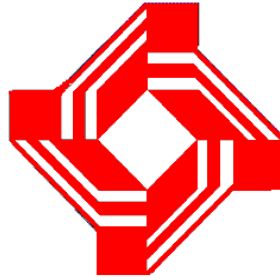


सेन्ट्रल बैंक ऑफ इंडिया
CENTRAL BANK OF INDIA



TENDER DOCUMENT

For

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF PANAJI REGION
(District: North Goa, South Goa, Ratnagiri(Maharashtra) and
Sindhudurg(Maharashtra))

TENDER REFERENCE NO. RO/PANA/RCC/TEND/2023-24/1
Dated: 26/05/2023

Request for Quotes for AMC of Computers Hardware's and Peripherals located at Branches under Regional office Panaji covering District: North Goa, South Goa, Ratnagiri(Maharashtra) and Sindhudurg(Maharashtra)).

Name of District	No of Branches
Sindhudurg(Maharashtra)	4
Ratnagiri(Maharashtra)	9
North & South Goa	32
Total	45

Central Bank of India Regional Office Panaji is interested in procurement of AMC and related services from vendors for PCs, GPCs, Printers, and Peripherals, Networking at various locations (Branches and Regional office) under the jurisdiction of Regional office Panaji. For this purpose, the Bank is pleased to invite Expression of interest (EOI) from the eligible vendors who meet the terms and conditions given below. Interested Vendors may submit their Expression of Interest (EOI) along with supporting documents.

Date of issue of TENDER	From onwards
TENDER Reference No.	RO/PANA/RCC/TEND/2023-24/1 dated 26/05/2023
Last Date and Time for submission of sealed offers	15/06/2023 on or before 10.00 am Hrs.
Technical Bid Opening Date and Time	15/06/2023 at 11.30 am Hrs.
Earnest Money Deposit (In the form of DD/Performance Bank Guarantee).	Rs. 10,000(Ten Thousand Only)
Address of Communication	Chief Manager, Central Bank of India, Regional Office, 1ST Floor, Nizari Bhavan, Menezes Bragances Rd, Panaji, GOA 403001
Contact Telephone Numbers	8390903541/8390906219
Email Id:	rccpanaro@centralbank.co.in drmpanaro@centralbank.co.in
Bids to be submitted to	At above address
Tender Fee	Rs. 500/-

Tender Fee of Rs.500/- (Five Hundred Rupees only) Non-Refundable Demand Draft in favor of Central Bank of India Payable at Panaji.

AJITH KUMAR K.C.
Chief Manager,
Panaji Regional Office

A. NOTICE OF INVITATION TO Request for Quotation (RFQ)

Central Bank of India, Regional Office, and Panaji invites Quotation from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals. This offer is for Maintenance of Hardware at various branches / Offices under Regional Office, Panaji.

Annexure – II. Quantity mentioned herewith is only tentative and may vary depending upon actual requirement.

Last Date and Time for receipts of Request for Quotation offer is 15/06/2023 up to 10.00 am.

B. 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. Bids shall remain valid up to 31-03-2024. A bid valid for shorter period shall be rejected by purchaser as non-responsive. **Bank reserves the right to continue / increase the period of AMC on same terms and conditions for another one year considering the performance, services rendered by the Vendor.**
3. **Further one more year of extension can be given with up to 10% enhancement on the total AMC Cost considering the performance, services rendered by the Vendor.**
4. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation.
5. Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor
6. One vendor can submit only one bid.
7. Method of submitting the Tender: Tender should be submitted only in sealed covers:
 - a.) First Cover: Technical Bid Cover- This should contain Technical details of the Vendor and signed by bidder in all pages along with necessary enclosures. The cover should be closed and sealed & super subscribed as "Technical bid for Annual Maintenance Contract for Maintaining Computer Hardware and other peripherals".
 - b.) Second Cover: Financial Bid Cover- This cover should contain Financials Bid / Rates as per Annexure-II. Duly signed by Bidders in all Pages. The cover should be closed and sealed & super subscribed as "Financial bid for Annual Maintenance Contract for Maintaining Computer Hardware and other peripherals".

- c.) Third Cover: Both First and Second Cover should be placed in the Third Cover and should be super subscribed as Sealed Tender for "Annual Maintenance Contract for Maintaining Computer Hardware and other peripherals and addressed to Chief Manger, Central Bank of India, Panaji.
8. The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified
9. **The Bank will not be bound to accept the lowest quotation and reserve the right to accept or reject any or all quotation without assigning any reasons whatsoever. Decision of the Purchaser in this regard shall be final and binding on the bidders.**
- It is the past experience of other regions that due to competition, vendors used to 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 satisfactory AMC Services **will be black listed** and no future contract will be awarded to such vendor.
10. The quantities of various items mentioned in **Annexure –II** are indicative and there could be variations with the actual numbers.
11. The parts replacement will either be new parts or equivalent to new parts.
12. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
13. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
14. The Computer Systems / machines shall continue to remain covered during transit as well as at the new location, when moved for maintenance or for any other purpose with the knowledge of the vendor.
15. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
16. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
17. 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.
18. In case of any up-gradation of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period.

19. In case within the contract period, for any reasons, the systems under maintenance are disposed of by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.
20. 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.
21. 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. Proper gate pass arrangements should also be followed for movement of hardware.
22. 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.**
23. The price quoted by the Bidder/Vendor should be valid for a minimum period of two years. The Bidder/Vendor must give an undertaking along with the quotes that he gives service commitment along with availability of spares for a minimum period of two years
24. On subsequent additions of Hardware, PCs and Printers which fall out of warranty shall be included in the contract at the rates quoted by the Bidder/Vendor as per Annexure II and payments shall be made accordingly.
25. **The Bank reserves the right to appoint more than one vendor looking to spread of branches in several districts across two states. Bank also reserves the right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.**
26. **This Offer document is not transferable. Only the party, who has purchased/ submitted this offer document, is entitled to quote.**
27. 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 Panaji. The jurisdiction of any other Court other than Panaji is specifically excluded.

C. Scope of Work

1. **This AMC shall consist of preventive and corrective maintenance of the Computer Hardware and will include supply and replacement of unserviceable parts, at vendor's own cost** except in case of force majeure via damage due to external factors (robbery, arson, rioting, and willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.
2. Installation of operating systems (Windows 2016 Server, Windows 10, Windows 11), Oracle Server, Oracle client, antivirus packages, trouble shooting of LAN networking in branches/RO/Offices and other application tools as desired by Bank at client systems.
3. **Maintain and configuring windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems.**

4. The systems support should include the trouble shooting for O.S. (i.e. Windows 2016 Server, Windows 10, Windows 11 etc.) creating and deleting of network ID, network rights management, IO Port repairs, LAN networking trouble shooting, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC. Bank will not make payment if Contractor default PM during quarter.
5. AMC contract will also include upgradation of antivirus software, upgradation of OS in desktop as well as server, upgradation of the software / drivers required for the networking and other software upgradation as per bank need wherein the media & necessary updates will be provided by the Bank.
6. All parts of Computer systems, Laser Printers / Desk Jet Printers / Dot Matrix Printers (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.,) excluding ribbons and toner cartridges shall be covered under the Annual Maintenance Contract.
7. The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Memory, Printer Parts, RAM etc. as stand by spare in our Office (preferably at Regional Computer Centre). The Contractor required to maintained 5% stock of hardware for adhoc need (Standby) during AMC for Bank (at Bank Premises)
8. 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. All Hardware (under AMC) should be identified by the vendor, unique ref. no. should be allotted to each Hardware. Branch wise detailed list of such Hardware with unique ref. no. should be provided by the vendor to all branches & Regional Office within 7 days of assigning the contract for final payment.
9. The Vendor has to depute permanent resident engineer at Panaji who have at least 3-year experience in this domain in company. Costing should be included in AMC rate in Annex-II. (No separate Cost will be Considered).
10. Vendor has to arrange an engineer (equally qualified and experienced), in the event of absence of regular engineer (mentioned in above point).
11. The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Panaji.
12. Since most of the Desktop PCs do not have CD/DVD Drives, it is essential that these engineers will 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.
13. The Vendor will ensure to have qualified engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing 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.

14. Panaji region branches are located at huge distance across two states, the local support to the branch must be provided by the vendor-in-time. The vendor must submit the names and contract of the local support/engineer in annexure
15. Vacuum cleansing of CPU on monthly basis of non-warranty PC's
16. The vendor must daily reports on complaints received (with complaint number), attended, resolved and pending to Panaji RCC. Pending Complaints must mention the reasons for the same. All the reports must be sent to RCC mail next working day without any failure. These reports will be important parameter for evaluating the vendor performance and linked with the release of Payments
17. The vendor must submit the escalation matrix

D. Uptime Guarantee

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 99% of the time in every month
2. The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days. No work will be undertaken on Sundays and holidays except by prior arrangement.
3. The normal working hours of the Bank are from 9.45 a.m. to 6.30 p.m. on all week-days from Monday to Friday, and from 9.45 a.m. to 6.30 p.m. on 1st, 3rd & 5th Saturdays
4. The vendor does hereby undertake to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.
5. In case any replacement of parts is required, the vendor shall ensure to complete the same within 24 hours. 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.
6. The vendor shall be liable to pay penalty as hereunder for each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

1	Gateway PC	Rs. 1000/-
2	Desktop PCs/ Laptops	Rs. 300/-
3	DMP Printers (136 col. & 80 col.)	Rs. 500/-
4	Passbook Printers	Rs. 300/-
5	Flat Bed Scanner	Rs. 100/-
6	Absence of resident engineer for more than two hours in a day	Rs.300/- per day

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

7. The Vendor has to maintain following Hardware items at Banks Regional office as standby always.

H/W Item	Quantity	H/W Item	Quantity
Desktop PC	4	Scanner	2
Printer Epson DLQ 3500	2	Keyboard	4
Printer Epson LQ 300/310	2	Mouse	4
Printer Epson PLQ 20	2	SMPS	4
Laser Printer	2	HDD (500GB)	2

E. Terms of Payment

- 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 - II.
- 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 order. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.**
- Payment of Maintenance charges will be paid by Regional Offices on quarterly basis after completion of respective quarter based on actual inventory of branch after deduction of penalty (if any). No payment will be released in absence of AMC agreement and/or a PBG. The Vendor has to submit PBG for the amount of 10% of total AMC value with claim period up to 31-07-2024.**
- The vendor shall draw invoices for payment of quarterly maintenance charges.
- No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- Maintenance charges payable by the Bank are exclusive of all duties, taxes etc. The payment would be made after deducting necessary taxes applicable, if any.
- Except the payments mentioned in this Para, no other payments are payable by the Bank to the vendor.
- TDS as applicable to AMC vendor will be deducted and if contract value exceeds Rs. 2.5 Lakh per annum then GST will also be applicable

F. Termination

- Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment at one-month notice. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice of 1 Month.
- 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.

G. 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 cancellation 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.

H. TOTAL COST OF AMC

Total cost of AMC should be arrived as per Annexure – II.

I. ELIGIBILITY CRITERIA FOR AWARDING

Technical Qualification Criteria (Annexure V)

1. The vendor submitting the offers should have **Annual turnover of Rs.25lakh in Computer Hardware business per year in the last two financial years, as per the audited balance sheet and profit / loss statement available at the time of submission of tender.** This must be the individual Company's turnover and not that of any group of Companies.
2. The Bidder should have Computer Hardware & Peripherals Annual Maintenance Contracts in running condition with at least 3 (Three) Public Sector Banks/RBI/RRB. Relevant documents of work orders are to be attached for verification along with satisfactory performance certificate for previous 3 (Three) years issued by Public Sector Banks/RBI/RRB.

3. Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU). The vendor shall be give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU as on date.
4. Company should be registered with PF and ESI Documentary Proof be attached.
5. The vendor should provide Computer Hardware Support Experience Certificate for **at least two Banking institution. (Preference shall be given for B@ncs24 as CBS Solution)**. The relevant **"satisfactory service support certificate"** should be obtained from Banks and should be submitted along with the tender.
6. The Vendor, who have served previously in other regions of central bank of India should provide satisfactory service certificate from at least 80% branches under each Region.
7. **The vendor should have support center at Panaji and engineer should be available at district places.**
 - i. 2 -Dedicated Engineer for Goa Branches
 - ii. 2- Dedicated Engineer for Ratnagiri(Maharashtra) and nearby branches
 - iii. 1- Dedicated Engineer for Sindhudurg(Maharashtra) and nearby branches
 - iv. 1-Resident Engineer at Regional office Panaji (Costing should be included in AMC rate in Annex-II. (No separate Cost will be Considered))
8. **Vendor must have efficient call logging system to register complaint via Phone & Mail. Complaint no. must be shared immediately after each complaint.**
9. L-1 bidder will be decided on the basis of the total Cost of AMC amount as per annexure-II. 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.

J. DOCUMENTS TO BE SUBMITTED

A. Documents required for Technical Bid in separate sealed envelope under Heading

Technical Bid.

1. Request for Quotation Covering letter as per Annexure - III
2. Letter of undertaking as per Annexure - IV
3. Compliance Statement & Acceptance of the terms and conditions as per Annexure – V
4. Address Details along with contact Numbers of the Vendor as per Annexure - VI
5. Latest Station-wise Details of the Engineers on roll as per Annexure – VII

B. Document required for Financial Bid in another sealed envelope under heading

Financial Bid

1. Financial bid for awarding AMC as per Annexure – II

Annexure – I

List of all Branches District wise

Sr.No.	District	name
1	NORTH GOA	Central Bank of India,PANAJI
2	NORTH GOA	Central Bank of India, ASSAGAO
3	NORTH GOA	Central Bank of India,CHODAN
4	NORTH GOA	Central Bank of India, DIVAR PIEDADE
5	NORTH GOA	Central Bank of India, MAPUCA
6	NORTH GOA	Central Bank of India, PERNEM
7	NORTH GOA	Central Bank of India, VALPOI
8	NORTH GOA	Central Bank of India, ALTO-PORVORIM
9	NORTH GOA	Central Bank of India, MENCUREM
10	NORTH GOA	Central Bank of India, MOPA
11	NORTH GOA	Central Bank of India, CALANGUTE
12	NORTH GOA	Central Bank of India, PONDA
13	NORTH GOA	Central Bank of India, ST. XAVIERS COLLEGE
14	NORTH GOA	Central Bank of India, TALEIGAO
15	NORTH GOA	Central Bank of India, BICHOLIM
16	NORTH GOA	Central Bank of India,PANAJI RO
17	RATNAGIRI	Central Bank of India, RATNAGIRI
18	RATNAGIRI	Central Bank of India, POPHALI
19	RATNAGIRI	Central Bank of India, SAIWADA
20	RATNAGIRI	Central Bank of India, DAPOLI
21	RATNAGIRI	Central Bank of India, CHIPLUN
22	RATNAGIRI	Central Bank of India, JAKADEVI
23	RATNAGIRI	Central Bank of India, KHED
24	RATNAGIRI	Central Bank of India, SAWARDE
25	RATNAGIRI	Central Bank of India, WATAD
26	SINDHUDURG	Central Bank of India, DEWOOLWADA
27	SINDHUDURG	Central Bank of India, SATARDA
28	SINDHUDURG	Central Bank of India, SAWANTWADI
29	SINDHUDURG	Central Bank of India, KUDAL
30	SOUTH GOA	Central Bank of India, CUNCOLIM
31	SOUTH GOA	Central Bank of India, MARGAO
32	SOUTH GOA	Central Bank of India, CARMONA
33	SOUTH GOA	Central Bank of India, CURTORIM
34	SOUTH GOA	Central Bank of India, RAIA
35	SOUTH GOA	Central Bank of India, RIVONA



PANAJI REGIONAL OFFICE NIZARI BHAVAN, NEAR CINE NATIONAL THEATRE
DIST-NORTH GOA, GOA-403001 TEL NO-0832-2224385. FAX No: 0832-2223177

36	SOUTH GOA	Central Bank of India, VASCO-DA-GAMA
37	SOUTH GOA	Central Bank of India, VERNA
38	SOUTH GOA	Central Bank of India, BORDA
39	SOUTH GOA	Central Bank of India, BAPSORO
40	SOUTH GOA	Central Bank of India, KAKODA
41	SOUTH GOA	Central Bank of India, PARODA
42	SOUTH GOA	Central Bank of India, NAVELIM
43	SOUTH GOA	Central Bank of India, VVM Margao
44	SOUTH GOA	Central Bank of India, TILAMOL
45	SOUTH GOA	Central Bank of India, CANACONA

Annexure – II

TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE CONTRACT

(All amounts in Rupees)

**LIST OF HARDWARE ITEMS SITUATED AT VARIOUS BRANCHES / OFFICES UNDER JURIDICITION
OF PANAJI REGION**

S.NO.	HARDWARE ITEM	MAKE/MODEL	Indicative Qty. OF H/W	Rate per Unit	Total Amount
1	GATEWAY PCs/ DESKTOP PCs	HCL/ACER/WIPRO/ LENOVO/HP and other similar Brands	186		
2	132/136 COL. DOT MATRIX PRINTER	EPSON DLQ-3500 and other Brands	35	To be filled up by the Bidder / Vendor	
3	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II, LQ- 310and other Brands	49		
4	PASSBOOK PRINTER	EPSON PLQ-20/OLIVETTI PR2 Plus/ LIPI PB2, and other similar Brands	53		
5	SCANNERS	CANON/ BEARPAW/ HP and other similar Brands	45		
6	Laser / Multipurpose Printers	Epson/ Canon /HP and Similar Brands	62		
	NET TOTAL AMOUNT(TCO)		430		

Above figure may vary +/- 15%.

Note:

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

Annexure - III

REQUEST FOR QUOTATION COVERING LETTER

To,
The Regional Manager
Central Bank of India
Regional Computer Centre
1st Floor, Nizari Bhavan
Menezes Bragances Rd
Panaji, GOA 403001

Sir,
Reg.: Our Quotation for Third Party AMC for Computer Peripheral/Hardware.

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 _____ 2023.

Yours Faithfully

For _____

Signature: _____

Name: _____

Annexure - IV

LETTER OF UNDERTAKING

To,
The Regional Manager
Central Bank of India
Regional Computer Centre
1ST Floor, Nizari Bhavan
Menezes Bragances Rd
Panaji, GOA 403001
.

Sir,

**Reg.: Our Quotation for Third Party AMC for Computer Peripheral / Hardware -
Undertaking of Authenticity for components / parts / assembly.**

With reference to our bid for Third Party AMC for Computer Peripheral Hardware being quoted vide your RFQ 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.
.

Authorized Signatory

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

Annexure - V

COMPLIANCE STATEMENT

DECLARATION

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

Business detail		(Amt in Crore)	
Name of Company	Turnover (2021-22)	Turnover (2022-2023)	Profit/Loss

**Attach supported document (Balance sheet) Audited.

AMC provided at				
Sr. No.	Bank Name/Company	Service Period		CBS solution of Bank

**Attach supported document (Banks/company certificates)

Support Center Detail	
Company Name	Address of Support Center at Panaji

**Attach Supported document

Seal & Signature of Bidder

Annexure -VI

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 Panaji	
Contact Details of the vendor along with Escalation matrix	

Signature & Seal of Company

Annexure –VII

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	Regional Office, Panaji					
2	North GOA					
3	South GOA					
4	Ratnagiri(Maharashtra)					
5	Sindhudurg(Maharashtra)					

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 tender. (Any deviation may result in disqualification of bids).

Signature & Seal of Company