

# **Central Bank of India**

## **“ TENDER DOCUMENT ”**

**Tender Reference No.:- RO/RCC DELHI (CENTRAL)/AMT/2021-22/10**

**Dated:- 13/08/2021**

***ANNUAL MAINTENANCE CONTRACT (AMC)***

***FOR***

***DELHI-CENTRAL REGION***

***THE HARDWARE AND PERIPHERALS INSTALLED,  
LAN MAINTENANCE (EXCEPT ROUTER, SWITCH  
& MODEM)***

***AT***

***VARIOUS BRANCHES/OFFICES UNDER  
REGIONAL OFFICE, DELHI (CENTRAL)***

***Cost of the Tender: Rs.2000/- (Rs. Two Thousand Only)***



## Invitation for Tender Offers

Central Bank Of India, Regional Office, Delhi (Central) having Total 39 Branches/ Offices under area of Delhi, Gurgaon & Faridabad invites sealed tenders (2 bids, technical offer and commercial offer) from eligible reputed vendors having sound technical knowledge & financial support for Annual Maintenance Contract of Hardware for the period 01.09.2021 to 31.08.2022 (extension of 1 year may be awarded, subject to mutual agreement on same T&C) and may be extended for further 6 months depending on satisfactory service in case of need of the bank for one or more reasons. This offer is for maintenance of Hardware at various branches & administrative offices in Delhi (Central) Region as per **Annexure – I**. Quantity mentioned in this tender is only tentative and may vary depending upon actual requirement.

We invite sealed quotations from vendors for comprehensive Annual Maintenance of **Computers and Desktop PCs / Gateway PC / Laptops (CPU, Monitor, Keyboard & Mouse) including all internal parts/sub parts , operating systems (as applicable in Central Bank of India and varies from time to time in existing OS and new decision for OS and comprehensive for Printers (including Printer Heads for all types of Printers and cartridge )** located at different Branches / Offices of Central Bank of India Delhi (Central) Region as third party maintenance, as specified in this document.

**The Terms & Conditions of the AMC offer is given in Annexure A. 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**.

Eligible criteria for awarding AMC (TCO) are given in **Annexure -IV**

Please note that the vendors having **franchise arrangement for maintenance & support are not eligible to apply.**

Tender document can be downloaded from the website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) or a copy can be obtained from our Regional Computer Center, Regional Office, Delhi (Central). The cost of tender document is Rs 2000/- (Rupees Two Thousand Only) and this is to be paid by way of Demand Draft drawn on "Central Bank of India", payable at Delhi.

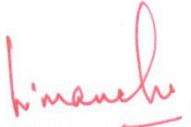
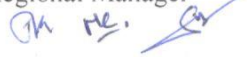
The Tender Details are given below:

|                                                                                                   |                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tender Reference                                                                                  | RO/RCC DELHI (CENTRAL)/AMT/2021-22/10<br>Dated: 12/08/2021                                                                                              |
| Cost of Tender Copy<br>(Non-Refundable)                                                           | Rs 2000.00                                                                                                                                              |
| Earnest Money Deposit (Refundable)<br>(In the form of DD/Performance Bank Guarantee).             | Rs 20000.00                                                                                                                                             |
| Last Date and Time for receipt of tender offers                                                   | 25/08/2021 at 17.00 Hrs.                                                                                                                                |
| Date and Time for opening of Technical Bids                                                       | 26/08/2021 at 15:30 Hrs.                                                                                                                                |
| Date and Time for opening of Commercial Bids<br>(For successful Bidders of Technical Offers only) | 26/08/2021 at 16:30 Hrs.                                                                                                                                |
| Address of Communication for submission of<br>Tender Documents                                    | Regional Manager<br>Central Bank of India<br>Regional Office, Delhi (Central),<br>1398, First Floor, Chandini Chowk,<br>Near Gurudwara,<br>Delhi-110006 |
| Contact Number                                                                                    | 8800013473, 9661016226                                                                                                                                  |



Earnest Money Deposit of Rs 20,000/- (Rs Twenty Thousand only) by way of Demand Draft drawn on "CENTRAL BANK OF INDIA" payable at Delhi must accompany the Technical Bids.

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

  
(Dr. Himanshu Gupta)  
Regional Manager  




## **INSTRUCTIONS TO VENDORS**

### **1. NOTICE OF INVITATION:**

Central Bank of India, Regional Office, Delhi (Central) invites Quotation from AMC Vendors for maintenance of computer hardware, peripherals & LAN Maintenance (Except Router, Switch and Modem) at 39 Branch/ Offices (38 branches and 1 Regional Office which includes RAC FARIDABAD & RPC CHANDNI CHOWK under Delhi (Central) (excluding the PCs situated at above branches and offices purchased on and after 01/06/2019))

Vendors having franchise arrangements are not eligible to quote.

### **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. Only one Quotation should be submitted by one vendor.

**Both envelopes must be super-scribed with the following information:**

- Type of Offer (Technical / Commercial)
- Tender Reference Number
- Due Date
- Name of Vendor & mail id with contact number

#### **2.1 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 as per **Annexure –VII**.

#### **2.2 ENVELOPE-II (Commercial Offer):-**

Quotation /Offer should give all relevant price information as per **Annexure – IV**.

Both Quotations (Technical & Commercial) must be submitted, **on or before 17.00 hours on 25/08/2021** giving full particulars in **sealed envelope** at the Bank's address given below:-

**Regional Manager  
Central Bank of India  
Regional Office, Delhi (Central),  
1398, First Floor, Chandini Chowk,  
Near Gurudwara,  
Delhi-110006**

**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.

### **3. UNIT RATE QUOTATION:**

**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. In case of successful bidder, he has to submit performance Bank Guarantee of equal amount of the contract for contract period with additional claim period of 3 months. The earnest Money deposit without any interest will be returned to the unsuccessful bidder soon after the decision to award the work. The bidder shall bear all the costs associated with preparation and submission of its bid and Central Bank of India herein called Purchaser will in no case be responsible or liable for these costs, regardless of the conduct of the bidding process. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

**The evaluation of L1 vendor will be on the basis of TCO (Total Cost of Ownership) as mentioned in Annexure-IV**

**The Bank reserves the right to appoint more than one vendor (in case of more than one vendor no vendor would be allotted more than 50%). 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, penalties will be imposed as stated in Annexure II under point no. 7, so also company will be **black listed** and no future contract will be awarded to such vendor. Only one Quotation should be submitted by one vendor.

### **4. GENERAL TERMS AND CONDITIONS:**

1. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/schedule to all bidders before the date of submission. Quotations submitted by the bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.
2. **BID CURRENCIES:** The offer must be made in Indian Rupees only and should include all the charges, excluding service/GST/any other mandatory nature of tax.
3. For the purpose of the present job, a single stage bidding process will be followed. Bidder will have to submit the Bid in sealed envelopes, duly superscripting **"Quotation for 3rd party AMC rates for Hardware & Peripherals for Delhi (Central) Region"**. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
4. **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.



5. The quantities of various items mentioned in **Annexure -II** are indicative and there could be variations with the actual numbers.
6. All maintenance / repairs/complaints lodge by the any official of Central Bank of India shall be attended by the vendor or authorized personnel of the vendor.
7. **Non-transferable Offer:** This Offer document is not transferable. Only the party, who has purchased this offer document, is entitled to quote.
8. **Validity of Offer:** Bids shall remain valid till 31/08/2023 after the date of bid opening prescribed by the Purchaser. A bid valid for shorter period shall be rejected by purchaser as non-responsive. In exceptional circumstances, the Purchaser may solicit the Bidder's consent to an extension of the period of validity. The request and response thereto shall be made in writing or by fax. The Bidder may refuse the request. A bidder granting the request will not be required nor permitted to modify its bid.
9. **AMENDMENT OF BIDDING DOCUMENTS:** At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. Amendment will be notified in writing or by fax or on bank's website to all prospective Bidders, who have received the Bidding documents and will be binding on them. In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the dead line for submission of bids. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.
10. **Opening of Offers:** Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same. Bids will be opened in presence of the bidders' representatives who choose to attend, if no one attend on behalf of vender/vendors, bank is empowered to open the bids on schedule date without waiting the representative on behalf of vender/vendors.
11. **Preliminary Scrutiny:** The Bank will scrutinize the offers to determine whether they are complete, or any errors have been made, or the documents have been properly signed or items are quoted as specified. The Bank may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers.
12. **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.
13. **Make and Models of the equipment:** The details of the equipments are mentioned in the **Annexures II**. 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. **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.
15. **No Negotiation:** It is absolutely essential for the vendors to quote the best price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiation, except with the lowest quoting vendor, whose offer is found to be otherwise in order.



16. **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 also reserves right to add or delete name of any branch.
17. **Price Variations and Supply of Spares:** The price quoted by the vendor should be valid for a minimum period of two years. The vendor must give an undertaking along with the quotes that vendor will provide service commitment along with availability of spares for a minimum period of two years.
18. In case of scheduled equipment being shifted to any other locations, maintenance shall continue to be applicable.
19. In case of any upgrade of the system during the proposed maintenance period the maintenance shall also cover the upgraded system for the said contract period.
20. **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.**
21. 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.
22. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period.
23. The vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions. The vendor has to prepare inventory of hardware at each branch and paste vander sticker on each and every AMC items, for calculation of payment charges, and has to submit the said inventory details to RCC, Delhi (Central) and AMC payment will be paid after every quarter from RO Delhi (Central) for all the branches under AMC for the period 01/09/2021 to 31/08/2022 (period may be extended subject to mutual agreement on same T&C) and may be extended for further 6 months depending on satisfactory service in case of need of the bank for one or more reasons.
24. The jurisdiction for the purpose of settlement of any dispute or differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the contraction / interpretation thereof shall be that of the appropriate Court in Delhi only. The jurisdiction of any other Court other than Delhi is specifically excluded.



## ANNEXURE -A

### 5. SCOPE OF THE WORK:

- i) Bank has its branches spread over 2 states Delhi, Haryana (Gurgaon, Faridabad).
- ii) Vendor shall ensure availability of sufficient number of engineers (minimum 6 qualified and skilled engineers {with minimum two years of relevant experience in managing PC Hardware, Printer & peripherals} at Regional Headquarter of Bank at Delhi, out of which one engineer should sit in RCC, RO Delhi (Central) for full time (residential engineer) in schedule working time of RO Delhi (Central) and minimum 1 qualified and skilled engineers at Gurgaon & minimum 1 qualified and skilled engineers at Faridabad to attend calls from various branches within the time limits specified (as mentioned below), to resolve issues. Out of the 6 engineers at Regional Headquarter at Delhi (Central), **ONE engineer should report to and be stationed at Delhi (Central) Regional Office located at Chandini Chowk** & for offices located in the building and expected to schedule the visit of various engineer on behalf of vender/vendors from Delhi, Gurgaon, Faridabad by Vender/vendors engineer with the consultation of RCC Delhi (Central) officials. In case of emergency, these engineers may have to be deputed to any local branch, conveyance to be borne by the bidder.
- iii) Installation of operating systems (Existing like Windows 7, Windows Vista, Windows 10, Server Win-8 , Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server), Oracle Server, Oracle client, antivirus packages and other application/complete tools/software/sites as desired by Bank at clients/server systems.
- iv) The systems support should include the trouble shooting for O.S. (Existing like Windows 7, Windows Vista, Windows 10, Server Win-8 , Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server) creating and deleting of network ID, network rights management, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and all systems accessories included in AMC along with the rectification of complaints lodged by bank officials of branches/offices.
- v) Update of the software / drivers required for the networking components during the contract period.
- vi) The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of all damaged parts, at vendor's own cost. Preventive maintenance to be done at least once in a quarter and corrective as and when required. While preventive measure at all branches/offices, any power related issue observed, endorse the same in a separate register to be maintained at branches/offices and get it resolved with the help of bank officials by calling electrician immediately or provide the electric current from another electric point with the help of extension box till repairs of electric point, just to avoid electric fluctuation. In case of earthing issues, write endorsement in a register with authorization of noting by bank officials in branches/offices.
- vii) All types of damaged parts (excluding consumable items like printer ribbons, toner cartridges, keyboard & mouse) to be replaced with either by a new part or equivalent to new part by vender/vendors on their own cost. AMC includes all types of parts of hardware/Peripherals. The replacement of defective spares with genuine spares of same configuration will be done without any extra cost.



- viii) In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- ix) Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor.
- x) The vendor shall maintain 5 numbers of spare machines and other spares at site to facilitate any temporary replacement like Hard Disk, Mother Board, CD/DVD Drive, Memory, Printer Parts, etc as standby spare in our Office (preferably at Regional Computer Centre Delhi (Central)). The vendor shall not directly or indirectly try to open/alter or in any way do any act which will result in intruding with the internal operations of the system and the peripheral units (except routine input/output and data processing) and do any modifications to the configurations of the equipment. In case, if some more time is required for rectification of issue, standby hardware/peripheral should be provided to branches/offices as standby immediately.
- xi) 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.
- xii) All parts of Computer systems (Mother Board, HDD etc.), Laser Printers / Desk Jet Printers / Dot Matrix Printers/passbook printer (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, I/O lets, Network equipment's, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) shall be covered under the Annual Maintenance Contract.
- xiii) 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, for which no extra payment will be made.
- xiv) Since the AMC is comprehensive, the cost of Replacement/Repairs to be borne by the Vendor.
- xv) Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems has to be undertaken by the vendor. While formatting the PC vendor representative has to take proper back up of the data with the help of user.
- xvi) The vendor has to visit the locations as per Annexure- I and take an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Centre in writing with in a period of one week from the date of commencement of AMC period.
- xvii) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Delhi (Central). The vendor shall also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, Delhi (Central).



## **6. DURATION OF CONTRACT:**

1. The contract shall initially be valid for the period 01.09.2021 to 31.08.2022 (extension of 1 year may be awarded, subject to mutual agreement and on same T&C) and may be extended for further 6 months depending on satisfactory service in case of need of the bank for one or more reasons.
2. Upon expiry of the period of contract, the same may be renewed for a further period of 6 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 mentioned hereunder.
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 three months prior notice before the expiry of the contract.

## **7. MOVEMENT OF EQUIPMENT:**

1. The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
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 is moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.
3. 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. For any machines under warranty will be covered under AMC after expiry of warranty and AMC charges will be calculated proportionately.
4. The bank reserves all rights for replacement of old hardware with new hardware. If at any point of time, Bank will replace old hardware Desktop PCs with new Desktop PCs due to technological upgradation, then the replaced old Desktop PCs will discontinue from AMC from that point of time. Rest of the hardware Desktop PCs with Printers and Scanners will continue as it is. Further if Bank staff will increase at Branches and if Bank uses the old hardware Desktop PCs, then those PCs again will be included under AMC from that point of time. Stand by servers are also covered under AMC.

## **8. UPTIME GUARANTEE:**

1. The Bank shall give the vendor full access to the Computer system server /machines to enable the Vendor to provide comprehensive maintenance service.
2. The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipments, spare parts and spare machines for its requirements.
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. The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days. Work undertaken on Sundays and holidays will be by prior arrangement with consent of the bank and vendor.
6. Calls for server/ Gateway PC should be attended immediately and should be sorted out within 4-5 hours from lodging the complaint.



7. The normal working hours of the Bank are from 9.30 a.m. to 6:30 p.m. on all working days and varies from branch to branch depend upon Market area/residential area/Urban/Semi Urban/Rural.
8. The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 12 hrs.
9. In case any replacement of parts is required, the vendor shall ensure to complete the same within 12 hours at local sites and 24 hours at remote/ rural sites. In case it is assessed that it is not possible to replace within 24 hours, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs.
10. The vendor shall be liable to pay penalty **per day** of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

|      |                          |           |
|------|--------------------------|-----------|
| i)   | Gateway PCs (Servers)    | Rs.1000/- |
| ii)  | PC/Desktop               | Rs.500/-  |
| iii) | Passbook printer         | Rs.400/-  |
| iv)  | Line-Printers            | Rs.400/-  |
| v)   | Other printers / Scanner | Rs.400/-  |
| vi)  | Laptop                   | Rs.400/-  |

7. 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 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. The vendor will ensure to have qualified engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Laptops, Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet Printers, Scanners as well as maintenance of Operating Systems mentioned in Scope of Work above.
9. Since most of the Desktop PCs do not have CD/DVD Drives, it is essential that these engineers carry a CD/DVD drive in case the PC is to be formatted or OS is to be repaired or new hardware device is to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.

#### 9. TERMS OF PAYMENT:

1. The Bank shall pay amount per unit of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per Annexure - IV.
2. Vendor has to execute the AMC agreement with the Bank (Regional Office level) without any exception within 15 days from the acceptance of Annual Maintenance Contract, if AMC agreement not executed then EMD and BG will be forfeited. A copy of agreement is attached along with this document. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.
3. AMC payment will be paid after ending of every quarter from RO Delhi (Central) for all the branches under AMC for the period 01/09/2021 to 31/08/2022 (& 01/09/2022 to 31/08/2023 if extended further) after submission of invoice and satisfactory PMR (Preventive Maintenance Report) done in every quarter at all branches.
4. The vendor shall draw invoices for payment of maintenance charges at respective Branch and RCC, RO Delhi (Central) too. On account of delayed service in branches/offices, penalty



charges will conveyed to vender upto 10<sup>th</sup> day of next calendar month. Vender should deposit the penalty charges on 20<sup>th</sup> day i.e. within 10 days to RO accounts by way of cash/DD.

5. No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.

6. Maintenance charges payable by the Bank are inclusive of all duties, taxes etc., except service tax. The payment would be made after deducting necessary taxes applicable, if any.

7. TDS and other government taxes will be applicable as per government rule.

8. Except the payments mentioned in this paragraph, no other payments are payable by the Bank to the vendor.

#### **10. TERMINATION:**

1. 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.
2. Bank reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the vendor, during the contract period. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.

#### **11. 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 vendor will however inform us its inability to execute work due to force majeure within 15 days of commencement of force majeure.

#### **12. CONFIDENTIALITY:**

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communications and confidential. Any violation of this clause shall lead to termination of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages.
2. The vendor shall not encourage or partake in any form of software piracy during the contract period.
3. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.
4. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.



**13. ELIGIBILITY CRITERIA FOR AWARDING AMC:**

L-1 bidder will be decided on the basis of the total cost of AMC amount per branch as per ideal structure of hardware (Annexure – IV). Negotiation may be done if necessary with L1 vendor. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final.

**14. RELATIONSHIP:**

The agreement executed between Bank & Vendor does not intent to create, constitute or evidence any partnership, joint venture and trust, employer-employee relationship among the parties.

**15. AUDIT/REVIEW: RIGHT TO INSPECT, EXAMINE AND AUDIT:**

All vendor records pertain to any matter/issue covered under the scope of agreement executed Bank & Vendor shall be made available to the Bank any time during the normal business hours as the bank deems necessary, but not exceeding more than 2 times in a year, by prior advance notice of 15 days to the Vendor to audit examine, and make excerpts or transcripts of all relevant data. Vendor shall also permit audit by internal/external auditor of Bank/RBI.

**16. DOCUMENTS TO BE SUBMITTED:**

Documents required in Techno Commercial Bid.

1. Last three consecutive years audited balanced sheet and profit and loss account statement (which shows the company/firm should have made operating profits in the last three financial years). This must be individual company/firm turnover and not that of any group of companies.
2. Certificate Of Registration.
3. Bid Earnest Money in the form of Demand Draft.
4. List of customers.
5. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
6. DD for cost of the document.
7. Eligibility criteria for Awarding AMC as per Annexure - IV
8. Request for Quotation Covering letter as per Annexure - V
9. Letter of undertaking as per Annexure - VI
10. Compliance Statement & Acceptance of the terms and conditions as per Annexure – VII
11. Address Details along with contact Numbers of the Vendor as per Annexure - VIII
12. Latest Station-wise Details of the Engineers on roll as per Annexure – IX



**LIST OF BRANCHES AND OFFICES UNDER DELHI (CENTRAL) REGIONAL OFFICE**

| SL. NO | BRANCHES                             | SL. NO | BRANCHES                                                                     |
|--------|--------------------------------------|--------|------------------------------------------------------------------------------|
| 1      | NAJAFGARH RD., NEW DELHI             | 21     | UTTAM NAGAR NEW DELHI                                                        |
| 2      | PATEL NAGAR, NEWDELHI                | 22     | DWARKA                                                                       |
| 3      | TILAK NAGAR                          | 23     | PALWAL, FARIDABAD                                                            |
| 4      | NIT FARIDABAD                        | 24     | KHERI ROAD, FARIDABAD                                                        |
| 5      | GURGAON (GURUGRAM MAIN)              | 25     | BALLABHGARH, FARIDABAD                                                       |
| 6      | MADIPUR, NEW DELHI                   | 26     | SOHANA ROAD, GURUGRAM                                                        |
| 7      | KESHAVPURAM (Lawrence Road)          | 27     | SEC-28, FARIDABAD                                                            |
| 8      | MULLAHERA, GURUGRAM                  | 28     | MANESAR, GURUGRAM                                                            |
| 9      | JANAKPURI, NEW DELHI<br>(PANKHAROAD) | 29     | NANGLOI                                                                      |
| 10     | MITRAW(MITRAO)                       | 30     | NOVOD SEC-18, GURUGRAM                                                       |
| 11     | SECTOR-15 FARIDABAD                  | 31     | VIKASPURI IN DELHI                                                           |
| 12     | NARELA                               | 32     | MG ROAD, GURUGRAM                                                            |
| 13     | JC Colony, EICHER CHOWK FARIDABAD    | 33     | RAJAPURI (CWG)                                                               |
| 14     | BARWALA                              | 34     | SHIVAJI COLLEGE, NEWDELHI                                                    |
| 15     | KHERAKHURD                           | 35     | BAWANA                                                                       |
| 16     | DDA ROHINI, DELHI                    | 36     | BAKKARWALA                                                                   |
| 17     | PITAMPURA                            | 37     | PASCHIM VIHAR NEW DELHI                                                      |
| 18     | DDA(DWARKA) MANGLAPURI,<br>NEWDELHI  | 38     | PALAM VIHAR, GURUGRAM                                                        |
| 19     | SHALIMAR BAGH                        | 39     | REGIONAL OFFICE (DELHI-C) (INCLUDES)<br>RAC FARIDABAD & RPC CHANDNI<br>CHOWK |
| 20     | ROHINI SEC 18, DELHI                 |        |                                                                              |



## ANNEXURE -II

**DETAILS OF EQUIPMENTS AVAILABLE FOR AMC in CBS branches / offices under Amravati Region :**

### 1. GATEWAY PC / DESKTOP PCS:

| Sr. No | TYPE/Model                | MAKE & Operating system                                                                                                                                                                                                          |
|--------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Intel Dual Core Processor | HCL/ACER/CHIRAG/WIPRO/DEL/THINKCentre or similar of some other company.<br><br>O/S (Windows Server 2016/ Windows Server 2008/ Windows 2000 Server/ Windows 2003 advance server, XP, Vista/ Windows 2007 or Windows 10, Similar ) |
| 2      | Laptop                    | HCL/ACER/IBM/WIPRO/SAMSUNG/DELL or similar                                                                                                                                                                                       |

### 2. PRINTERS:

| PRINTER TYPE                | MAKE / MODEL                                                                                                      |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------|
| Dot Matrix Printer 136 col. | TALLY 2250<br>TVS Platina DP5000<br>LIPI - T2250 / T6050<br>Epson DLQ 3500 or similar of some other company.      |
| Dot Matrix Printer 80 col.  | TVSE MSP 355/430,<br>EPSON LQ 300+II,<br>LQ540DX or similar of some other company.                                |
| Pass Book Printer           | Modi Olivetti PR2/ PR2 PLUS / PR2e,<br>LIPI PB2,<br>TVSE,<br>EPSON PLQ20 and other similar of some other company. |
| Laser / Inkjet / Deskjet    | HP / Cannon / Samsung or similar of some other company.                                                           |

### 3. FLAT BED COLOUR SCANNERS:

| Sr. No | MAKE / Model |                                                                                                          |
|--------|--------------|----------------------------------------------------------------------------------------------------------|
| 1      | Scanner      | UMAX<br>Astra 4100,HP or Other<br>Cannon Lide25/100/ Lide 110<br>Epson or similar of some other company. |



**4. CTS SCANNERS:**

| Sr. No | MAKE / Model |                                                                                               |
|--------|--------------|-----------------------------------------------------------------------------------------------|
| 1      | CTS Scanner  | UMAX<br>Astra 4100,HP or Other<br>Cannon<br>APATTA<br>Epson or similar of some other company. |



### ANNEXURE -III

#### DETAILS OF THE HARDWARE & PERIPHERALS FOR ANNUAL MAINTENANCE CONTRACT

There are 39 Branches/ Offices with the following number of Computer Hardware / Peripheral items (includes stand by).

|                                    |                         |
|------------------------------------|-------------------------|
| 1. GW Server (Gate Way Server) -   | 42 (Nos Approximately)  |
| 2. Pcs (Client Machines) -         | 317 (Nos Approximately) |
| 3. Passbook printer -              | 56 "                    |
| 4. 80 Column dot matrix printer -  | 43 "                    |
| 5. 136 Column dot matrix printer - | 50 "                    |
| 6. Laser Printer -                 | 65 "                    |
| 7. Scanner -                       | 41 (Nos Approximately)  |
| 8. *CTS Scanner -                  | 17 (Nos Approximately)  |



## ANNEXURE – IV

### ELIGIBILITY CRITERIA FOR AWARDING AMC (TCO)

(All amounts in Rupees)

| Sr. No                                                                                               | Description of HW                                                                               | AMC RATE PER UNIT (in Rs.) (A) | Quantity (B) | Total Cost in (Rs) (C=AXB) | Remarks |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------|--------------|----------------------------|---------|
| 1                                                                                                    | Gateway PC (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems  |                                | 42           |                            |         |
| 2                                                                                                    | Desktop PCs (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems |                                | 317          |                            |         |
| 3                                                                                                    | Dot-Matrix 136 col.                                                                             |                                | 50           |                            |         |
| 4                                                                                                    | Dot-Matrix 80 col.                                                                              |                                | 43           |                            |         |
| 5                                                                                                    | Passbook Printer                                                                                |                                | 56           |                            |         |
| 6                                                                                                    | Laser / Inkjet / Deskjet                                                                        |                                | 65           |                            |         |
| 7                                                                                                    | Scanner                                                                                         |                                | 41           |                            |         |
| 8                                                                                                    | *CTS Scanners (not included for L1 calculation)                                                 |                                | 17           |                            |         |
| <b>Total Cost of Ownership (Rs) C=(1+2+3+4+5+6+7)</b>                                                |                                                                                                 |                                |              |                            |         |
| LAN CAT 6 PER METER                                                                                  |                                                                                                 |                                |              |                            |         |
| LAN CAT 6 IO BOX (COST OF PER BOX)                                                                   |                                                                                                 |                                |              |                            |         |
| LAN RJ-45 CONNECTOR (COST PER RJ -45)                                                                |                                                                                                 |                                |              |                            |         |
| LAN CAT 6 PATCH CORD (TWO METER)                                                                     |                                                                                                 |                                |              |                            |         |
| SERVICE CHARGES                                                                                      |                                                                                                 |                                |              |                            |         |
| OUT OF CITY VISIT CHARGES (A) UPTO 50 KMS (B) MORE THAN 50 & LESS THAN 100 KMS (C) MORE THAN 100 KMS |                                                                                                 |                                |              |                            |         |

The Total AMC value (Total of Column C) for whole region arrived at as above after calculating the rate of AMC per hardware item multiplied by the quantity of hardware will be considered as the total AMC value quoted by the vendor for purpose of arriving at L1.

**Vendor will also quote for AMC of Laptop and LAN charges separately. This will not be counted for the purpose of calculating L1 and LAN related activity will prefer with L1 subject to understanding of rates.**

AMC will be given for the actual quantity of Computer Hardware (excluding items under Guarantee/ Warrantee) available at various branches/offices at individual item wise in as it is status, rates quoted above. Vender may visit for branches/offices for their confirmation of hardware/peripheral items. The approximate quantity and description of Computer Hardware is provided in Annexure III above.



**ANNEXURE - V**

**REQUEST FOR QUOTATION COVERING LETTER**

To,  
Regional Manager  
Central Bank of India  
Regional Office, Delhi (Central),  
1398, First Floor, Chandini Chowk,  
Near Gurudwara,  
Delhi-110006

Sir,

Reg.: Our Quotation for Third Party AMC for Computer Peripheral/Hardware for the period from 01/09/2021 to 31/08/2023.

We submit herewith our Commercial Quotation Document.

We understand that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof, shall constitute a binding contract between us.
3. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
4. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

Yours Faithfully

For \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_



## ANNEXURE - VI

### LETTER OF UNDERTAKING

To,  
Regional Manager  
Central Bank of India  
Regional Office, Delhi (Central),  
1398, First Floor, Chandini Chowk,  
Near Gurudwara,  
Delhi-110006

Sir,

**Reg.: Our Quotation for Third Party AMC for Computer Peripheral / Hardware -  
Undertaking of Authenticity for components / parts / assembly for the period from 01/09/2021 to  
31/08/2023.**

With reference to our bid for Third Party AMC for Computer Peripheral Hardware being quoted vide your RFP notice cited above. We hereby undertake that all the components / parts / assembly / software will be used for maintenance of computer peripheral shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts assembly / software are being used or shall be used. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware including Software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard.

We hereby undertake to ensure effective control and prompt maintenance of computer hardware whenever called upon by branches/Offices of Central Bank of India.

**Authorized Signatory**

**Signature  
Designation  
Seal of Company  
Date & Place:**



## COMPLIANCE STATEMENT

DECLARATION

Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the bid, if bid not submitted in proper format as per RFQ.

### **Bid for** **Pre - Qualifications criteria**

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|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                      |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------|
|   | the Workmen Compensation Act 1923 and shall maintain proper records, including but not limited to, accounting records required under applicable laws or any code or practice or Corporate Policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                      |
| 3 | <p>Vendor shall ensure availability of sufficient number of engineers (minimum 6 qualified and skilled engineers {with minimum two years of relevant experience in managing PC Hardware, Printer &amp; peripherals} at Regional Headquarter of Bank at Delhi, out of which one engineer should sit in RCC,RO Delhi (Central) for full time (residential engineer) in schedule working time of RO Delhi (Central) and minimum 1 qualified and skilled engineers at Gurgaon &amp; minimum 1 qualified and skilled engineers at Faridabad to attend to calls from various branches within the time limits specified (as mentioned below), to resolve issues. Out of the 6 engineers at Regional Headquarter at Delhi (Central), <b>ONE engineer should report to and be stationed at Delhi (Central) Regional Office located at Chandini Chowk</b> &amp; for offices located in the building and expected to schedule the visit of various engineer on behalf of vender/vendors from Delhi, Gurgaon, Faridabad by Vender/vendors engineer with the consultation of RCC Delhi (Central) officials. In case of emergency, these engineers may have to be deputed to any local branch, conveyance to be borne by the bidder.</p> <p>Bidders should have sufficient quantity of spares &amp; peripherals available of all models of <b>Hardware items</b>.</p> <p>Replacement of any hardware at local place will take maximum 12 hrs and at remote/ rural place will take maximum 24 hrs.</p> |  | List of Engineers with their qualification and experience details.   |
| 4 | The bidders should be net profit making company during last three <b>financial years</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Copy Audited Profit & Loss A/C for the last three consecutive years. |

Please attach all the relevant documents along with Technical bids, failing which bank reserves the right to summarily reject the bid. Further, the bidders who have not successfully completed any of the contract with the Bank, shall not be eligible to participate in this tender

Seal and signature of bidder



| Compliance              | Description                                                                                                                                                                                                    | Compliance (Yes/No) | Remarks/ Deviations |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|
| Terms and Conditions    | We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFQ. (Any deviation may result in disqualification of bids). |                     |                     |
| Technical Specification | We certify that the systems/services offered by us for RFQ confirms to the specifications stipulated by you with the Following deviations.                                                                     |                     |                     |

(If left blank it will be construed that there is no deviation from the specifications given above)

Seal & Signature of Bidder



*[Handwritten signature]*

### ANNEXURE -VIII

Address Details along with contact Numbers (Tel.no, Fax, email-ids) of the Vendor

|                                                                    |  |
|--------------------------------------------------------------------|--|
| Registered Address of the Vendor.                                  |  |
| Local Office /Branch Office Address at Delhi, Gurgaon & Faridabad. |  |
| Contact Details of the vendor along with Escalation matrix.        |  |

Signature & Seal of Company



## ANNEXURE -IX

### Station-wise Details of the Engineers on roll as on date

| S. No. | Location | Name of the Engineer | Qualification | Working Since | Contact Number | Stationed at |
|--------|----------|----------------------|---------------|---------------|----------------|--------------|
| 1      |          |                      |               |               |                |              |
| 2      |          |                      |               |               |                |              |
| 3      |          |                      |               |               |                |              |
| 4      |          |                      |               |               |                |              |
| 5      |          |                      |               |               |                |              |
| 6      |          |                      |               |               |                |              |
| 7      |          |                      |               |               |                |              |
| 8      |          |                      |               |               |                |              |
| 9      |          |                      |               |               |                |              |
| 10     |          |                      |               |               |                |              |
| 11     |          |                      |               |               |                |              |
| 12     |          |                      |               |               |                |              |
| 13     |          |                      |               |               |                |              |
| 14     |          |                      |               |               |                |              |
| 15     |          |                      |               |               |                |              |
|        |          |                      |               |               |                |              |
|        |          |                      |               |               |                |              |
|        |          |                      |               |               |                |              |
|        |          |                      |               |               |                |              |
|        |          |                      |               |               |                |              |
|        |          |                      |               |               |                |              |

Signature & Seal of Company



*[Handwritten signature]*