



सेन्ट्रल बैंक ऑफ इण्डिया
Central Bank Of India

निविदा दस्तावेज
Tender Document

निविदा संदर्भ सं. क्षेत्रा/जल/आरसीसी/2021-22:33

Tender Reference No. RO/JALP/RCC/2021-22:33

*सेन्ट्रल बैंक ऑफ इण्डिया जलपाईगुड़ी क्षेत्र के अधीन विभिन्न
शाखाओं/कार्यालयों में अवस्थित कम्प्यूटर हार्डवेयर एवं इसके
उपकरणों*

के रख-रखाव हेतु वार्षिक संविदा

for

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

Various Branches / Offices of

Central Bank Of India under

JALPAIGURI Region

Cost of the Tender Document: Rs 5000/- (Rupees Five Thousand only)

Invitation for tender offers

Central Bank Of India invites sealed tender offers from eligible, reputed manufacturers and/or their authorized dealers for Annual Maintenance Contract (AMC), as Third Party Maintenance, for all Computer Hardware & Peripherals in Various Branches / Offices of Central Bank of India, under JALPAIGURI Region comprising Jalpaiguri district of West Bengal State & North Sikkim, South Sikkim, East Sikkim and West Sikkim districts of Sikkim State.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers (CPU, Monitor, Keyboard & Mouse), Printers (including Printer Heads for all types of Printers) & Scanners** located at different Branches / Offices of Central Bank of India JALPAIGURI Region as third party maintenance, as specified in this document.

There are 41 branches / offices where computer hardware and peripherals are being offered for AMC.

Instructions to the vendors in relation to the AMC offer are given in **Annexure I**.

The Terms & Conditions of the AMC offer are given in **Annexure II**. **Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.**

The details of the Systems / Computers available for AMC are given in **Annexure III**.

Format for Quotation for AMC (TCO) is given in **Annexure -IV**

Please note that the vendors having **franchise arrangement for maintenance & support will not be eligible to quote.**

A complete set of tender document may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of **Rs. 5000/- (Rupees Five Thousand only)** by demand draft in favor of 'Central Bank of India' and payable at JALPAIGURI.

The copy of tender document may be obtained from Central Bank of India, Regional office JALPAIGURI on all working days in person. Copy of the tender document may also be downloaded from our website www.centralbankofindia.co.in for reference purpose. They should submit tender paper on tender document issued by this office only. The details are given below:

Tender Reference	RO/JALP/RCC/2021-22:33
Cost of Tender Copy	Rs 5000.00
Earnest Money Deposit	Rs.25,000.00
Last Date and Time for receipt of tender offers	July' 12th, 2021 at 14.00 Hrs. (excluding 2nd & 4th Saturday, Sundays and Holidays)
Address for Submission of Tender Documents	Regional Manager, Central Bank of India, Regional Office, Jalpaiguri Nilu Bhawan, 4 No. Ghumti, Jalpaiguri- 735101 8583872400 / 9475807422
Contact Telephone Numbers	rccjalpro@centralbank.co.in
E-Mail IDs	cmoperjalpro@centralbank.co.in

Earnest Money Deposit of Rs.25,000.00 (Rs Twenty five Thousand only) must accompany all tender offers as specified in this tender document.

Technical Specifications, Terms and Conditions and formats for submitting the tender offer are described in the tender document and its Annexures.

(L.N.Mukherjee)
Regional Manager

Instructions to vendors

1. Invitation Offer System

Only those vendors who have purchased the offer document by paying Rs 5000/- in the form of Demand Draft (non-refundable) may submit their Quotations.

Vendors having franchise arrangements are not eligible to quote.

Earnest money deposit Rs. 25,000- in the form of Demand Draft should accompany the tender bid. The earnest money deposit is refundable to all unsuccessful bidders. The EMD will be refundable to the successful L1 bidder on submission of a Bank Guarantee from a Nationalised Bank for equivalent amount and period.

2. Two Bid System Tender

Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given above, **on or before the last date mentioned above**. All envelopes should be securely sealed and stamped.

All the envelopes must be super-scribed with the following information:

- ☐ Type of Offer (Technical or Commercial)
- ☐ Tender Reference Number
- ☐ Due Date
- ☐ Name of Vendor

2.2 ENVELOPE-I (Technical Offer):

The Technical offer should be complete in all respects and contain all information asked for, except prices. The T.O. should include all items asked for. The technical offer **should not contain any price information**. The T.O with any price information anywhere is liable to be rejected. The T.O. should be complete to indicate that all products and services asked for are quoted.

2.2 ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information as per **Annexure - IV** and should not contradict the T.O. in any manner.

These two envelopes containing the Technical and Commercial Offer should be submitted at the same time but in separate sealed covers. Please note that if envelope is found to contain both technical and commercial offer, then that offer will be rejected outright.

Quotations must be submitted, **on or before 14:00 hours on 12/07/2021**, giving full particulars in **sealed envelope** at the Bank's address given below:

Regional Manager Central Bank of India, Regional Office, Jalpaiguri Nilu Bhawan, 4 No. Ghumti, Jalpaiguri-735101
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All envelopes should be securely sealed and stamped. Only one Quotation should be submitted by one vendor.

Delay in submission: Delay in submission of any part arising due to postal on any other irregularities at any stage will not be considered. The bank will not be responsible for any damage in transit in case of postal delivery / delivery through courier service.

All tenders where any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

The unit rate for AMC amount for each and every item should be quoted. Any Quotation found to contain incomplete information is liable to be rejected outright.

3. Eligibility of the Vendor

- 3.1 The Bidder should be in the business of providing IT AMC/Facility management Services to Corporate / PSU / Govt. bodies / Banks during the last three years.
- 3.2 The Bidder should have undertaken Annual Maintenance Contact with at least 3 (three) Central/State Govt. Depts. / offices during the last 5 (five) years (relevant documents are to be attached for verification).
- 3.3 The Bidder should have undertaken Annual Maintenance Contact in Central/State Govt. Depts./ Offices/Banks in any of the previous 5 (five) years in West Bengal (relevant documents are to be attached for verification). Also Bidder should have an average Annual Turnover of minimum Rupees 10 Crore from AMC & FMS business during the last three consecutive years ending 31.03.2021
- 3.4 The Bidder should have undertaken minimum 2 orders for AMC/FMS during last 3 (three) years. Photocopies of the relevant work order from their clients with satisfactory performance certificates are to be attached.
- 3.5 The Bidder should have sufficient qualified and experience engineers on their payroll in West Bengal & Sikkim. They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full in Central Bank of India in the districts of Jalpaiguri in West Bengal State & North Sikkim, South Sikkim, East Sikkim and West Sikkim in Sikkim State. Rendering support of any sort through franchises will not be acceptable and they should have support center at Siliguri, Jalpaiguri. Gangtok.
- 3.6 The Bidder should be financially sound and they should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.
- 3.7 Bidder should be a Limited Company.
- 3.8 Bidder should have valid ISO 20000 or above quality services certification in the relevant fields of IT AMC/FMS.
- 3.9 Bidder should not be debarred/ Blacklisted by any Govt. or PSU enterprise in India as on date of submission of the RFP.

4. Quotations

The vendor must ensure that all the items as specified in this offer are quoted for. **Unit-wise rates & total amount** should be quoted for each item. The vendor must also ensure that it is in a position to undertake the work specified.

The evaluation of L1 vendor will be on the basis of Total Cost of AMC amount quoted as per Annexure IV.

The Bank reserves the right to appoint more than one vendor. It also reserves right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.

It is our past experience that due to competition, vendors quote abnormally low rates, only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide the AMC Services to the Branches/administrative offices the vendor will be black listed and no future contract will be awarded to such vendor.

5. Non-transferable Offer

This Offer document is not transferable. Only the party, who has purchased this offer document, is entitled to quote.

6. Validity of Offer

The offer should be valid for a minimum period of 120 days from the date of submission.

7. Address of Communication

Any communication in this regard should be made to the following office:

**Regional Manager
Central Bank of India,
Regional Office, Jalpaiguri
Nilu Bhawan, 4 No. Ghumti,
Jalpaiguri-735101**

8. Modification and Withdrawal of Offers

The Bank has a right to modify / alter the Offer and the terms thereon, before the closure of the Offer. The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same.

10. Preliminary Scrutiny

The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made, whether the documents have been properly signed and whether items are quoted as specified. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers.

11. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. The Bank has the right to disqualify the vendor whose clarification is found not suitable to the Bank.

12. No Commitment to Accept Lowest or Any Other Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

13. Make and Models of the equipment

The details of the equipments are mentioned in the **Annexure III**. It is mandatory to quote for all items. The brief details given about the configuration are only indicative. A vendor must quote **unit rate** for each item.

14. Details of Spread

Branches / Offices are spread across Jalpaiguri district of West Bengal State & North Sikkim, South Sikkim, East Sikkim and West Sikkim districts of Sikkim State as per Annexure III.

15. Format for Total Cost Offer (TCO)

The offer must be submitted in suggested format as per **Annexure IV**.

16. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. The Bank may treat offers not adhering to these guidelines as unacceptable.

17. Costs & Currency

The offer must be made in Indian Rupees only and should include all the charges, excluding service tax.

18. No Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations, except with the lowest quoting vendor, whose offer is found to be other-wise in order.

19. Right to Alter Quantities

The Bank reserves the right to alter the hardware quantities specified in the offer. The Bank also reserves the right to add or delete one or more items from the list of items specified in offer. Bank may replace the scheduled equipment under maintenance and also may purchase new components. The payment for the remaining system will be made on pro rata basis. In case within the contract period, for any reasons, the systems under maintenance are disposed-off by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.

20. Price Variations and Supply of Spares

The price quoted by the vendor should be valid for a minimum period of one year. The vendor must give an undertaking along with the quotes to provide service commitment along with availability of spares for a minimum period of one year.

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## **Terms and Conditions of the AMC Offer.**

### **1. SCOPE:**

- 1.1 The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of unserviceable parts, at vendor's own cost.
- 1.2 The parts to be replaced will either be new parts or equivalent to new parts.
- 1.3 In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.4 All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.
- 1.5 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
- 1.6 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, when moved for maintenance or for any other purpose.
- 1.7 In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor.
- 1.8 The cost of Replacement/Repairs of Printer Head to be borne by the vendor.
- 1.9 Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems.

### **2. DAYS OF SERVICE:**

- 2.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working days.
- 2.2 Work undertaken on Sundays and holidays will be by prior arrangement.

### **3. DURATION OF CONTRACT:**

- 3.1 The contract shall initially be valid for a period of one year.
- 3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

### **4. CARE OF THE EQUIPMENT:**

- 4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.
- 4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.
- 4.3 The vendor shall ensure that the Systems being maintained are available to the Bank in proper working condition for at least 95% of the time in every month.



## **5. MOVEMENT OF EQUIPMENT :**

- 5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
- 5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.
- 5.3 The Bank shall pay maintenance charges, as per clause 7 hereunder, for all the Computer Systems/machines, irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.
- 5.4 The obligations of both the Bank and the vendor shall proportionately cease forthwith if the Bank sells or transfers the ownership of any one or more Computer Systems/machines. If any machines are withdrawn from use, the AMC charges will be reduced proportionately.

## **6. PAYMENT OF CHARGES :**

- 6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.
- 6.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 6.3 **The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc.

## **7. OBLIGATIONS OF THE VENDOR :**

The Vendor shall be **liable to pay penalty as hereunder per day of delay beyond 24 hours in completion of maintenance work.** The penalty shall be as under:

|                               |            |                |
|-------------------------------|------------|----------------|
| i) GWPC                       | Rs. 2000/- | (Max Rs.5000)  |
| ii) PC/Desktop                | Rs. 200/-  | (Max Rs.1000)  |
| iii) DMP-136 column Printers  | Rs. 400/-  | (Max Rs.2000)  |
| iv) DMP-80 col printers       | Rs. 200/-  | (Max Rs.1000)  |
| v) Laserjet / Duplex printers | Rs. 200/-  | (Max Rs.1000)  |
| vi) Scanners                  | Rs. 200/-  | (Max Rs.1000)  |
| vii) Passbook Printers        | Rs. 500/-  | (Max Rs. 2500) |

In case of delay / inability of the vendor to carry out maintenance, the Bank will be at liberty to get the work carried out by outside vendors and the total expenses paid to such outside vendors for carrying out such maintenance work will be recoverable by the Bank in addition to the penalty to be levied for the delay.

## **8. ASSIGNMENT :**

All rights, liabilities and obligations are non-transferable and any transfer/assignment of the same can be done only mutually.

## **9. TERMINATION :**

The vendor may terminate the contract by giving three months' notice in writing. However, the bank may terminate the contract by giving 15 days notice. Maintenance charges payable, shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for the actual period for which the vendor provided the maintenance service.

**10. FORCE MAJEURE :**

The vendor shall not be liable for any loss, damage, injury or delay which is due to fault or causes beyond the control of the vendor or force majeure such as acts of god, government direction, Riots, War, Civil commotion, sabotage, fires, lightening, floods, earthquakes, explosions or other catastrophes, epidemics, quarantine.

**11. GENERAL :**

The vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions.

### ANNEXURE III

#### Gateway PC / Desktop PCs / Servers

| Make / Model                              | Configuration & Operating System                                     |
|-------------------------------------------|----------------------------------------------------------------------|
| Acer / HCL / HP /Lenovo/Wipro and similar | OS (Windows Server 2008, Windows Server 2016, Win 7 Pro, Windows 10) |

#### Printers

| Printer Type        | Make / Model                                                      |
|---------------------|-------------------------------------------------------------------|
| 136 Col. Dot Matrix | Epson DLQ3500, Wipro, TVS DP5000 or similar                       |
| 80 Col Dot Matrix   | Epson, Wipro, TVS / MSP430, LQ540DX, LQ300 II or similar          |
| Pass Book           | Olivetti PR2 Plus / PR2e, Lipi PB2, TVSE, Epson PLQ 20 or similar |
| Laserjet / Duplex   | HP1008 / HP1020 / Epson M2140 or similar                          |

#### Flat Bed Scanners

| Make                         | Model                               |
|------------------------------|-------------------------------------|
| Umax, Canon, Bear Paw Mustek | Canon Lide 100, 110, 300 or similar |

#### **DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC IN CBS BRANCHES / OFFICES IN JALPAIGURI REGION**

| Sl No | Br Name (Code)    | State / District  | Gateway PC | No of PC | Passbook | DD / TDR | Laserjet Printer | Statement Printer | Scanner |
|-------|-------------------|-------------------|------------|----------|----------|----------|------------------|-------------------|---------|
| 1     | Bagrakote (2955)  | W.B. / Jalpaiguri | 1          | 4        | 1        | 1        | 1                | 0                 | 2       |
| 2     | Belakoba (980)    | W.B. / Jalpaiguri | 1          | 6        | 1        | 1        | 1                | 0                 | 2       |
| 3     | Bhutkirhat (2883) | W.B. / Jalpaiguri | 1          | 5        | 1        | 0        | 1                | 0                 | 1       |
| 4     | Chalsa(981)       | W.B. / Jalpaiguri | 1          | 5        | 1        | 0        | 1                | 0                 | 1       |
| 5     | Champaguri(2793)  | W.B. / Jalpaiguri | 1          | 4        | 1        | 0        | 1                | 0                 | 1       |
| 6     | Charmurchi (1787) | W.B. / Jalpaiguri | 1          | 4        | 1        | 0        | 1                | 0                 | 1       |
| 7     | Chaulhati (2878)  | W.B. / Jalpaiguri | 1          | 4        | 1        | 1        | 1                | 0                 | 1       |
| 8     | Dabgram (1831)    | W.B. / Jalpaiguri | 1          | 6        | 1        | 1        | 1                | 0                 | 1       |
| 9     | Dentam (2266)     | W.B. / Jalpaiguri | 1          | 4        | 1        | 1        | 1                | 0                 | 1       |
| 10    | Domohani (128)    | W.B. / Jalpaiguri | 1          | 4        | 1        | 1        | 1                | 0                 | 1       |
| 11    | Gairkata (997)    | W.B. / Jalpaiguri | 1          | 5        | 1        | 0        | 1                | 0                 | 1       |
| 12    | Gangtok (2310)    | East Sikkim       | 1          | 12       | 1        | 1        | 3                | 1                 | 1       |
| 13    | Geyzing (2256)    | West Sikkim       | 1          | 5        | 1        | 1        | 3                | 1                 | 1       |
| 14    | Jalpaiguri(127)   | W.B. / Jalpaiguri | 1          | 12       | 1        | 1        | 3                | 1                 | 1       |
| 15    | Kadamtala (2569)  | W.B. / Jalpaiguri | 1          | 6        | 1        | 1        | 1                | 0                 | 1       |

|    |                      |                   |           |            |           |           |           |          |           |
|----|----------------------|-------------------|-----------|------------|-----------|-----------|-----------|----------|-----------|
| 16 | Kumlai (1908)        | W.B. / Jalpaiguri | 1         | 4          | 1         | 0         | 1         | 0        | 1         |
| 17 | Lataguri1698         | W.B. / Jalpaiguri | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 18 | Legship (2705)       | West Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 19 | LDM & RSETI          | W.B. / Jalpaiguri | 0         | 3          | 0         | 0         | 2         | 0        | 1         |
| 20 | Mangalbari (2766)    | West Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 21 | Mangan (3992)        | North Sikkim      | 1         | 2          | 1         | 1         | 1         | 0        | 1         |
| 22 | Nagrakata (1603)     | W.B. / Jalpaiguri | 1         | 5          | 1         | 0         | 1         | 0        | 1         |
| 23 | Namchi (3433)        | South Sikkim      | 1         | 10         | 1         | 1         | 2         | 1        | 1         |
| 24 | Nayabazar (3131)     | West Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 25 | New Jalpaiguri(0979) | W.B. / Jalpaiguri | 1         | 11         | 1         | 1         | 2         | 0        | 1         |
| 26 | Oodlabari 1386       | W.B. / Jalpaiguri | 1         | 5          | 1         | 1         | 1         | 0        | 1         |
| 27 | Pakyong (3436)       | East Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 28 | Panbari (2908)       | W.B. / Jalpaiguri | 1         | 4          | 1         | 0         | 1         | 0        | 1         |
| 29 | Rajarhat (2893)      | W.B. / Jalpaiguri | 1         | 4          | 1         | 0         | 1         | 0        | 1         |
| 30 | Rajgang(1702)        | W.B. / Jalpaiguri | 1         | 6          | 1         | 1         | 1         | 0        | 1         |
| 31 | Rangpo (2239)        | East Sikkim       | 1         | 3          | 1         | 1         | 1         | 0        | 1         |
| 32 | Rani Nagar (2954)    | W.B. / Jalpaiguri | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 33 | Ranipool (3805)      | East Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 34 | Rhenock (2726)       | East Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 35 | RO Jalpaiguri        | W.B. / Jalpaiguri | 1         | 17         | 0         | 0         | 9         | 0        | 2         |
| 36 | Rongli (2145)        | East Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 37 | Samsing T G (2964)   | W.B. / Jalpaiguri | 1         | 4          | 1         | 0         | 1         | 0        | 1         |
| 38 | Sanyasikata (4284)   | W.B. / Jalpaiguri | 1         | 3          | 1         | 0         | 1         | 0        | 1         |
| 39 | Singtam (3434)       | East Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 40 | Soreng (2267)        | West Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
| 41 | Tadong (3435)        | East Sikkim       | 1         | 4          | 1         | 1         | 1         | 0        | 1         |
|    | <b>TOTAL</b>         |                   | <b>40</b> | <b>215</b> | <b>39</b> | <b>28</b> | <b>58</b> | <b>4</b> | <b>44</b> |

**ANNEXURE IV****TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE CONTRACT****(All amounts in ` Rupees)**

| SN | Hardware Item                | Make/Model                                                          | Indicative quantity of H/W | AMC charges per Unit | Total amount of AMC for HW item |
|----|------------------------------|---------------------------------------------------------------------|----------------------------|----------------------|---------------------------------|
|    |                              |                                                                     | <b>(A)</b>                 | <b>(B)</b>           | <b>C=A*B</b>                    |
| 1  | Gateway PCs                  | HCL/ACER/WIPRO/LENOVO/HP and other similar brands.                  | <b>40</b>                  |                      |                                 |
| 2  | PCs/Desktops /Internet PCs   | HCL/ACER/WIPRO/LENOVO/HP and other similar brands.                  | <b>215</b>                 |                      |                                 |
| 3  | 136 col DMP Printers         | Epson DLQ-3500 and other brands.                                    | <b>4</b>                   |                      |                                 |
| 4  | 80 col DMP Printers          | EPSON LQ-300+II, LQ-310, TVS MSP-450 and other similar brands.      | <b>28</b>                  |                      |                                 |
| 5  | Passbook Printers            | EPSON PLQ-20/30/35/OLIVETTI PR2+/LIPI PB2 and other similar brands. | <b>39</b>                  |                      |                                 |
| 6  | Laser/ Multipurpose Printers | EPSON/CANON/HP and other similar brands.                            | <b>58</b>                  |                      |                                 |
| 7  | Scanner                      | CANON/HP and other similar brands.                                  | <b>44</b>                  |                      |                                 |
|    | <b>TOTAL COST</b>            |                                                                     |                            |                      |                                 |

**Note:**

- 1. Amount should be quoted without GST/TAX.**
2. Desktop include Keyboard and mouse along with monitor.
3. Rates must be quoted for all the items required by the bank. If the rate of any of the items is not quoted, vendor will be rejected summarily as non-responsive.
4. No. of units are indicative of quantity available under AMC and may vary.
5. Hardware presently under warranty will also be covered under AMC after expiry of warranty period and fresh inventory can be calculated accordingly.

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