



**Tender Reference Number: RO: RCC: 2023-24:01**

**Tender FOR AMC AND RELATED SERVICES  
of Computer Hardware and peripherals located at  
various Branches/ offices of Siwan Region.**

**Cost of tender Rs 5000/- (Rs. Five Thousand Only)**

**Central Bank of India, Regional Office-Siwan,  
Patel Chowk,  
Siwan, Bihar-841226, India**

**CENTRAL BANK OF INDIA**  
**Regional Office, Siwan**

**Quotation FOR AMC AND related services of Computer Hardware and peripherals located at various Branches/ offices of Siwan Region.**

Central Bank of India is interested in selection of vendor for AMC and related services for PCs, Servers, Line Printers / Laser Printers, Scanner and peripherals (Mentioned in Annexure III of this document) at various offices in Central Bank of India situated under SIWAN Region spread in three districts of Bihar i.e., Siwan, Gopalganj and Saran (Chapra) as per list attached in Annexure – VIII.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers and Desktop PCs/Gateway ( CPU, Monitor, Keyboard & mouse) including all internal parts/sub parts, operating systems (as applicable in Central Bank of India and varies from time to time in existing OS and new decision for OS and comprehensive for Printers (including Printer Heads for all types of Printers and cartridge) & Scanners** at different offices of Central Bank of India in Siwan 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 outrightly.

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.

Address Details of Vendor along with Contact No. is given in Annexure-VII

**“Please note that the vendors having franchise arrangement for maintenance & support shall not be eligible to quote”**

A complete set of tender documents may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of Rs.5000/- (Rupees Five Thousand only) by Demand Draft in favor of “Central Bank of India” and payable at SIWAN.

The copy of tender document may be obtained from Central Bank of India, Regional Office, Regional Computer Centre, Siwan. Copy of the tender document may also be downloaded from our website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) for reference purpose. They should submit tender paper on tender document issued by this office only.

The Tender Details are given below:

|                                |                                                                                                              |
|--------------------------------|--------------------------------------------------------------------------------------------------------------|
| Tender Reference               | RO: RCC:2023-24:01                                                                                           |
| Date of Commencement           | 19-10-2023                                                                                                   |
| Last Date & Time of submission | 17-11-2023 latest by 16:00 hrs                                                                               |
| Address for Communication      | Central Bank of India,<br>Regional Office - Siwan, Patel Chowk,<br>Siwan, Bihar-841226, India                |
| Email Address                  | rccsiwaro@centralbank.co.in<br>gadsiwaro@ <a href="mailto:gadsiwaro@centralbank.co.in">centralbank.co.in</a> |
| Contact Telephone/Fax Number   | 08809354888/ 9264292083                                                                                      |
| Bids to be submitted           | Central Bank of India,<br>Regional Office - Siwan, Patel Chowk,<br>Siwan, Bihar-841226, India                |
| Cost of Tender Document        | 5000/-                                                                                                       |
| EMD                            | ₹20000/-                                                                                                     |

Earnest Money Deposit of Rs 20000.00/- (Rs. Twenty Thousand only) bay way Demand Draft Drawn on "CENTRAL BANK OF INDIA" payable at Siwan must accompany the Technical Bids.

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

**Annexure I****1. ELIGIBILITY CRITERIA**

- 1.1 Vendor's Engineers must be posted in Siwan, Gopalganj and Saran (Chapra) should have controlling Office in Bihar.
- 1.2 Vendor should have a proven expertise in managing CBS Servers, PCs, DMP Printers, Laser Printers, Scanners and other peripherals related with Banking.
- 1.3 The bidder submitting the offers should be a Registered Company (at least 3 years old) & should have at least 3 years' experience of Computer Hardware AMC i.e., Server, Desktop, Printers, Scanners and peripherals etc., Hardware & Software, Networking.
- 1.4 Vendor should have a fully functional service / support center in SIWAN with qualified Technical Support Staff to provide quality service support and one staff should be posted at Regional Office, SIWAN for telephonic troubleshooting in office hours.
- 1.5 Vendor should have an experience of working with minimum 2-4 Banks/financial institution during the last 4 financial years with at least three AMC/FMS contract worth Rs.7 lacs per annum for which documentary evidence must be submitted.
- 1.6 The Bidder should be financially sound and they should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.
- 1.7 Vendor should not enter into sub-contract for AMC with third Party/Franchisee.
- 1.8 Vendor should be able to provide efficient and effective support at all branches falling under SIWAN region covering 3 districts of Bihar namely Siwan, Gopalganj and Saran (Chapra), so as to attend calls immediately.
- 1.9 Vendors should have a direct presence in above given service area.
- 1.10 Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC.

**2 INSTRUCTIONS TO BIDDERS/VENDORS**

- 2.1 Invitation Offer System Sealed Quotations containing two separate envelopes (Envelope I containing details meeting Eligibility Criteria as per Annexure II and the Envelope II containing commercial details as per Annexure IV) must be submitted, within the prescribed closing date and time giving full particulars on the sealed envelope at the Bank's address mentioned above.

All envelopes should be securely sealed and stamped. Only one Quotation should be submitted. The unit rate / AMC amount for each and every item should be quoted. Any Quotation found to contain incomplete information is liable to be rejected outright.

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

- Offer for AMC
- Reference Number of Letter of Offer
- Due Date of Offer
- Date of submission of Offer
- Name of Vendor & mail ID with contact number

## 2.2 **Quotations**

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

The evaluation of L1 vendor will be on the basis of aggregate price of all the items. The Bank, however, reserves right to allot more than one cluster to a vendor. If a cluster is found to be un-usually large, the same will be offered between two vendors (sub-cluster). In such scenario, other vendors are required to match the price of L1 vendor.

The Bank shall be under no obligation to mandatory accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

The Bank reserves the right to appoint one or 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.

## 2.3 **Non-transferable Offer**

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

## 2.4 **Validity of Offer**

The offer should be valid for entire period of contract from the date of submission.

## 2.5 **Address of Communication**

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

**Central Bank of India,  
Regional Office 1<sup>st</sup> Floor, Near  
Head Post Office Siwan, Patel  
Chowk,  
SIWAN, Bihar-841226, India**

## 2.6 **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.

**2.7 Opening of Offers**

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

**2.8 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.

**2.9 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.

**2.10 No Commitment to Accept Lowest or Any 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.

**2.11 Make and Models of the equipment**

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

**2.12 Location of Hardware offered under AMC:**

The List is attached in **Annexure – VIII**.

**2.13 Format for Offer**

The offer must be submitted in suggested format as per Annexures.

**2.14 Erasures or Alterations**

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

**2.15 Costs & Currency**

The offer must be made in Indian Rupees only and should include all the taxes and levies.

**2.16 No Negotiation**

It is absolutely essential for the vendors to quote the best price at the time of making the offer in their own interest, as the Bank will not enter into any price

negotiations, except with the lowest quoting vendor, whose offer is found to be other-wise in order.

**2.17 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.

**2.18 Technical Support Staff**

The vendor will be required to station; at least one maintenance staff / engineer / Supervisory staff on full time basis will be stationed at Regional Office, SIWAN.

**2.19 Price Variation and Supply of Spares:**

The price quoted by the vendor should be valid for a minimum period of three years. The vendor must give an undertaking along with the quotes that he gives service commitment along with availability of spares for a minimum period of three years.

**2.20 Confidentiality Clause**

This document is confidential and property of Central Bank of India. It should not be circulated, copied or reproduced in any form whatsoever without express permission of Central Bank of India. It is for use of the vendors addressed herein and only for the purpose mentioned in this document. Any violation is likely to be persecuted.

**2.21 The Expression of Interest should contain the following documents:**

- i. Application in the enclosed format
- ii. Company Profile – Details in support of Clause no 1 of this document to be highlighted.
- iii. Copy of Certificate of Registration under Companies Act 1956
- iv. Copy of Certificate of Registration under GST.
- v. Copy of Certificate of Registration under Income tax Dept.
- vi. Documentary proof of at least 3 deals executed since January 2018.
- vii. Copy of the Annual Audited Balance Sheet and Profit & Loss Account for the last four accounting years i.e., 2020-21, 2021-22 and 2022-23 and unaudited provisional for the year 2023-24.
- viii. Details of service/support network (addresses, names of contact persons, phone numbers etc.)

**3 OTHER TERMS AND CONDITIONS**

**3.1 SCOPE OF WORK**

- 3.1.1 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.
- 3.1.2 The parts to be replaced will either be new parts or equivalent/ higher to new parts.

- 3.1.3 In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 3.1.4 All maintenance/repairs shall be attended by the vendor or authorized/expert personnel of the vendor at the site.
- 3.1.5 The vendor shall maintain adequate spare machines and other spares in stock at SIWAN & Gopalganj & Saran (Chapra) to facilitate any temporary replacement. A minimum of 2 PCs and 2 Printers of each type complete machines / of latest configuration will have to be provided by the vendor to facilitate temporary replacement.
- 3.1.6 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, when moved for maintenance or for any other purpose.
- 3.1.7 The field Engineers should be conversant in loading, updating and troubleshooting different types of latest Operating Systems such Windows 10, Windows 16 server, Office 10,13,16,22 ,7-zip, Biometric Device, scanner & printer configuration in CBS, Symantec Antivirus, Different Types Software Installation, update and Supports, Software Migration, to all branches under Siwan RO etc.

#### **1.5 HOURS OF SERVICE:**

- 1.5.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days.
- 1.5.2 No work will be undertaken on Sundays and holidays except by prior arrangement.
- 1.5.3 The normal working hours of the Bank are from 10.00 a.m. to 5.00 p.m. on all weekday. However, no additional charges / cost will be paid if the maintenance services are required beyond normal working hours.

#### **1.6 DURATION OF CONTRACT:**

- 1.6.1 The contract shall initially be valid for a period of twelve months and may be extended upto 36 months on the same terms and conditions depending on annual review and satisfactory service, as may be mutually acceptable to the Bank and the Vendor.
- 1.6.2 If the vendor desires to renew the period of existing contract, then it shall, by giving two months prior notice before the expiry of the contract, express its desire to renew the contract.

#### **1.7 CARE OF THE EQUIPMENT:**

- 1.7.1 The Bank shall give the vendor full access to the computer system/machines to enable the vendor to provide comprehensive maintenance service.
- 1.7.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.

- 1.7.3 The vendor shall ensure that the Systems being maintained is available to the Bank in proper working condition for at least 95% of the time in every month.

#### **1.8 MOVEMENT OF EQUIPMENT:**

- 1.8.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
- 1.8.2 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 by the vendor for the purpose of maintenance/service, such costs/charges shall be borne by the vendor.
- 1.8.3 Maintenance charges, as per clause 1.10 hereunder, shall be paid by the Bank for all the Computer Systems/machines, irrespective of the fact that any one or more Computer Systems/machines are moved by the vendor for providing maintenance service as per the contract.
- 1.8.4 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.

#### **1.9 PURVIEW OF THIS AMC CONTRACT:**

It is specifically stated that, apart from what is stated in this tender document, the scope of AMC will include:

- 1.9.1 The cost of replacement/repairs of Printer Head, CPU, Monitors, key board, mouse etc.
- 1.9.2 The cost of replacement of all parts in case of Line Printers including Character Band, Print Bands, Head Module etc.
- 1.9.3 The cost of fuse assembly in case of Laser Printers
- 1.9.4 Any Servicing of Virus-related Problems.
- 1.9.5 Any maintenance of normal system related to software upgradation.

However, operating system, normal application software and anti-virus Software will be made available by the bank.

#### **1.10 PAYMENT OF CHARGES:**

- 1.10.1 Maintenance charges will be payable on quarterly basis i.e., end of the respective quarter.
- 1.10.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 1.10.3 The vendor shall draw invoices for payment of quarterly maintenance charges.
- 1.10.4 The vendor shall furnish a Performance Bank Guarantee to the Bank, commensurate with 1<sup>st</sup> quarters AMC Charges. In case the vendor is unable to furnish the Performance Bank Guarantee to the Bank,

maintenance charges payable for the first quarter shall be retained by the Bank as Retention money till the expiry of the contract.

1.10.5 Maintenance charges payable by the Bank are inclusive of all applicable taxes, duties, levies etc.

1.10.6 Changes or additions in Computer Systems/machines features may result in change in minimum maintenance charges, which will have to be finalized with mutual discussions. Addition of Hardware coming out of warranty will be added into the Hardware list and likewise deletion will be made from the list of Hardware due to removal or becoming obsolete and payment will be made proportionately.

### **1.11 OBLIGATIONS OF THE VENDOR:**

The Vendor shall be liable to pay penalty as hereunder per each day of delay beyond 24/48 hours in completion of maintenance work, which shall be as follows:

|                               |            |
|-------------------------------|------------|
| I. Gateway PCs Servers [GWPC] | Rs. 1000/- |
| II. PC/Desktop                | Rs. 500/-  |
| III. Passbook Printers        | Rs. 400/-  |
| IV. LaserJet/Inkjet printers  | Rs. 400/-  |
| V. Flatbed Scanners           | Rs. 200/-  |
| VI. CTS Scanner               | Rs. 800/-  |
| VII. Fast Scanner             | Rs. 400/-  |

In event of leave / absence of the Engineer stationed at the Bank to facilitate maintenance, the vendor shall make necessary arrangements for proper replacement. In case the vendor fails to do so, he will be liable to pay penalty at the rate of Rs.1000/- per man-day per Location.

Vendor will have to maintain a call log with the details like Sr. No., Date, Branch, Call logged by, and Description of Problem, Status, and Closed date, Delay/Remarks. Escalation matrix will have to be provided to the Bank.

### **1.12 ASSIGNMENT:**

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

### **1.13 TERMINATION:**

The contract may be terminated by the vendor 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.

### **1.14 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.

**1.15 Resolution of Disputes:**

Central Bank of India and the Bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Central Bank of India and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

**1.16 GENERAL:**

- 1.16.1 The vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions.
- 13.2. On Empanelment vendor should execute a Service level Agreement along with the Performance Bank Guarantee in Bank's format and empanelment would be for a period of one year subject to renewal on satisfactory service in which case the PBG shall be renewed for the extended period plus three months.
- 13.3 If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment is false the Bank reserves the right to remove such vendors by giving notice from the empaneled list.
- 13.4 The Bank reserves the right to inspect the facilities of the vendor to verify the genuineness and to ensure conformity with the details given in the bid.
- 13.5 Bids received late and/or incomplete in any respect or not accompanied by prescribed documents are liable to be rejected. Vendor will be responsible to ensure that the application reaches the Bank on or before the due date and time. Central Bank of India is not responsible for non-receipt of applications within the Specified date and time due to any reason including postal delays.
- 13.6 The detailed locations of hardware, peripherals, PCs and Servers shall be provided to selected vendor along with Purchase Order.
- 13.7 On subsequent additions of Hardware, PCs, Servers and Printers which fall out of warranty shall be included in the contract at the rates quoted by the vendor as per Annexure II and payments shall be made accordingly.
- 13.8 Central Bank of India reserves the right to accept or reject any or all of the applications without assigning any reason thereof.

Date: 19-10-2023

Place: SIWAN

Encl: as above

**Annexure - II****Bid for Technical Offer-**

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least **2 (TWO)** Central/State Govt. Depts. / Public Sector Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- Submit Certificate of Registration.
- Address & contact details of office in Patna along with details of sufficient qualified and experienced Engineers on their payroll stationed at Patna. (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.5000/- (Rs. Five thousand only) towards cost of Tender Documents (Non-refundable)

Favoring: Central Bank of India, Siwan

- DD for Rs.20,000/- (Rs. Twenty Thousand only) towards Earnest Money Deposits.

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- Any instrument Other than DD viz, FD, Cheque etc. not accepted.
- List of customers. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
- 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.
- Address Details of Vendor along with Contact No. is given in Annexure-VII

**Technical Bids should be submitted in separate & securely sealed envelope with super-scribed as "Technical Bids". Commercial bids should not be the part of this bid.**

**Annexure – III****DETAILS OF EQUIPMENTS AVAILABLE FOR AMC in CBS branches/offices under Patna Region:****1. GATEWAY PC / DESKTOP PCS:**

| Sr. No | TYPE/Model                                                                     | MAKE & Operating system                                                                                                                             |
|--------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1    | Dual Core<br><br>Intel(R) Core (TM) i3-7100 CPU @ 3.90GHz 3.90 GHz and similar | HCL/ACER/WIPRO/THINK Centre LENOVO/ HP or similar of some other company.<br><br>O/S (Windows Server 2016/ Windows Server 2008/ Windows 10, Similar) |
| 1.2    |                                                                                |                                                                                                                                                     |

**2. PRINTERS:**

| PRINTER TYPE                | MAKE / MODEL                                                  |
|-----------------------------|---------------------------------------------------------------|
| Dot Matrix Printer 136 col. | Epson DLQ 3500                                                |
| Dot Matrix Printer 80 col.  | EPSON LQ 300, LQ 300+II or similar of some other company.     |
| Pass Book Printer           | EPSON PLQ20/PLQ30/35 and other similar of some other company. |
| Laser / Inkjet / Deskjet    | HP / Cannon / Epson or similar of some other company.         |

**3. FLAT BED COLOUR SCANNERS:**

| MAKE / Model | MAKE/MODEL                                                   |
|--------------|--------------------------------------------------------------|
| Scanner      | HP Scanjet 200, Cannon Lide25/100/110/120, Epson V30/V37/V39 |

**4. CTS SCANNERS:**

| MAKE / Model | MAKE/MODEL                   |
|--------------|------------------------------|
| CTS Scanner  | LIPI PANINI, DIGICHECK TS240 |

**5. Approximate Quantity of Hardware to be covered under AMC (may vary as per Bank's CO guidelines or requirement)**

| S.N. | Description of HW                      | Tentative Qty. |
|------|----------------------------------------|----------------|
| 1    | Gateway PC with all peripherals and OS | 55             |
| 2    | Desktop PC with all peripherals and OS | 210            |
| 3    | Dot-Matrix Printer 136 Col.            | 10             |
| 4    | Laser /Inkjet printer                  | 70             |
| 5    | Passbook Printer                       | 60             |
| 6    | Scanner                                | 68             |
| 7    | Canon fast scanner                     | 55             |
| 8    | CTS Scanner                            | 53             |
|      | Total Qty of HW (Approx.)              | 592            |

**ANNEXURE IV****BILL OF MATERIAL WITH**

| S.N. | HARDWARE ITEM                                                 | INDICATIVE QTY. OF H/W | RATE PER UNIT | TOTAL AMOUNT |
|------|---------------------------------------------------------------|------------------------|---------------|--------------|
| 1.   | CLIENT PC (DELL/HP /ACER/OTHERS)                              | 210                    |               |              |
| 2.   | GATEWAY PC (ACER /OTHERS)                                     | 55                     |               |              |
| 3.   | 136 COL HIGH SPEED DOT MATRIX PRINTERS (TALLY / EPSON/OTHERS) | 10                     |               |              |
| 4.   | FAST/DOCUMENT SCANNER(CANNON/OTHERS)                          | 55                     |               |              |
| 5.   | PASSBOOK PRINTERS (EPSON / LIPI/ OTHERS)                      | 60                     |               |              |
| 6.   | SCANNERS (CANON / HP/ EPSON/ OTHERS)                          | 68                     |               |              |
| 7.   | LASER/INKJET PRINTER (CANON/HP/EPSON /OTHERS)                 | 70                     |               |              |
| 8.   | CTS CHECQUE SCANNER (LIPI PANINI/DIGI CHECK TS240/OTHERS)     | 53                     |               |              |
|      |                                                               |                        | TOTAL         |              |

**INDICATIVE LIST OF HARDWARE ITEMS INSTALLED AT BRANCHES OF REGIONAL OFFICE SIWAN.**

The above quotation/prices are inclusive of all Taxes including GST. 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 and conditions mentioned in the offer document dated and undertake to unconditionally comply with the same.

Date:

VENDOR

**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), Passbookprinter and peripherals, Laser Printers and Flat Bed Scanners at Central Bank of India, Siwan Region**

|    |                                                                                         |                                                                                                                                              |
|----|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| 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 _____                                                                                                               |
| 5. | Nature of Business                                                                      |                                                                                                                                              |
| 6. | Services that can be provided                                                           |                                                                                                                                              |
| 7. | Whether a fully functional Service / support center is available at Patna               | Yes / No                                                                                                                                     |
| 8. | Details of at least three deals executed to Banks/Financial Institution since Oct 2018. |                                                                                                                                              |
| 9. | Details of profit in                                                                    | a. 2020-2021 _____ b. 2021-2022 _____<br>c. 2022-2023 _____                                                                                  |

The following documents are enclosed

Signature

(Please Specify)

Date:

Place:

Seal of the Company

**Annexure VI**

**DECLARATION ON LETTER-HEAD.**

To,  
Regional Head,  
Central Bank of India,  
Regional Office, 1st  
Floor, Patel Chowk,  
Near Head Post  
Office, Siwan  
Distt: Siwan  
Bihar-841226

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 abide by the decision taken by the bank & bank's decision shall be final.

Signature

Date:

Place:

Seal of the Company

**Annexure VII****Address Details along with contact Numbers (Tel. N., Fax, Email-ids) of the Vendor**

|                                                            |  |
|------------------------------------------------------------|--|
| Registered Address of the Vendor                           |  |
| Local Office/Branch Office Address at Patna (Bihar)        |  |
| Contact Details of the vendor along with Escalation Matrix |  |

Signature &amp; Seal of Company

**Annexure VIII**

List of branches district wise is as under:

| SL NO | BRANCH NAME             | ADDRESS                                             | DISTRICT  | STATE | PIN CODE |
|-------|-------------------------|-----------------------------------------------------|-----------|-------|----------|
| 1     | BARAULI                 | AT P.O. BARAULI DIST: GOPALGANJ                     | GOPALGANJ | BIHAR | 841405   |
| 2     | BIJOYPUR                | AT & P.O. BIJOYPUR DIST.GOPALGANJ                   | GOPALGANJ | BIHAR | 841508   |
| 3     | DIGHWA DUBAULI          | P.O. DIGHWA DUBAULI DIST GOPALGANJ                  | GOPALGANJ | BIHAR | 841409   |
| 4     | GOPALGANJ & Chest & LBO | RLY. STATION HARKHUA P.O. DIST GOPALGANJ            | GOPALGANJ | BIHAR | 841428   |
| 5     | JAGDISHPUR              | VILL P.O. JAGDISHPUR VIA BIJIAPUR DIST.: GOPALGANJ. | GOPALGANJ | BIHAR | 841508   |
| 6     | KHAJURAHA               | AT KHAJURAHA P.O.: BHOREY.DIST GOPALGANJ            | GOPALGANJ | BIHAR | 841426   |
| 7     | KUCHAIKOT               | P.O. KUCHAIKOT DIST GOPALGANJ                       | GOPALGANJ | BIHAR | 841501   |
| 8     | MAJHAULIA               | VILL. MAJHAULIA VIA BHORE DIST GOPALGANJ            | GOPALGANJ | BIHAR | 841426   |
| 9     | MANJHAGARH              | P.O. MAJHAGARH DIST.: GOPALGANJ                     | GOPALGANJ | BIHAR | 841427   |
| 10    | MOGAL BIRAICHA          | VILL. P.O. MOGAL BIRAICHA DIST. GOPALGANJ           | GOPALGANJ | BIHAR | 841405   |
| 11    | MOHAMMADPUR             | VIL MOHAMMADPUR P.O. SIDHWALIA DIST: GOPALGANJ      | GOPALGANJ | BIHAR | 841423   |
| 12    | NECHU JALALPUR          | P.O. NECHU JALALPUR DIST: GOPALGANJ                 | GOPALGANJ | BIHAR | 841503   |
| 13    | PANCHDEORI              | PANCHDEORI TAHSIL PANCHDEORI DIST: GOPALGANJ        | GOPALGANJ | BIHAR | 841437   |
| 14    | SIDHWANIA BAZAR         | P.O. BAGAH BAZAR VIA BATHUA BAZAR DIST.: GOPALGANJ  | GOPALGANJ | BIHAR | 841425   |
| 15    | THAWE                   | THAWE DIST GOPALGANJ                                | GOPALGANJ | BIHAR | 841440   |
| 16    | UCHKAGAON               | P.O. JAGANNATHA DIST GOPALGANJ.                     | GOPALGANJ | BIHAR | 841438   |
| 17    | ANDAR                   | POST ANDAR DIST: SIWAN                              | SIWAN     | BIHAR | 841231   |
| 18    | BARHARIA (BIHAR)        | BLOCK: BARHARIA DIST: SIWAN                         | SIWAN     | BIHAR | 841232   |
| 19    | BASANTPUR               | P.O. BASANTPUR DIST.: SIWAN                         | SIWAN     | BIHAR | 841241   |
| 20    | DARAULI                 | P.O. DARAULI DIST: SIWAN                            | SIWAN     | BIHAR | 841234   |
| 21    | DAV COL, SIWAN          | DAV COLLEGE CAMPUS STATION ROAD DIST: SIWAN         | SIWAN     | BIHAR | 841226   |
| 22    | GORIAKOTHI              | P.O. GORIAKOTHI DIST: SIWAN                         | SIWAN     | BIHAR | 841434   |
| 23    | HASANPURA               | GRAM-HASANPURA POST-HASANPURA                       | SIWAN     | BIHAR | 841286   |
| 24    | JAMAPUR BAZAR           | P O: JIRADEVI DIST SIWAN                            | SIWAN     | BIHAR | 841245   |
| 25    | JAMO BAZAR              | VILLAGE POST- JAMO BAZAR DIST SIWAN                 | SIWAN     | BIHAR | 841418   |
| 26    | MAHARAJGANJ             | P.O. MAHARAJGANJ DIST.: SIWAN                       | SIWAN     | BIHAR | 841238   |
| 27    | MUSAHARI BAZAR          | VILL. MUSAHARI BAZAR DIST.SIWAN                     | SIWAN     | BIHAR | 841413   |
| 28    | NAUTAN                  | P.O. NAUTAN DIST: SIWAN                             | SIWAN     | BIHAR | 841243   |
| 29    | PACHLAKHI               | AT PACHLAKHI POST THANA NAUTAN DIST SIWAN           | SIWAN     | BIHAR | 841436   |
| 30    | PACHRUKHI               | P.O. PACHRUKHI DIST. SIWAN                          | SIWAN     | BIHAR | 841112   |
| 31    | SISWAN                  | P.O. GANGAPUR SISWAN SISWAN                         | SIWAN     | BIHAR | 841210   |
| 32    | SIWAN & Chest & LBO     | PATEL CHOWK NEAR HEAD POST OFFICE SIWAN             | SIWAN     | BIHAR | 841226   |
| 33    | TARWARA                 | AT & P.O. TARWARA DIST. SIWAN DIST. SIWAN           | SIWAN     | BIHAR | 841506   |
| 34    | SIWAN RO                | NAYA BAZAR NEAR HEAD POST OFFICE SIWAN              | SIWAN     | BIHAR | 841226   |

## Central Bank of India

## Regional Office SIWAN

|    |                                             |                                                                                |           |       |        |
|----|---------------------------------------------|--------------------------------------------------------------------------------|-----------|-------|--------|
| 35 | RSETI GOPALGANJ                             | GOPALGANJ                                                                      | GOPALGANJ | BIHAR | 841428 |
| 36 | RESTI SIWAN                                 | SIWAN                                                                          | SIWAN     | BIHAR | 841226 |
| 37 | RSETI CHPRA                                 | CHAPRA                                                                         | CHAPRA    | BIHAR | 841301 |
| 38 | CHAPRA & LBO                                | HATHWA MARKET P.O. CHAPRA DIST. SARAN                                          | SARAN     | BIHAR | 841301 |
| 39 | DIGHWARA                                    | P.O. DIGHWARA DIST: SARAN DIST: SARAN                                          | SARAN     | BIHAR | 841207 |
| 40 | REVELGANJ                                   | P.O. REVELGANJ DIST. SARAN DIST. SARAN 841315                                  | SARAN     | BIHAR | 841315 |
| 41 | MASRAKH                                     | P.O. MASRAKH DIST SARAN DIST SARAN 841417 BIHAR                                | SARAN     | BIHAR | 841417 |
| 42 | GARKHA                                      | P.O. GARKHA DIST. SARAN 841311 BIHAR SARAN                                     | SARAN     | BIHAR | 841311 |
| 43 | BHAGWAN BAZAR<br>CHAPRA &<br>CURRENCY CHEST | BHAGWAN BAZAR CHAPRADIST: SARAN BIHAR 841301<br>BIHAR SARAN                    | SARAN     | BIHAR | 841301 |
| 44 | DARIYAPUR                                   | P.O. ARBINDNAGAR DIST SARAN DIST SARAN 841221<br>BIHAR                         | SARAN     | BIHAR | 841221 |
| 45 | GOLA-BAZAR                                  | AT GOLABAZAR POST SONEPUR DIST: SARAN 841101<br>BIHAR SARAN                    | SARAN     | BIHAR | 841101 |
| 46 | SANDHA DHALLA                               | AT SANDHA DHALLA SANDHA ROAD POST CHAPRA<br>DIST: SARAN 841301 BIHAR           | SARAN     | BIHAR | 841301 |
| 47 | AMI                                         | AT P.O. AMI DIST.: SARAN BIHAR 841207, BIHAR, SARAN                            | SARAN     | BIHAR | 841207 |
| 48 | EKMA DIST:<br>SARANBIHAR                    | TA P.O. EKMA DIST.: SARAN BIHAR<br>841208, BIHAR, SARAN                        | SARAN     | BIHAR | 841208 |
| 49 | PAHLEJA                                     | AT. NAWDIHAN P.O. RAHIMPUR (SONPUR)<br>DIST SARAN (BIHAR) 841101, BIHAR, SARAN | SARAN     | BIHAR | 841101 |
| 50 | PARSOUNA                                    | VILL P.O. PARSOUNA DIST SARAN<br>DIST SARAN 841219, BIHAR, SARAN               | SARAN     | BIHAR | 841219 |
| 51 | PATERI                                      | VILL. PATERI P.O. MIRZAPUR DIST. SARAN                                         | SARAN     | BIHAR | 841419 |
| 52 | APHAR                                       | VILL. P.O. APHAR BLOCK AMMAUR DIST: SARAN 841402,<br>BIHAR, SARAN              | SARAN     | BIHAR | 841402 |
| 53 | MUBARAKPUR                                  | VILL P O MUBARAKPUR VIA TAJPUR PHULBARIA DIST<br>SARAN.                        | SARAN     | BIHAR | 841209 |
| 54 | MASTICHAK                                   | VILL. P.O. MASTICHAK VIA PARSAR DIST. SARAN                                    | SARAN     | BIHAR | 841219 |
| 55 | PARSA (BIHAR)                               | HAZI COMPLEX AT PARSAR BAZAR P S EKMA PO<br>PARSA BAZAR DIST SARAN             | SARAN     | BIHAR | 841220 |
| 56 | MALAMIRZA<br>TUKRA (J P<br>UNIVERSITY)      | MALA MIRZA TUKRA J P UNIVERSITY CHAPRA DIST<br>CHAPRA SARAN                    | SARAN     | BIHAR | 841001 |
| 57 | JAGADAMB<br>COLLEGE                         | JAGADAMB COLLEGE CHAPRA<br>DIST SARAN, BIHAR 841301, BIHAR, SARAN              | SARAN     | BIHAR | 841301 |
| 58 | KATESAR BUJURG                              | KATESAR BUJURG POST BANGARA SARAN CHAPRA<br>BIHAR,84141,                       | SARAN     | BIHAR | 841412 |

**END**