



सेन्ट्रल बैंक ऑफ इण्डिया
Central Bank Of India

निविदा दस्तावेज
Tender Document

Tender Reference No. RO(S)/RCC/GAD:2021-2022/09
Dated:-17/09/2021

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

*VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF
DELHI SOUTH REGION*

Cost of the Tender: Rs 2000/- (Rupees Two 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 at our branches & offices located within the jurisdiction of Varanasi region.

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** at different Offices of Central Bank of India in Delhi South region as third party maintenance, as specified in this document.

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

Requisites to the Technical Bid are given in **Annexure –II**. Bidders should ensure that all pre-requisites are being full filled by them. Incomplete /non-full fulfillment shall be liable to rejection out rightly.

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

Format of Quotation for AMC (TCO) is given in **Annexure –IV**.

Application for Expression of Interest for empanelment of Bidder is given in **Annexure – V**.

Declaration on Letter Head is given in **Annexure – VI**.

Please note that the vendors having franchise arrangement for maintenance & support shall 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. 2000/- (Rupees Two Thousand only)** by demand draft in favor of '**Central Bank of India**' and payable at **Delhi (NBO)**

The copy of tender document may be obtained from Central Bank of India, Regional Office, Regional Computer Centre, Delhi South. 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(S)/RCC/GAD/2021-2022/09 17/09/2021	Dated:
Cost of Tender Copy	Rs 2000.00	
Earnest Money Deposit	Rs.15,000.00	
Last Date and Time for receipt of tender offers	27/09/2021 at 15.00 Hrs. (excluding 2 nd & 4 th Saturday, Sundays and Holidays)	
Date and Time for opening of Technical Bids	28/09/2021 at 11.00 Hrs.	
Date and Time for opening of Commercial Bids (For successful Bidders of Technical Offers only)	29/09/2021 at 12.00 Hrs.	
Address of Communication for submission of Tender Documents	Senior Regional Manager, Central Bank of India, Regional Office (Delhi South), Sorabji Bhawan (Third Floor) Plot No. 4,Block No. 54, Deshbandhu Gupta Road, Karol Bagh, New Delhi -110005	
Contact Number	011-42827308	

Earnest Money Deposit of Rs.15,000.00 (Rs Fifteen 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.

(Nitasha Malik)
Chief Manager

Instructions to vendors

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office or same may be downloaded from our website. Bids should accompany Demand Draft of Rs 2,000/- (non-refundable) towards Tender Document's cost.

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 completed 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 –II**.

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 15:00 hours on 27.09.2021** giving full particulars in **sealed envelope** at the Bank's address given below:-

Senior Regional Manager, Central Bank of India, Regional Office (Delhi South), Sorabji Bhawan (Third Floor) Plot No. 4,Block No. 54, Deshbandhu Gupta Road, Karol Bagh, New Delhi -110005
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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 have effective Annual Maintenance Contracts (AMCs) with at least 3 (Three) Central/State Govt. Deptts. / Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- 3.2 The Bidder should have sufficient qualified and experienced engineers on their payroll stationed at Delhi. They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort through franchises will not be acceptable and they should have local support Centre.
- 3.3 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.
- 3.4 Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC.

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 Bidder/Vendor will be strictly on the basis of Total Cost of Ownership (TCO) for the offered quantity of hardware in this Tender Offers. Other Bidders/Vendors may be required to match the rates offered by L1 Bidder/Vendor, since bank reserves the rights to allot AMC to more than one vendor.

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 he 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 90 days from the date of submission.

7. Address of Communication

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

**Senior Regional Manager,
Central Bank of India,
Regional Office (Delhi South),
Sorabji Bhawan (Third Floor)
Plot No. 4, Block No. 54,
Deshbandhu Gupta Road,
Karol Bagh, New Delhi -110005**

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, in the presence of vendors. Bidders shall be informed date & time for opening of offers separately.

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 equipment are mentioned in the **Annexures 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 of our Region are located in 4 distt.viz, East Delhi, South Delhi, New Delhi & South East Delhi. Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.

15. Format for 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.

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.

21. Procedure for Logging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (Viz by mail,phone.mobile etc.)

22. Resident Engineer.

Vendor, to whom AMC will be awarded, shall make available at least One Service Engineer exclusively at our Office on full time basis.

23. Hardware Ref. No.:-

All HW(under AMC) should be identified by the vendor unique ref. no. should be allotted to each HW.Branchwise detailed list of such HW with unique ref. no. should be provided by the vendor to all branches & Regional Office.

Terms and Conditions of the AMC Offer

1. SCOPE:

- 1.1 The Comprehensive 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 purp
- 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 and Myler Strip except consumables to be borne by the Bidder/Vendor.
- 1.9 Representative of the Bidder/Vendor shall visit the concerned RCC office at least once in a month to discuss the problems and their immediate rectification.
- 1.10 AMC amount will be changed as and when old hardwares are replaced with new one or will be added if warranty of new hardwares will be expired.

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. PURVIEW OF THIS AMC CONTRACT:

- 6.1 The scope of AMC will include all parts of computer systems (Mother Board, SMPS, RAM, Processor, all types of PCI cards, Cables, Hard disk etc.) ,all parts of TFT & all parts of printers (printer knobs, printer heads, paper guide, power cords, cables, power adapter, Network cards, drums, laser printer fuser assembly set, paper trays, Logic cards, miler strip, all plastic parts excluding ribbons and toner cartridges, irrespective of the cause of damage.
- 6.2 **Any Servicing of Virus related Problems.** Anti-Virus software **will be made available by the Bank.**
- 6.3 **Any maintenance of normal system related software.** However, operating normal application software will be made available by the bank.

7. PAYMENT OF CHARGES :

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

8. 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:

1	Gateway PCs /Servers	Rs. 1000/-
2	Desktop PCs /	Rs. 500/-
3	Printers (136 col. & 80 col., Passbook)	Rs. 300/-
4	Laser /Ink Jet Printer	Rs. 300/-
5	Flat Bed Scanner	Rs. 100/-

9. ASSIGNMENT :

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

10. 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.

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.

12. GENERAL :

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

Bid for Technical Offer-

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least **3 (THREE)** Central/State Govt. Departments/ Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- Address & contact details of office in Delhi along with details of sufficient qualified and experienced Engineers on their payroll stationed at Delhi. (Enclosed relevant documents as proof).
- Details of financial position of the bidder during last Three Years (Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted).
- Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC. (Enclose copy).
- DD for Rs.2000/- (Rs. Two thousand only) towards cost of Tender Documents (Non-refundable)
Favouring : Central Bank of India, Delhi (NBO)
- DD for Rs.15,000/- (Rs. Fifteen Thousand only) towards Earnest Money Deposits. Favouring : Central Bank of India, Delhi (NBO)
- Any instrument Other than DD viz, FD,Cheque etc. not accepted.

Technical Bids should be submitted in separate & securely sealed envelope with superscribed as “Technical Bids”. Commercial bids should not be the part of this bid.

ANNEXURE III**DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC**

SL. NO.	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM
1	GATEWAY PCs/SERVER	HCL/ACER/WIPRO/CHIRAG/	OS (Windows 2010,08, Vista, Win 7 Pro etc)
		LENOVO and similar Brands	
2	DESKTOP PCs	HCL/ACER/WIPRO/CHIRAG	OS (Windows 2010,08, Vista, Win 7 Pro etc)
		LENOVO and similar Brands	
4	136 COL. DOT MATRIX PRINTER	TALLY T2340,LIPI, T2250,	
		EPSON DLQ-3500, LQ-1150,	
		OR	
		SIMILAR BRANDS & MAKE	
5	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II. LQ-310	
		TVS MAKE OR SIMILAR	
		BRANDS & MAKE	
6	PASSBOOK PRINTER	EPSON PLQ-20.OLIVETTI PR2 PLUS	
		LIPI PB2, AND OR SIMILAR MAKE	
7	LASERJET PRINTER	HP/SAMSUNG/WIPRO/CANON MAKE	
8	INKJET/ DESKJET PRINTER	HP/SAMSUNG/CANON MAKE	
9	SCANNERS	CANON/BEARPAW/HP	
		OR OTHER MAKE	

Bid for Commercial Offer-**ANNEXURE IV****FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC**

SL. NO.	ITEMS	AMC RATE PER UNIT (IN RS.)
1	GATEWAY PCs/ /SERVER	
2	DESKTOP PCs	
4	136 COL. DOT MATRIX PRINTER	
5	80 COL. DOT MATRIX PRINTER	
6	PASSBOOK PRINTER	
7	LASERJET PRINTER	
8	INKJET/ DESKJET PRINTER	
9	SCANNERS	

Commercial Bid should be submitted in separate & securely sealed envelope with super-scribed as “Commercial Bid”.

Date:
Bidder/Vendor)

(Seal & Sign of the

~~~~~ **END** ~~~~~

## Annexure - V

**Application for Expression of Interest for empanelment of Bidders/Vendors for AMC & Related Services for Gateway PC, PCs, Dot Matrix Printers (132 col & 80 col), Passbook printer and peripherals, Laser Printers and Flat Bed Scanners at Central Bank of India, Delhi South Region**

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|    |                                                                                         |                                                                                                                                        |
|----|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Name of the Company                                                                     |                                                                                                                                        |
| 2. | Address of Registered Office                                                            |                                                                                                                                        |
| 3. | Registration number and Date of Registration                                            | a. Under Companies Act 1956 _____<br>b. Under C.S.T _____<br>c. Under B.S.T _____<br>d. Under G.S.T _____<br>e. Other (Please specify) |
| 4. | Company PAN/TAN                                                                         | a.) PAN _____<br>b.) TAN _____                                                                                                         |
| 4. | Nature of Business                                                                      |                                                                                                                                        |
| 5. | Services that can be provided                                                           |                                                                                                                                        |
| 5. | Whether a fully functional Service / support center is available at Delhi NCR           | Yes / No                                                                                                                               |
| 6. | Details of at least three deals executed to Banks/Financial Institution since Oct 2016. |                                                                                                                                        |
| 7. | Details of profit in                                                                    | a. 2016-2017                      b. 2017-2018<br>c. 2018-2019                                                                         |

The following documents are enclosed

(Please Specify)

**Annexure VI**

**DECLARATION ON LETTER-HEAD.**

To,  
Senior Regional Manager,  
Central Bank of India,  
Regional Office,  
Delhi South

Dear Sir/Madam,

**Reg : Undertaking of correctness of information& Documents submitted.**

We certify that the all information provided by us is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time and documents submitted by us are not sufficient / appropriate as per terms and conditions mentioned in this RFQ our application is liable to be rejected and we will be abide by the decision taken by the bank& bank's decision shall be final.

Signature

Date:  
Place:

Seal of the Company

|                        |
|------------------------|
| <b>END OF DOCUMENT</b> |
|------------------------|