



Regional Computer Center, Regional Office, Jaipur

TENDER DOCUMENT

For

Annual Maintenance Contract (AMC)

(Maintenance of Desktop PCs, Printers, Scanners, and other Peripherals installed at various branches and administrative offices of Central Bank of India, under JAIPUR Region)

Tender Reference Number : RO/RCC/2022-23/416 dated 20/02/2023)

Central Bank of India

Regional Office

Anand Bhawan, S.C.Road, Jaipur, Raj - 302001

Phone – 0141 : 4913585, 9958484409

e-Mail – rccjaipro@centralbank.co.in

Website – www.centralbankofindia.co.in

कंप्यूटर हार्डवेयर उपकरणों के वार्षिक रख-रखाव हेतु निविदा

सेन्ट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय जयपुर, उपरोक्त निर्धारित कार्यक्रम के अनुसार प्रतिष्ठित और अनुभवी सेवा प्रदाताओं / फर्मों / ठेकेदारों से कंप्यूटर हार्डवेयर जैसे पीसी, प्रिंटर, स्कैनर, लैपटॉप एवं अन्य सहायक उपकरणों जो कि हमारे बैंक के जयपुर क्षेत्र के अंतर्गत आने वाले विभिन्न जिलों अजमेर, अलवर, भरतपुर, दौसा, धोलपुर, जयपुर, झुंझुनू, करौली, सीकर और टोंक स्थित विभिन्न शाखाओं / कार्यालयों में लगे हुए हैं, के वार्षिक रख-रखाव हेतु निविदा (दो निविदा प्रणाली में) आमंत्रित करती है.

निविदा जारी होने की तिथि	22/02/2023
निविदा संदर्भ	RO/RCC/2022-23/416 दिनांक 20/02/2023
निविदा प्राप्त होने की अंतिम तिथि / समय	15/03/2023 / 3:00 PM
तकनीकी निविदा खोलने की तिथि / समय	15/03/2023 / 3:30 PM
निविदा शुल्क (अप्रतिदेय)	Rs 2,000/-
बयाना शुल्क (अर्नेस्ट मनी डिपोजिट) (डीडी के प्रारूप में)	Rs 20,000/-
पता	क्षेत्रीय प्रमुख, सेन्ट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय, पहला तला, आनंद भवन, एस सी रोड, जयपुर – 302001
संपर्क अधिकारी	श्री राकेश शर्मा
दूरभाष	0141-4913585, 9958484409
ई-मेल आई डी	rccjaipro@centralbank.co.in

सीलबंद निविदा (दोनों तकनीकी एवं वाणिज्यिक), निविदा शुल्क (टेंडर फी) और बयाना शुल्क (अर्नेस्ट मनी डिपोजिट) के साथ, सभी प्रकार से पूर्ण लिफाफे जिस पर कंप्यूटर हार्डवेयर के वार्षिक रख-रखाव हेतु व्यापक निविदा लिखा हो, उपरोक्त वर्णित पते पर निर्धारित तिथि व समय पर प्रस्तुत हो जानी चाहिए .

“Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempt from deposit of Earnest Money Deposit (EMD)”.

विस्तृत निविदा दस्तावेज हमारी वेबसाइट www.centralbankofindia.co.in से डाउनलोड किया जा सकता है .

(राकेश शर्मा)
मुख्य प्रबंधक

TENDER FOR COMPREHENSIVE AMC OF COMPUTER HARDWARE ITEMS

Central Bank of India, Regional Office, JAIPUR invites tenders (in two bid system) as per below mentioned schedule from the reputed and experienced Service providers / firms / contractors for AMC Contract for IT Hardware such as PCs, Printers, Scanners, Laptops and other peripherals etc. installed at various branches/offices of our Bank under JAIPUR region in the districts of **Ajmer, Alwar, Bharatpur, Dausa, Dholpur, Jaipur, Jhunjhunu, Karauli, Sikar and Tonk.**

Date of issue of Tender	22/02/2023
Tender Reference	RO/RCC/2022-23/416 Dated 20/02/2023
Tender Closing date / time	15/03/2023 / 3:00 PM
Technical Tender Opening date / time	15/03/2023 / 3:30 PM
Tender fee (non refundable)	Rs 2,000/-
Earnest Money Deposit (in the form of DD)	Rs 20,000/-
Address of communication	Regional Head, Central Bank of India, Regional Office, First Floor, Anand Bhawan, S.C.Road, JAIPUR, Raj.302001
Contact Person	Mr Rakesh Sharma
Phone No	0141-4913585, 9958484409
Email ID	rccjaipro@centralbank.co.in

Sealed tender (both Technical cum Financial) along with Tender fee, EMD, and complete in all respects super-scribed on the envelope as **"Tender for AMC Contract of IT Hardware"** must be submitted at stipulated date and time at above mentioned address.

Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempt from deposit of Earnest Money Deposit (EMD).

Full tender documents may be downloaded from our website www.centralbankofindia.co.in

(Rakesh Sharma)
Chief Manager

Eligibility of Vendor/Bidder for Tender:-

1. The vendor must have one service center and office in JAIPUR for fast and effective service support. A valid address proof of service support office or branch office should be produced such as PAN, Tax receipt, Certificate of registration like shop & establishment, GST, etc.,
2. The Vendor must have at least 4 qualified service support Engineers (Min. Diploma Holders or equivalent and have at least 2 years of experience in computer H/W maintenance) across the mentioned districts including one resident engineer at Regional Office, JAIPUR. Proof of appointment and residential addresses for verification stating their eligibility is to be submitted.
3. The Vendor must have a minimum turnover of Rs. 5 Crore Per Annum (as per last audited annual financial statement/Income tax returns – to be enclosed) during the last 3 years ending 31st March 2022. The criteria may be relaxed by 20% (upto Rs. 4 Crore Per Annum) for vendors giving satisfactory services at present and vendors who are supplying hardware to our Bank, solely on the discretion of the Bank.
4. The Vendor must have at least 3 years of experience in maintaining/managing AMC of Computer hardware in PSU Banks/ Govt. Financial Institutions handling over and above 500 Computers/Peripherals as on 31-03-2022. Out of these 3 years of experience, the vendor must have at least 2 years of experience in maintaining/managing AMC in a nationalized Bank.
5. The vendor should not have been blacklisted by any Public Sector Bank/PSU/Govt. Dept. in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with the bid.
6. The vendor should have P.F. or ESIC registration along with regular return filing of the same for a minimum period of last three years.
7. The Vendor should submit an ISO 9001 Quality standard certificate in respect of rendering of services.

Instructions to the Bidders:

1. The vendor must quote AMC rate for each and every item. The rate/price quoted by the vendor should be valid for a minimum period of three years.
2. The bid must be accompanied by the **cost of tender Rs. 2000/-** non-refundable & **Earnest Money Deposit (EMD) Rs. 20000/-**, failing which, the bids will not be analyzed technically & rejected forthwith. Vendors who are claiming exemption from Earnest Money Deposit (EMD) should submit relevant certificates issued by competent authority along with the technical bid. After verifying the genuineness of the certificate bank may consider the technical bid. Consideration of exemption is sole discretion of the Bank.
3. Technical and Financial bids should be in clear words, categorically mentioning each and every terms specifying the rates, etc. any kind of ambiguous / obscure / unclear terms may lead to the bid being disqualified. All the pages of the Tender document should be signed invariably. The bidder/his authorized representative should be present on the date of opening the Technical Bids to take spot decisions in the matter. The Bank reserves the right to reject the bids in the absence of authorized representatives of the bidders.
4. The Technical Bids will be evaluated as per eligibility criteria. The decision of the Bank with regard to the pre-qualification criteria will be final. The Financial bids of only those vendors who qualify in the Technical bid shall be opened.
5. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the successful bidder does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. All the columns against each item should be filled invariably. In case a particular item is left blank, then the highest amount quoted against such item shall be filled and the total amount will be calculated. **The rank of the vendor shall be decided as per the total amount calculated in this manner.**
6. Central Bank of India, reserves the right to accept or reject any or all tender without assigning any reason thereof. The bank's decisions in this regard shall be final and binding.
7. Vendors who have not satisfactorily completed any of the earlier contracts with Central Bank of India or

if any time it is found that the information provided by the VENDOR is false, the Bank reserves the right to reject such vendors. Banks decision in this regard will be final.

8. The Bank reserves the right to accept or reject any or all the Tenders or split the work to any other contractor at the time of issuing work order or during the contract period without assigning any reasons for doing so.
9. The bid will be evaluated for selecting L1 bidder(s) on the basis of total prices as calculated in the format of the financial bid, as per the methodology mentioned in Annexure-IV.
10. The Bank reserves the right to make any changes in the terms and conditions of the contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.
11. The EMD will be returned to unsuccessful bidder after the process is over without interest and on demand.
12. The vendors are expected to attend the technical and financial bid opening session or send their authorized representatives. The Bank shall not invite any vendor to attend both the sessions. Each company can send only one duly authorized representative to attend these sessions. A letter to this effect may be provided to the representative. In case, due to unavoidable or untoward circumstances beyond our control, the bank shall immediately announce next date for both the sessions. The company shall not claim any compensation for this delay.
13. The vendor on award of the contract will have to submit Performance Bank Guarantee of an amount of 10% of cost of AMC (rounded off to nearest hundred) from any of the Scheduled Commercial Bank (other than Central Bank of India), valid for one year (contract period) with additional claim period of 3 months within 10-15 days from the date of award of the contract.
14. The successful bidder will have to enter into a written contract with the Bank in the format mentioned in the Tender on Non-judicial stamp paper of requisite value prevailing at the place of execution within 10-15 days of being declared successful.
15. Late submission of tenders will not be accepted. Tenders by “Telex/Telegram/Fax/E-mail” will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as a reason for exception.
16. The Tender document may be downloaded from our website www.centralbankofindia.co.in.

The following Annexures are to be submitted as part of the Tender documents:

1. Contents of First sealed cover with Quote” TECHNICAL BID”

- a) **Annexure – I:** Technical Qualification and Agreement along with all supporting documents.
- b) **Annexure – II:** (Earnest Money Deposit) shall contain the covering letter of Deposit. Earnest Money Deposit (EMD) in the form of a Demand Draft of Rs. 20,000/-(Rupees Twenty Thousand only) in favour of **Central Bank of India, Regional Office JAIPUR, payable at JAIPUR.**

2. Contents of Second sealed cover with Quote “Financial BID”

- a) Shall contain the covering letter as per “**Annexure – III**” Financial Price proposal. Annexures – IV and Annexure – V should be attached to Annexure – III.
- b) **Annexure – V** signed in token of acceptance of AMC offer for items with locations of its existence.
- c) Item wise AMC rate offer in **Annexure – IV.**

Both these sealed covers will further be sealed in another envelope super scribing in BOLD letters **“Tender for Annual Maintenance Contract for Computer Hardware RO-JAIPUR”** and submit at the following address:

The Regional Head,
CENTRAL BANK OF INDIA,
Regional Office JAIPUR
(RCC Department),
Anand Bhawan, S.C.Road,
Jaipur, Raj- 302001

TECHNICAL BID

The undersigned, having read and examined in detail the tender document in respect of AMC Contract of Computer Hardware, do hereby express our interest to provide such services.

Sl.No.	Item	Details
1	Name of the Company/Firm	
2	Regd. Address H.O. & Local Office with contact details	
3	Address of office through which the proposed work of the Bank will be handled and the name & designation of the officer in charge.	
4	Year of Registration/Incorporation (with a copy of Registration/Incorporation Certificate.)	
5	Number of Employees (Qualified and experienced engineers)	
6	Experience in maintenance of Computer hardware in Govt Departments/Govt Organizations/CPSUs in detail (Encl. documentary evidence)	
7	Whether vendor has ISO 9001:2000 certification for IT services (copy may be provided)	
8	PF registration No. (Encl Documentary evidence)	
9	ESIC registration No. (Encl Documentary evidence)	
10	Profession Tax registration No. (Encl Documentary evidence)	
11	PAN/TAN/TIN No. (Encl Documentary evidence)	
12	GST NO. (Encl Documentary evidence)	
13	Annual Turnover from providing of AMC Contracts / outsourcing of Computer Maintenance	
	2021-22	
	2020-21	
	2019-20	
14	Authorized Signatories with name and signature:	
15	Name and address of Bankers	

Certify that all the details filled-in by us and the details in the attached sheets are correct and complete.

Yours faithfully,

Date:

Place:

(Signature of the Authorized Person)

Name:

Designation:

Seal:

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE AND PERIPHERALS

THIS CONTRACT made the ____ day of _____ 2023 BETWEEN CENTRAL BANK OF INDIA a body corporate constituted under the Banking Companies (Transfer of Undertaking) Act, 1970 with its Head Office at Chandermukhi, Nariman Point, Mumbai-400021 India, through its Regional Office situated at S.C.Road, JAIPUR- 302001 (hereinafter referred to as the Bank which expression shall include its executor, administrator and assigns) of the One Part and

M/s _____/public/private ltd company/Partnership firm consisting of _____ and _____ as its partners (hereinafter called "THE VENDOR " which expression shall include its successors and assigns) having its Register Office at _____ of the Other part.

WHEREAS THE VENDOR has agreed to provide and the Bank has agreed to accept from THE VENDOR, repair and maintenance service for the computer hardware/peripherals/electronic equipment (hereinafter called EQUIPMENT) located in **(Annexure-V)** hereto as amended from time to time, subject to the Bank paying charges to The VENDOR on the terms and conditions specified in **(Annexure-II)** endorsed by the Vendor.

Whereas the Bank is desirous of entering into a Comprehensive Annual Maintenance contract (hereinafter referred to as "AMC") for the Computer systems/machines (more elaborately described in the schedule hereunder mentioned) for a period of 12 months.

AND WHEREAS the vendor has submitted its proposal to provide such Maintenance service to the Computer systems & other peripherals of the Bank and also represented to the Bank that they have the necessary expertise and experience in making available such maintenance service.

AND WHEREAS the Bank has accepted the proposal of the Vendor for AMC for Maintenance service to the Computer Hardware and peripherals of the Bank, subject to the terms and conditions mentioned herein under.

NOW THEREFORE THIS AGREEMENT WITNESSETH THE FOLLOWING:

1. Scope of Work:

- a) The vendor would be responsible to manage / maintain the Asset Inventory based on the equipment Unique Serial No. including the hardware movement information from one location to another. (Hard Copy and Soft Copy). The assets must also be tagged with asset details and contact number for call logging purpose.
- b) The vendor would also be required to maintain and submit to our office, on quarterly basis, location wise inventory list, duly updated with details of new installation, if any and incorporating the hardware movement during the period under reference.
- c) The contract will be on comprehensive onsite basis inclusive of repairs and replacement of ALL spare parts including of the computer system/printer /scanner and other peripherals without any extra payment. Consumables like CDs/DVDs, printer ribbons, toner, cartridge tapes and stationery will not be included in AMC. Although printer heads & cables, printer knobs, LAN cards, plastic parts, battery for SMPS & Main Board, keyboards, mouse cables, DVD reader/writer, Motherboard, CPU, Power-on switches and all other components of H/w shall be included in the AMC and to be repaired/ replaced without any extra cost. All maintenance/repairs shall be attended by the contractor or authorized personnel of the contractor.

- d) The computer system/machine/peripherals shall continue to remain covered by this agreement during transit as well as at the new location, when moved for maintenance or for any other purpose with the knowledge of the contractor.
- e) The vendor will be required to provide maintenance for operating systems, installation or re-installation of operating system, installation of application software's like MS-Office, Biometric software, CTS Components, Rajbhasha applications etc., installation and configuration of peripherals like printers, scanners as required by the Bank from time to time and require assistance in data recovery, pre-emptive action against virus detection & removal. The vendor would also be required to install other authorized software/patches and wherever required.
- f) Services will include configuring computers for using Bank's CBS application, as per the specifications provided by the Bank. The Bank will provide all the required software. The Engineers provided should be conversant in loading , updating and troubleshooting different types of Operating systems such as Windows server 2016/Windows 10/Linux/Unix.
- g) Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient spares at their office as well as at Bank Regional Office and should provide replacement parts including motherboard, hard disks, DVD-drives, keyboard, mouse, power supplies, memory cards, monitors, printer, scanners etc. with a reasonable period and in no case more than 24 Hours.
- h) In case of equipment's that are not under AMC, but are under warranty / services of some other vendor, the vendor would be required to perform the initial scrutiny / diagnostics only and try to resolve the call / complaint by following up with the respective vendor/s by adhering to laid down call resolution procedure without violating the standard warranty clause / Service Level Agreement of the other vendor/s.
- i) In case the call / complaint is not resolved. The vendor will have to log a complaint with the supplier / service provider and monitor the call till its resolution.
- j) The vendor will be required to provide the Bank with dedicated helpdesk at Regional Office via its resident engineer @ RO. The resident engineer would look after the issues raised by branches and try to resolve them remotely and escalate the calls to field engineers whenever required. He / she will also provide the call resolution statistics on daily basis. The details provided should include:
 - i) Calls logged on daily basis with time & allotted call / complaint number / equipment make / model / Sr. Nos.
 - ii) Nature of complaint.
 - iii) Statistic on the response time / resolution time.
 - iv) Monitoring / follow-up with the supplied service provider in case of equipment under warranty.
- k) The Bank has automatic anti-virus updation system. However, the vendor shall be responsible for checking/ ensuring updation of anti-virus files on all servers and PCs covered under the

AMC. The anti-virus patches on the systems should not be more than a week old. The anti-virus packages will be provided by the Bank.

- l) It shall be the responsibility of the firm to make all the Laptops, computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank. After expiry of the contract. In case any damage is found, the firm is liable to rectify in even after the contract.

2. Terms and Conditions

- a) The AMC shall be valid up to 31-03-2024 or one year from date of award of contract whichever is later, subject to the satisfactory services of the vendor. It shall, however, be renewed for the maximum of additional 2 years as per satisfactory services rendered by the Vendor at the sole discretion of the Bank.
- b) The service provider will be required to provide his services as per the scope of work mentioned in this agreement.
- c) New computer hardware and peripherals (approximately 369 client PCs, 59 Gateway PCs) have been installed at our various branches during year 2021, which are currently under warranty upto year 2024. Thereafter these computer hardware and peripherals may be considered for inclusion for AMC on the same terms and conditions as stipulated in this contract, subject to the satisfactory services rendered by the Vendor for the existing AMC.
- d) 23 CTS Scanners (Lipi Panini) installed at our various branches are under AMC upto 31-08-2023. Thereafter these 23 CTS Scanners may be considered for inclusion for AMC for period 01-09-2023 to 31-03-2024 on the same terms and conditions as stipulated in this contract, subject to the satisfactory services rendered by the Vendor for the existing AMC.
- e) The Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, and other peripherals during the AMC period will be calculated on pro rata basis.
- f) The scope of coverage of the comprehensive AMC will be for the computer hardware and peripherals for all the items located as per the **(Annexure – V)**. The comprehensive AMC shall consist of preventive and corrective maintenance of the Computer systems/machines/peripherals and will include supply and replacement of unserviceable parts, at vendor's own cost. All the spares of various **Printers; except cartridges and ribbons, will form an integral part of Annual Maintenance Contract.**
- g) The Vendor shall arrange to station at least one qualified resident engineer at the Regional Office on all normal working days of the Bank as per the defined banking hours.
- h) All employees of the vendor have to wear the identity cards issued by the company while on duty. In no case any unauthorized person/outsider will be sent to offices of the Bank to carry out AMC work.
- i) The vendor shall ensure that the malfunctioning hardware, accessories, operating systems, systems software (if any) is rectified **within two hours** of informing/lodging the complaint by the Bank. If the vendor is not able to rectify the same by the stipulated time, the vendor shall provide, at their own cost, requisite hardware/ software to ensure business continuity.

- j) The contractor do hereby undertakes to attend any reported fault/break-down calls on the same working day. However, if the break-down calls are registered/reported after 01.00 PM and it is not possible to attend the call on the same day, the same shall be attended not later than the next working day.
- k) In case any replacement of parts is required, the contractor shall ensure to complete the same within 48 Hrs. In case it is assessed that it is not possible to replace within 48 Hrs, due to explainable reasons, the contractor shall provide replacement spare machine/peripheral till the machine/peripheral of the Bank is made available after repairs.
- l) Preventive Maintenance activity shall include updation of patches/service packs, carrying of systems diagnostic tests and taking remedial action, cleaning of all equipment's using dry vacuum air, brush, soft muslin clothes, checking of power supply source for proper grounding and safety of equipment, once in a quarter, failing which penalty has to be charged as per the relevant clauses in the AMC agreement.
- m) Responsibility for adequate power/earthing will be Bank's but the **vendor has to advise the bank in writing in case earthing is inadequate**. Hence the engineers visiting the branches must report ALL three (03) power ratings of the branch on service report invariably.
- n) The vendor shall also provide for at least one preventive maintenance schedule per Quarter during the maintenance period.
- o) The vendor shall extend necessary assistance in shifting and reinstallation of computer hardware items of the branches during premise shifting or just relocating the computer hardware as the case may be.
- p) Vendor and (or) its Division handling the job of "Annual Maintenance Contract" must be ISO 9001 certified.
- q) The vendor shall repair/ replace parts at the various sites of the Bank only. If the fault is of serious nature and requires the support of the Repair Centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/transportation, installation, re-installation, loading of the software packages (both the system software and application software, if any) at no additional cost to the Bank.
- r) **At RO, the vendor shall maintain sufficient onsite inventory of Computer System & Peripherals such as Complete PC, Keyboard, Mouse, HDDs, SMPS, Passbook Printer, Laser Printer, Scanner, Mother Board, and RAM chips etc.**
- s) The vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee without the prior approval of the Bank. If, at any time, it comes to the notice of the Bank that such sub-letting has been done, the Bank at its discretion may terminate the contract without referring the matter further to the vendor. The Bank will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the Vendor or through other means.
- t) The Vendor will maintain inventory of equipment at all locations with identified machine no & IP addresses. All machines under AMC will bear tags with machine serial no., phone no of AMC vendor (call logging). The quarterly AMC payment will be made on the basis of the inventory. Further the vendor will provide the detailed inventory of the equipment's of all the branches/offices (under AMC/Warranty) in the Bank provided format and shall be reviewed at least half yearly.

- u) The Vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 98% of the time in every month. Before undertaking major repairs, the vendor should ensure safety of the data of the user. If required, the vendor should have suitable back-up arrangements. (e.g. imaging the hard disk).
- v) As security for due fulfillment of the terms and conditions and obligations of the service contract, the vendor shall furnish a Performance Bank Guarantee of 10% of the value of the AMC valid for one year (contract period) with additional claim period of 3 months in 10-15 days from the date of award of the contract. The Bank guarantee will be renewed for a further period upon renewal of the contract for the work by the Bank.
- w) The successful bidder shall submit the invoice/bills of AMC charges on quarterly basis to concerned branch only, during contract period. The Bank shall release quarterly payments towards the maintenance charges after the expiry of each quarter.
- x) The vendor should also submit Preventative Maintenance report for each quarter. The payment may be withheld in case such Preventative Maintenance reports are not submitted together with quarterly bills.
- y) The Bank reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement. Bank will be obliged to pay only for the actual period for which the contractor provided the maintenance service.
- z) The Maintenance Contractor shall pay all the taxes, duties and levies, if any, required to be paid. The consideration indicated in the foregoing paragraphs shall be inclusive of all the prevalent taxes payable by the Maintenance Contractor. The Bank would be at liberty to make the necessary tax deduction at source, as required by law.
- aa) The Bank shall not consider any request in change of rates of AMC due to any reason whatsoever, during agreed period of the contract.
- bb) The vendor/firm will have to carry out the work during the above contract period and in the event of vendor/firm's inability to do the same due to any reason whatsoever, the work will be got done through another AMC vendor & penalty amount directly proportionate to loss suffered by Bank due to non-performance / poor quality of services given will be deducted from AMC dues of the defaulting vendor.
- cc) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for an additional consideration. In the event of weeding out of older machines in the office, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis.
- dd) The selected Vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.
- ee) The Vendor will provide insurance cover to its workmen/ resident engineers in the Bank. The workmen/ engineers or their legal heirs shall not claim any insurance or any other kind of benefit from the Bank in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the Bank premises.
- ff) The Vendor shall ensure compliance to all the obligations arising under the Contract Labor (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation

Act, 1923 and other labor laws prevailing in the state. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the Bank would have the right to reimburse itself by way of adjustment from the vendor's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.

- gg) The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
- hh) The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- ii) The Bank reserves the right to claim as damages from the vendor to the extent of the Loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Bank even if it is not covered by the AMC.
- jj) If any dispute arises between the parties about the terms of this contract or anything in relation to or arising out of this contract, the parties shall make an effort to solve amicably, by direct informal negotiations. If after thirty days from the commencement of such informal negotiations, the parties are unable to resolve the dispute amicably the same may be resolved through the appointment of an arbitrator by mutual agreement. If a single arbitrator could not be appointed by agreement, each side would be free to appoint one arbitrator each; who in turn will add an umpire. The decision of the arbitrator or arbitrators, as the case may be, shall be final in regard to such dispute or disputes. Such arbitrations to be governed by the provisions of the Indian Arbitration Act.
- kk) Both the parties agrees that , nothing in this agreement shall be construed as establishing or implying any relationship of i) Employer & Employee ii) Agency or iii) Partnership either between the contractor and the Bank or between the personnel of the contractor and the Bank, as the case may be.
- ll) Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except to all other clauses of this contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

mm) **It is specifically stated that apart from what is stated in other clauses of this agreement, this AMC will include:**

- The cost of replacement/repairs of printer heads.
- The cost of replacement of all parts in case of line printers including character band, print bands, head module etc.
- The cost of fuse assembly in case of Laser printer.

nn) The vendor shall be liable to pay penalty as hereunder per day of delay beyond 24 hrs in completion of maintenance work, which shall be as follows:

Gateway PC*	1500
PC/Desktop	500
Printer/ Scanner	400

**desktop with Windows 2K16 Server OS*

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

pp) Penalty of Rs. 1000/- per day will be levied if Service Engineer stationed at Regional Office remains absent/leave without providing substitute.

qq) Before coming into contract, physical asset verification to be done by the vendor on their own cost.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS CONTRACT ON THE ABOVE MENTIONED DATE.

Signature:

Sealed & Signed by Mr.....

In capacity of (Designation)..... of (VENDOR)

M/s

AND

Bank by its representative:

(Authorized signatory)

TO BE SUBMITTED ON THE LETTER HEAD OF THE COMPANY

The Regional Head
Central Bank of India
Regional Office,
Anand Bhawan, S.C.Road, JAIPUR
302001

Dear Sir,

Reg: Comprehensive Annual Maintenance Contract for Computer Hardware and Peripherals of the Central Bank of India, JAIPUR Region.

Ref:

This has reference to your captioned tender dated_____.

We, hereby, accept all the terms and conditions for submitting quotation as mentioned in the said tender. We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid.

We, Certify that all the details filled-in by us and the details in the attached sheets are correct and complete.

Having examined the Proposal Documents, we, the undersigned, offer to execute Annual Maintenance Contract, in conformity with the said Proposal documents for the sum of _____
(Total Proposal amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to execute the Annual Maintenance Contract in accordance with the Terms & Conditions specified in the Bid Document.

If our Proposal is accepted, we will submit the guarantee of a bank in a sum equivalent to 10% of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the Bank. Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We further undertake that we will be only single point of contact for any/all purpose.

We understand that the bank has the complete and absolute right to accept or reject any proposal at its sole discretion.

Dated this day of2023

(Signature with seal)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of _____

FINANCIAL BID

Sl.No.	Items Name	No. of Items (Indicative) (A)	AMC rate per item (Exclusive of taxes) In Rs. (B)	Total in Rs. $C = (A \times B)$
1	Gateway PCs (With OS)	3		
2	Client PCs (With OS)	129		
3	Passbook Printers	74		
4	DMP (Statement Printer – 136 Column)	4		
5	DMP (DD / TDR Printer – 80 Column)	37		
6	Laser Printers	94		
7	Laptops	1		
8	Scanner (Flat bed)	48		
9	Multi-Function Printer	14		
10	CTS Scanner	23		
Grand Total				

Note – The quantities mentioned are estimated & indicative only. The contract will be awarded on actual physically verified computer hardware items.

The above quotation/prices/rates are exclusive of all taxes. We confirm that the prices quoted above will be valid for a minimum period of three years.

We undertake to provide committed & efficient maintenance services for the period of contract and also ensure availability of spares for a minimum period of three years.

We have gone through the terms & conditions mentioned in the tender document dated. _____ and undertake to unconditionally comply with the same.

Dated this day of 2023

(Signature with seal)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of _____

ANNEXURE – V

District-wise Branches/ Offices List where existence of IT Hardware and Peripherals AMC is proposed:

JAIPUR	
S.No.	Branch Name
1	AMBABADI
2	BADKE BALAJI
3	BILANDERPUR
4	CHANDPOLE
5	CHOMU HOUSE
6	GOPALPURA
7	JME HASANPURA
8	KOTPUTLI
9	MALVIYA NAGAR
10	MOTIKATLA
11	MURLIPURA
12	N S ROAD, JAIPUR
13	NIA JAIPUR
14	PAOTA
15	PRATAP NAGAR, JAIPUR
16	RHB JAIPUR
17	ROOPAHERI
18	S C ROAD
19	SAMBHAR LAKE
20	SHASTRI NAGAR, JAIPUR
21	SITAPURA IND AREA
22	TONK ROAD, JAIPUR
23	VAISHALI NAGAR
24	VIDHYADHAR NAGAR
25	SSB JAIPUR
26	REGIONAL OFFICE, JAIPUR

AJMER	
S.No.	Branch Name
1	AJMER
2	BIJAINAGAR
3	KISHANGARH
4	RAMNAGAR

DHOLPUR	
S.No.	Branch Name
1	DHOLPUR

KARALI	
S.No.	Branch Name
1	KARALI

ALWAR	
S.No.	Branch Name
1	ALWAR
2	BHIWADI
3	MDS ALWAR
4	NARAINPUR
5	NEEMRANA
6	NOWGAON

JHUNJHUNU	
S.No.	Branch Name
1	BARAGAON
2	CHANWARA
3	GUDHA GORJI
4	JHUNJHUNU
5	SINGHANA
6	UDAIPURWATI

BHARATPUR	
S.No.	Branch Name
1	BHARATPUR
2	SEWAR
3	DEEG

SIKAR	
S.No.	Branch Name
1	AJITGARH
2	RAMGARH (SHEKHAWATI)
3	RANOLI
4	SIKAR
5	SRI MADHOPUR

DAUSA	
S.No.	Branch Name
1	DAUSA
2	MAHWA
3	SONAR

TONK	
S.No.	Branch Name
1	DEOLI
2	MALPURA
3	PEEPLOO
4	TONK