

**THE DISTRICT COOPERATIVE CENTRAL BANK LTD
VISAKHAPATNAM**

REQUEST FOR QUOTATIONS (RFQ) FOR

Annual Maintenance Contract (AMC) Of Computer

Hardware and Peripherals



THE DISTRICT CO-OPERATIVE CENTRAL BANK LTD., VISAKHAPATNAM NOTICE INVITING QUOTATIONS FOR SYSTEMS AMC

Sealed Quotations are invited from eligible Firms/Companies for providing **Facility Management Services (Annual Maintenance Contract – AMC)** for Computer Hardware and Peripherals of **The District Co-operative Central Bank Ltd., Visakhapatnam** (Head Office and Branches), under the following terms and conditions:

1. SCOPE OF WORK

1. The AMC may be either **Fully Comprehensive On-site Maintenance** or on **Time & Material Basis**.
2. Maintenance shall include **Preventive and Breakdown/Corrective Maintenance** of IT Hardware and Network Infrastructure.
3. The vendor shall deploy **one On-site Desktop Engineer** (well-versed in Desktops, Laptops, Printers, Scanners & basic network management).
4. Dedicated engineers shall be available across all **33 Branches including Head Office**. A backup engineer must be provided in case of absence.
5. **Helpdesk services** for hardware issues shall be operated at DCCB Visakhapatnam Head Office, monitored by the IT Section.
6. Vendor shall attend AMC calls of branches of Visakhapatnam DCCB at their own arrangements.
7. Maintenance includes **repair/replacement** of faulty components. Replacements must be branded, genuine, compatible, and intimated to the IT Section, DCCB Visakhapatnam.
8. Anti-virus issues shall be resolved using latest tools. Support must be provided for **OS installation/reinstallation (Windows 10/11, MS Office)**.
9. Vendor shall apply **Microsoft updates/patches** and ensure necessary upgrades.
10. **LAN-related issues** (cables, patch panels, switches, etc.) shall be resolved.
11. **Preventive Maintenance** of all systems, printers, and scanners shall be carried out **quarterly**.
12. **Quarterly Reports** (complaints attended/resolved/pending) must be submitted with authorized signatory before **12th of the subsequent quarter**, along with AMC invoice.
13. The Bank/RBI/NABARD reserves the right to **audit vendor's systems/documents** at any time.

2. CONTRACT OPERATION & LIABILITY

- Maintenance shall be carried out during working hours (**Monday – Saturday, 10:00 AM – 6:00 PM**).
- If repairs cannot be completed onsite, the vendor may shift equipment to its service center at **own cost**.

3. RESPONSE & RESOLUTION TIME

Severity	Description	Response Time	Resolution Time
Major	Computers, Network Issues	4 Hours	36 Hours
Minor	Printers, Scanners	8 Hours	48 Hours

4. CONTRACT DURATION

The AMC will be awarded for a period of **Two (2) Years**.

5. ELIGIBILITY CRITERIA

1. Registered Company/MSME/Registered Firm with minimum **3 years of IT operations**.
2. Must possess valid **PAN, GST, TIN, CIN (AP State)**.
3. At least **two active AMC contracts** in hardware maintenance.
4. Not blacklisted by Govt./any organization in last 3 years (**self-undertaking required**).

6. PAYMENT TERMS

- Payment will be made on a **quarterly arrears basis**, upon submission of invoice and quarterly maintenance reports.
- Invoice must contain **PAN, GST, Job Order No., and Bidder's Address**.
- Payments will be released only after **pre-maintenance activity & quarterly status reports** are submitted.

7. SUBMISSION OF QUOTATIONS

Interested and eligible vendors may submit their **sealed quotations** at:

**The Head Office,
The District Co-operative Central Bank Ltd.,
Visakhapatnam.**

on or before: **[30.06.2026]**.