

    d) Supply of all spare parts and replacement of defective parts.

    e) Tenderer should not take away any IT asset or part of the IT asset out of the Bank premises without taking proper Gate pass from IT staff in charge.

6) **Preventive maintenance:** Preventive maintenance shall include,

a) Checking of general system (HW & SW) health, logs and vacuum cleaning of interiors, fans, etc. as per the checklist provided by Bank.

b) Preventive maintenance (Hardware) is to be done as and when instructed by IT department.

c) Cleaning of the interior /exterior of the systems like fans, general dust accumulation, oily stains on Keyboards, cleaning of mouse's interior etc.

d) During preventive maintenance, Service Provider will check make suitable use of trouble shooting software packages to reconfirm the hardware configuration / health of each PC equipment, cleaning of PC hardware and peripherals, enter the result in respective log books and submit a report to IT Department Bank. Any discrepancy noticed, should be brought immediately to the notice of IT Department BANK and concerned user.

e) The Schedule (day/timings and down time allowed) for such preventive maintenance will be decided in consultation with IT Dept authorities and users.

7) All hardware items found defective shall be replaced free of cost by the Service Provider. Replaced defective parts shall be the property of the Service Provider and should be moved out of BANK premises as soon as possible.

8) Call Booking, Monitoring & Reporting System -Tenderer shall maintain a register for logging the call for systems under warranty. Tenderer shall submit a separate monthly report based on which quarterly payment will be done.

9) **Receipt of calls and booking:**

a) Complaints shall be reported to Service Provider either over telephone or in writing or through e-mail in the format prescribed by Service Provider to enable Service Provider to take speedy corrective action.

b) All the calls are to be updated by the engineers after attending the same with appropriate status. While updating the calls attended, they should clearly mention the parts repaired /replaced, type of service done etc., Call will be closed by IT staff in-charge (For HO office) or Branch manager for Branch after confirmation from the end user only. If user is not satisfied with the solution provided, call may be re-opened.

c) Formats of maintenance logs, reports and certificates for billing and payments will be formalized after finalization of the tender with mutual agreement.

d) In case of system failures is due to consumables or any factor not covered in AMC scope, Tenderer should convey in writing immediately on noticing the same otherwise failure /downtime responsibility will be on Tenderer.

e) The Service Provider should furnish failure wise Monthly report furnishing the details of calls received, calls attended and spares replaced, which are covered under AMC, duly signed by authorized person. by $5^{th}$ of following month.

f) Service Provider shall held monthly review meeting with BANK team. The Service Provider should depute concerned persons for such reviews.

10) **Response and Resolution**

a) All the call registered, should be responded and attended within minimum 6 hours. The down time of the system should not be more than next 24 hours from the time of reporting of the failure. Any downtime beyond this, will lead to penalty. Refer Penalties clause below. Uptime of the system during AMC period shall be 98%.

b) In case the system repair is likely to take more than next two business days 24 hours, standby system/ sub-system with similar or higher specifications may be arranged so that the users' work is not affected. If the Service Provider provides a stand-by system /subsystem of the similar configuration and quality acceptable to this office on returnable basis, the penalty for the downtime shall be calculated only after further period of 24 hours upto the time of providing such standby systems /sub systems, if any.

**c)** If the Tenderer is not able to rectify the fault within a period of maximum 7 days from the time of reporting of the failure, BANK may rectify the fault through any other source and Service Provider shall have to bear the expenses so incurred on this account and the penalty for downtime period. Any failure /Work to be carried out on chargeable basis caused due to fire/flood/natural disaster/ earth leakage or any other reason not covered under AMC scope. Service Provider will inform immediately after the call is registered. Penalty will be calculated for non-reporting such issues and cost of replacement of spare will have to be borne by Service Provider.

11) **Penalty -** In case the fault/problem is not rectified or a standby system is not provided within the stipulated period of 24 hours from reporting of fault, as per normal support window , a penalty at the following rate will be levied for assets covered under AMC:

| **Sr. No** | **Item Description** | **Amount for each 24 hours or part thereof, beyond permissible downtime as per clause No.5** |
|---|---|---|
| 1 | Desktop Lenovo | 100/-each |

12) All spare parts supplied, as part of AMC, should conform to the OEM of the particular system. Suitable OEM arrangements to be ensured for spares. Spare parts supplied by Service Provider in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.

13) At the end of service contract, the Service Provider shall hand over all systems covered under contract , in good condition and shall has to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose a detailed list of equipment's or parts to be replaced by the out-going Service Provider, shall be prepared by incoming Service Provider.

14) Service Provider shall not sub-contract the hardware maintenance jobs to any outside agency including their franchisee.

15) The Service Provider shall verify the health of all the systems and hardware items, before taking them into AMC. No arguments will be entertained afterwards. Any repairs required must be proposed in writing to IT Department.

16) All complaints / problems reported should be rectified to users' satisfaction by the Tenderer. If necessary, specialist/consultant would be called to rectify the problem

17) Tools & equipments All tools, tackles and testing instruments for routine maintenance work as well as for attending to emergency/ break down calls shall be arranged by the Service Provider at his own cost. BANK will not take any responsibility for arranging the same or safety of all tools, tackles and testing instruments arranged by the Service Provider.

18) **Payments Terms**

a) Charges for AMC shall commence from the contract effective date and shall be made Quarterly at the end of each quarter on providing satisfactory services certified by the IT Department of the Bank or confirmation by respective Branch head. No advance payment will be made.

b) **T**he number of Computer Systems / Peripherals under AMC mentioned in list can be increased or decreased at the discretion of this office and pro-rata payment will be made in case of increase or decrease of systems.

c) The quarterly payment for AMC charges shall be made for actual number of hardware under contract.

d) During the contract period (if Bank wish to add) any IT asset with the nearby or similar configuration then, it should be included in the same contract at the already quoted rates on prorate basis.

e) If any IT asset transferred to other branch during the contract period than no extra cost will be paid.

f) If any IT asset replace during the contract period it will be informed to the tenderer and contract cost of that asset will be deducted from bill accordingly. (Date of replacement).

19) The bills shall be submitted in duplicate duly per-receipted along with service reports or month- wise MIS reports which will be maintained by the Tenderer. Format for the reports will be discussed and finalized by Tenderer and IT Department BANK mutually.

20) Bill paying authority will be HO of Bank where all the Bill along with Service reports shall be submitted.

21) TDS will be deducted as applicable. The Bidder is /are required to furnish their PAN No. for this office record concerning Income as well as Bank details including IFS code for payment.

22) Bills /Claims will be raised by the Service Provider after successful completion of work as per the deliverables and time schedules and Price Schedule agreed after deducting penalty, if any.

23) **The contract period will be Thirty Six Months (as per mentioned above) from the date of acceptance letter given by the Tenderer. The rates quoted shall be fixed throughout the period of the contract.**

24) The charges shall be inclusive of all, including lodging, boarding and any number of visits by the engineer. No transportation charges will be paid separately. The Service Provider will attend any number of breakdown calls during the contract period

25) **Termination –**
    a) Bank may terminate the Contract if the Service Provider materially breaches its obligations under Agreement or performance for the services given is not satisfactory by giving 30 days written notice thereof.
    b) In the event of termination of agreement by the Bank, pro rata payment till the last date till which services are rendered will be made by the bank
    c) In the event of termination of agreement by BANK on account of breach of terms of
    d) BANK shall have right to withhold all /any payments, due to Tenderer for services rendered prior to termination. The Security Deposit and Performance Bank Guarantee will also be forfeited by BANK.

26) If the of Tenderer conveying to BANK their desire to discontinue this contract, Tenderer shall give BANK at least one Quarter prior notice of such discontinuance, during which period BANK or a third party nominated by BANK shall have right to continue the contract on terms and conditions to be mutually agreed upon by the Parties and the Security Deposit shall be forfeited and the Performance Guarantee shall been cashed.

27) If the performance of Tenderer found unsatisfactory, the contract can be terminated by the Bank by giving 30 days prior notice

28) Successful Bidder shall enter into Service Level Agreement and Non-Disclosure Agreement with the Bank within 8 days from the issuance of the Purchase Order.

29) Successful Bidder shall depute only competent and efficient personnel shall be deputed for maintenance work as well as attending to emergency/break down calls and Engineers deputed shall carry suitable identification at the time of visit to the Branches and shall always prepare service report which should be signed by Branch Manager\HOD of Dept for completion of work satisfactorily.

30) Successful Bidder shall provide List of all personnel of the Service Provider, with above qualifications and experience, to be deployed on-site.

31) Call Logging and Tracking – Successful bidder shall provide call logging procedure and escalation matrix along with Service Level agreement to the Bank

32) **Security for data and confidentiality** – Successful Bidder should maintain confidentiality of the data in the systems and should take all necessary steps to ensure that the data is not leaked to any agency

33) **Security of Hardware**: Any damage or loss caused to the hardware or their components or their parts due to negligence, mishandling by Bidder should be made good in working condition or by providing a new one of the same make and specifications

34) Bank will not make any arrangement for transportation of defective PCs and Accessories or LAN equipment, etc., if required to be taken to premises of the Tenderer for repairing and the same have to be arranged by the Tenderer at their own cost

35) Successful Bidder shall submit following reports to the Bank

    a) Monthly Report for Number of Calls reported and attended and status
    b) Calls pending and reasons thereof

**Annexure – A Technical Specification of the Hardware**

| S. No. | Item Description | Configuration | Qty |
|---|---|---|---|
| **I** | **Comprehensive AMC Charges** | | |
| 1 | Desktop Lenovo | Business Desktop - Lenovo Think Center M720e Intel 9th Gen Core I3- 9100 Processor or latest (4 Cores, 6 MB, 3.60Ghz. 65W) 8GB 2666 MHz DDR4 RAM, 256 GB NVME SSD +1TB SATA HDD, Intel Chipset MBD, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5" LED Monitor, Keyboard, Optical Mouse, Windows 11 Professional License. | 100 |

**Annexure B - Tender Offer Cover Letter**

Date:

Tender Reference No.: _____

To:

Managing Director,

The Deccan Merchants Co-operative Bank Limited

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to

Annual Maintenance Contract Services for the hardware specified in the Tender (Description of equipment and Services) in conformity with the said tender documents in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence the Service within_____ (Number) days and to from the date of receipt of your Notification of Award/Letter of Intent.

We agree to abide by this tender offer till 90 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____2026

Signature: _____

Designation :) _____

Authorised to sign the tender

**Annexure C – Vendor's Details**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

| S. No | Item | Details |
|---|---|---|
| 1. | Name of Company | |
| 2. | Mailing Address | |
| 3. | Telephone and Fax numbers | |
| 4. | Constitution of the Company | |
| 5. | Name and designation of the person authorised to make commitments to The Deccan Merchants Co-operative Bank Limited | |
| 6. | Email Address | |
| 7. | Year of commencement of Business | |
| 8. | Turnover of the company for the last 2 years<br>2023-2024<br>2024-2025 | |
| 9. | Profit of the company (not of group) for the year<br>2023-2024<br>2024-2025 | |
| 10. | GST Number | |
| 11. | Income Tax Number | |
| 12. | Whether Authorized Service Provider | |
| 14. | Brief Description of after sales service facilities available with the bidder | |
| 15. | Experience and Client Details | |

**Annexure D – Compliance to Eligibility**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

| S. No | Eligibility Conditions | Compliance |
|---|---|---|
| 1 | The bidding firm (referred to as 'The Bidder' herein after in this RFP) should be a company registered in India under Indian Companies Act, 1956 or Indian Companies Act 2013 or registered Partnership Firm | Yes / No<br>Details to be submitted |
| 2 | The Bidder must have at least one Service Center in Mumbai | Yes / No<br>Details to be submitted |
| 3 | The Bidder must have an average turnover of Rs.1 Crore in the last two Financial Years (Audited Annual Financial Statement to be submitted as proof). | Yes / No<br>Details to be given |
| 4 | The Bidder must have at least three years' experience in providing direct Annual Maintenance Contract to Commercial Banks/Financial Institutions/NBFC /State or Central Government Departments in Maharashtra, handling hardware items (including computers, printers and scanners) every year. Copies of work orders issued to the company of at least 3 major clients during the last three years shall be submitted. | Yes / No<br>Copies of PO to be given |
| 5 | Bidder must have at least 5 Service Engineers in their payroll in the Mumbai Service Center. | Yes / No<br>Details to be given |
| 6 | The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid. | Yes / No<br>Declaration to be given |

**Annexure E - Details of Track Record (Past Installations)**

**Name of the Vendor _____**

| Name of the Client | Details of the AMC Contract and equipment's Serviced | Contact person<br>• Name<br>• Tel. No.<br>• Fax No.<br>• Address |
|---|---|---|
| | | |
| | | |
| | | |

Date: _____

Place: _____

Signature of the Vendor

**Annexure F - Details of Service Centres**

| Sr. No. | Place | Own or Franchise | Postal Address | Contact numbers | Service Facilities available (Describe) | Number of service engineers | Time to report to the location |
|---|---|---|---|---|---|---|---|
| 1 | … | | | | | | |
| 2 | … | | | | | | |

**Annexure - G**

**Commercial Format**

| Srno | Description | Qty | Rate | Amount | Taxes | Total Amount |
|---|---|---|---|---|---|---|
| 1 | Desktop Lenovo | 100 | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

**Note:**

a) Rates should be quoted in both figures & words. In case of ambiguity between rates in figures and words, lower of the two /beneficial to BANK, shall be considered.

b) The quoted prices should be "Firm and Final", all inclusive of applicable taxes (service tax) & duties. Applicable taxes & duties taken in calculations also to be shown separately.

c) The offers with rates given in any form /proforma other than that mentioned above shall be summarily rejected

**ANNEXURE H**

**Undertaking for Non-Blacklisting / Non-Debarment of the bidder**

**To**

**Managing Director**

**The Deccan Merchants Co-operative Bank Limited**

Dear Sir(s),

**Sub: RFP for AMC for Desktop**

We, M/s _____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfill the same.

a) We further confirm that all the information as per requirement of the Bank have been included in our bid.

b) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.

c) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

Signature of the Authorized Official

**Annexure I**

List of Branches

| Sr. | Name of Branch | Address |
|---|---|---|
| 1 | Head Office | 217, Raja Rammohan Roy Road, Girgaum, Mumbai - 400 004 |
| 2 | Central Office | Ganatra Building 1st Floor, Senapati Bapat Marg, Opp. Dadar Railway Station, Dadar West, Mumbai - 400028 |
| 3 | Girgaum Branch | 217, Raja Rammohan Roy Road, Girgaum, Mumbai - 400 004. |
| 4 | Dadar | Bismilla Building, First Floor,Ranade Road, Dadar (West),Mumbai - 400 028 |
| 5 | Byculla | 154/164-A, Bhima Sadan,Dr. Ambedkar Road, (East), Mumbai - 400 027, |
| 6 | Ghatkopar West | Nilkanth Anand Apartments, Mahatma Gandhi Road, Ghatkopar (West), Mumbai - 400 086 |
| 7 | Goregoan | Jaykar Smruti, Aarey Road, Goregaon (West), Mumbai - 400 062 |
| 8 | Borivali | Kandivali Happyhome Apartment co-op Housing Society Ltd., Shop No : 1, Saibaba Nagar, Borivali (West), Mumbai - 400 092 |
| 9 | Dahisar | Amizarna CHS Ltd., L. T. Road, Near Dahisar Railway Crossing, Opposite Navneet Hi Tech Hospital, Dahisar (East) Mumbai - 400 068 |
| 10 | Ghatkopar East | Shop no. 3, Building no.4, 90 feet Road, Namratashil CHSL, Pant Nagar, Ghatkopar (East), Mumbai - 400 075 |
| 11 | Vashi, Navi Mumbai | 1 / 2 Niryatdar Building No.2, A.P.M.C. Vegetable Market, Sector 19, Turbhe, Vashi, Navi Mumbai - 400 705 |
| 12 | Thane | 3 / 4, Sadichha Apartment, Gokul Nagar, L.B.S. Road, Thane (West), Pin - 400 601 |
| 13 | Kharghar | Gala No. 1,Mahavir Shraddha Residency, Sector no.7, Kendriya Vihar Metro, Near Station, Kharghar, Navi Mumbai - 410210 |
| 14 | Hadapsar | Shop No.1 & 2, Rutuja Residency, Plot No. 295, Near A.M COLLEGE. Vithal Nagar Manjari Road, Pune-Solapur Highway, Hadapsar, Pune-411028 |
| 15 | Saswad Pune | Plot no.62, Survey no.619/2/2A/2/2/1, Yashashree Building, Hadko Road, Saswad, Taluka Purandar, Dist.Pune-412301. |