

Central Bank Of India

Tender Document

Tender Reference Number RO\RCC\2021-22\1

Dated 25.02.2022

*For Annual Maintenance Contract for
The period 01.04.2022 TO 31.03.2023 for
The Hardware and Peripherals installed at various
Branches & Administrative offices of
Central Bank of India, in AMBIKAPUR REGION*

TENDER DETAILS		
1	TENDER REFERENCE	RO/RCC/2021-22/1 DATED 22.02.2022
2	Date of commencement of Tender	27.02.2022
3	Last date and time for receipt Of Bidding Document	11.03.2022 UP TO 4.00 PM
4	Date and Time of Technical Bid Opening	11.03.2022, AT 5.00 PM
5	Address for communication	CHIEF MANAGER, CENTRAL BANK OF INDIA, REGIONAL OFFICE, Dhanjal Cplex, Ring Road, Opp Polytechnic College, Ambikapur Dist – Surguja CG 497001 drmambiro@centralbank.co.in; Phone – 9285006802, 9616366260, 7746097492
6	EMD	Rs.25000/-(Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at Ambikapur. EMD should be enclosed in Technical Bid.
7	Contact Ids	Contact IDs should contain following information, so that in case of any clarification same may be issued to them:- Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

1. NOTICE OF INVITATION TO TENDER

Central Bank Of India, Regional Office, Ambikapur invites sealed tenders (2 bid, technical offer and commercial offer) from eligible reputed service provider having sound technical knowledge & financial support for Annual Maintenance Contract of Hardware for the period 01.04.2022 to 31.03.2023. This offer is for maintenance of Hardware at various branches & administrative offices in Ambikapur Region as per **Annexure - I**. Quantity mentioned in this tender is only tentative and may vary depending upon actual requirement.

We invite sealed quotations from vendors for comprehensive Annual Maintenance of Computers and Desktop PCs / Gateway PC / (CPU, Monitor, Keyboard & Mouse), operating systems and comprehensive for Printers (including Printer Heads for all types of Printers) located at different Branches / Offices of Central Bank of India Ambikapur Region as third party maintenance, as specified in this document.

The Terms & Conditions of the AMC offer are given in Annexure II. Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.

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

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

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

Tender document can be downloaded from the website. Earnest Money Deposit of Rs.25,000/- (Rs Twenty Five Thousand only) by way of Demand Draft drawn on "CENTRAL BANK OF INDIA" payable at ambikapur must accompany the Technical Bids.

Regional Manager
Regional Office, Ambikapur



ANNEXURE – II

Instructions to vendors

1. Two Bid System Tender

The offers (Technical & commercial) must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address given below, on or before 10.03.2022, 16.00 hours. All envelopes should be securely sealed and stamped.

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

- Tender Reference Number
- Due Date
- Name of Vendor
- Technical or Commercial

2.1 ENVELOPE-I (Technical Offer):

The Technical offer should be complete in all respects and contain all information asked for, except prices. The T.O. should include all items asked for. The technical offer **should not contain any price information**. The T.O with any price information anywhere, is liable to be rejected. The T.O. should be complete to indicate that all products and services asked for are quoted.

2.2 ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information as per **Annexure -IV** and should not contradict the T.O. in any manner.

These two envelopes containing the Technical and Commercial Offer should be submitted at the same time but in separate sealed covers. Please note that if envelope is found to contain both technical and commercial offer, then that offer will be rejected outright.

Quotations must be submitted, **on or before 16.00 hours on 10.03.2022**, giving full particulars in **sealed envelope** at the Bank's address

**CHIEF MANAGER, CENTRAL BANK OF INDIA,
REGIONAL OFFICE, Dhanjal Complex, Opp Polytechnic College, Ring Road,
Ambikapur Dist – Surguja CG 497001**

All envelopes should be securely sealed and stamped. Only one Quotation should be submitted by one vendor.

The unit rate for AMC amount for each and every item should be quoted. Any Quotation found to contain incomplete information is liable to be rejected outright. Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained /considered. In case of successful bidder, he has to submit performance Bank Guarantee of 10% amount of the contract for contract period with additional claim period of 3 months. The earnest Money

deposit will be returned without any interest to the unsuccessful bidder soon after the decision to award the work. The earnest Money deposit without any interest will be returned to the successful bidder after submitting the Bank guarantee of 10% amount of the contract. The bidder shall bear all the costs associated with preparation and submission of its bid and Central Bank of India herein called Purchaser will in no case be responsible or liable for these costs, regardless of the conduct of the bidding process.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

3. 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 of unit price quoted for each item. The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any or all the tender without assigning any reasons whatsoever.

The Bank reserves the right to appoint more than one vendor. It also reserves right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.

It is our past experience that due to competition, vendors quote abnormally low rates only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide the AMC Services to the Branches/administrative offices, penalties will be attracted as stated in Annexure II under point no. 7, so also he will be black listed and no future contract will be awarded to such vendor. Only one Quotation should be submitted by one vendor.

4. Non-transferable Offer

This Offer of AMC is not transferable. Only the party, who has successful bidder, is entitled to enter in agreement.

5. Validity of Offer

Bids shall remain valid for Twelve month after the date of bid opening prescribed by the Purchaser. A bid valid for shorter period shall be rejected by purchaser as non-responsive. In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity. The request and response thereto shall be made in writing or by mail. The Bidder may refuse the request. A bidder granting the request will not be required nor permitted to modify its bid.

6. Address of Communication

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

CHIEF MANAGER, CENTRAL BANK OF INDIA,
REGIONAL OFFICE, Dhanjal Complex, Opp Polytechnic College, Ring Road, Ambikapur,
Dist – Surguja CG 497001

7. Pre-Qualifications for bidders for AMC of Hardware and Peripherals etc.

SL NO	Pre - Qualifications criteria	Compliance (Yes/No)	Documents required
1	Vendor submitting the offers should be a Registered Company/Firm	1	1)Certificate of Registration
2	The bidder should have at least 5 years' experience of taking third party AMC of Hardware and out of which at-least 3-year experience should be of PSU Bank.		1)Certificates from customers clearly stating that they are satisfied with services and duration of service stating from and to date 2)List of Customers.
3	The bidder should have minimum 3 qualified and skilled engineers (Hardware) in the Ambikapur regional area. Bidders should have sufficient quantity of spares & peripherals available of all models of Hardware items.		Submit the undertaking and provide brief details of employees posted in various districts.

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

Seal and signature of bidder

1

1

1

22

4. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. Amendment will be notified in writing or by fax to all prospective Bidders, who have received the Bidding documents and will be binding on them. In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the dead line for submission of bids. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

5. BID CURRENCIES

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

6. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same. Bids will be opened in presence of the bidders' representatives who choose to attend.

7. 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.

8. 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.

9. No Commitment to Accept Lowest or Any Other Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

10. Make and Models of the equipment

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

11. Details of Spread.

Branches / offices are spread across Jashpur, Raigarh, Korba, Surguja, Balrampur, Surajpur & Korea Districts of CG.

12. Format for Offer (TCO)

The offer must be submitted in suggested format as per **Annexure IV**.

13. 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.

14. 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.

15. Right to Alter Quantities

The Bank reserves the right to alter the hardware quantities specified in the offer. The Bank also reserves the right to add or delete one or more items from the list of items specified in offer. Bank also reserves right to add or delete name of any branch.

16. Price Variations and Supply of Spares

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

17. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid.

1. Bidders Information
2. Compliance Statement
3. Acceptance of the terms and conditions
4. Certificate of Registration
5. Bid Earnest Money in the in the form of Demand Draft
6. List of customers
7. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
9. Undertaking for having minimum 3 qualified & skilled engineers in the Ambikapur regional area.

ANNEXURE I

Inventory of the Hardware (tentative) to be brought under AMC in 59 branches

S.No.	PC+Gateway PC	136 Col	80Col	Pass Book Printers	Scanner	Laser Printer	Laptop
Total	245 Approx. 75 PCs will be replaced with in 6 months	18	52	59	59	77	1

ANNEXURE II

Terms and Conditions of the AMC Offer.

1. SCOPE:

1. AMC is to get the specified services for smooth functioning of the existing Computer Hardware, peripherals and Software
2. The Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of AMC. At the end of AMC, the contractor shall hand over complete hardware in good condition and shall have to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose a detailed list of equipment's or parts to be replaced by the out-going contractor, shall be prepared by incoming contractor and duly approved by IT Division of this office.
3. Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if it takes longer time to make it fully functional, then standby/ replacement equipment with equivalent capacity should be provided by the vendor with no additional cost to the Bank. This would be applicable to all types of peripherals also.
4. Contractor shall depute a qualified engineer to attend maintenance call full time at our site for all working days and if required on holidays also.
5. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to the bank must be provided as approved immediately.

6. Frequently required spare parts for at least for 2 PCs (if the number of PCs under maintenance is more than 100, it should be minimum 2% of total number of PCs) must be kept at premises of the concerned office for replacement of the components of the faulty PCs so that PCs be made functional, at the earliest.

7. Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.

8. If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to Bank will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired up to the satisfaction of user /IT Division within a period of maximum ten days.

9. Contractor should provide the following type of services

- Preventive maintenance
- Corrective maintenance
- Software services for system operations
- Assistance in H/w & S/w Upgradation

10. Quarterly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the vendor to RCC/ZCC officials. Quarterly schedule for PM (Preventive Maintenance) may be decided in consultation with the concerned RCC.

11. Consumables like CD/DVDs, printer ribbons, toner, cartridge tapes and stationary will not be included in AMC. The printer heads & cables, monitor, battery for SMPS & Main board, LAN cards, printer knobs, plastic parts, keyboards, Mouse cables and all other components of H/w shall be included in the AMC.

12. Software support with reference to installation of Windows, OS patches, MS Office, Open Office, Compliance tools/agents like EMS Agent, Corporate Antivirus, etc. must be provided in case of any problems reported by user. The AMC engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.

13. Valid Identity Card should be carried by Hardware Engineer while visiting any Branch or Office.

14. AMC Vendor must inform the Bank (RCC) about "End of Support/End of Life" of H/W equipment declared by OEM, if any.

15. Failed hard disk shall be degaussed/physically destroyed before moving out of Bank's premises.

Terms of Conditions of AMC

1. The vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee. If at all, it is necessitated to engage the services of any other agencies for the job, prior written permission should be obtained from the Bank, before doing so.
2. No person below the age of 18 years shall be deputed for the job to the Bank.
3. The vendor shall visit the concerned RCC office at least once in two months to discuss the problems and their immediate rectification.
4. The contract shall be for a minimum period of one year from date on which the purchase order is accepted
5. The contract can be terminated at any time by giving 90 (ninety) days' notice to the party in writing, at the discretion of the Bank.
6. For the successful bidder, EMD submitted shall be converted into Security Deposit which shall be refunded upon successful completion of the contract.
7. EMD amount of the unsuccessful bidders shall be returned after acceptance of the LOI/PO by the successful bidder.
8. Annual Maintenance Contract (AMC) should be comprehensive i.e., including cost of new /original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., 2 (two) repairs in a maximum period of two-month time, then it must be replaced immediately by the vendor with an original new part. The vendor should arrange for temporary replacement of parts, if so warranted, for the interim period.
9. Payment shall be made quarterly at the end of each quarter on providing call report/ visit report of engineers visited to branches. No advance payment will be made.
10. The number of PCs/peripherals under AMC can be increased or decreased at the discretion of the Bank. The quarterly payment shall be made for actual number of hardware under contract. In case of hardware replacement PCs/ peripherals will be decreased from the next quarters of replacement. The item-wise rate given in the AMC will be applied to the peripheral added during the period of contract.
11. The bills for AMC will have to be submitted in duplicate duly pre-receipted along with service reports or month-wise MIS reports which will be maintained by the vendor. The service reports are to be signed by the user of PC in the respective branch/office.

2. DAYS OF SERVICE:

- 2.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working days.
- 2.2 Work undertaken on Sundays and holidays will be by prior arrangement.
- 2.3 Calls for server/ Gateway PC should be attended immediately and should be sorted out within 24 hours from lodging the complaint.

3. DURATION OF CONTRACT:

- 3.1 The contract shall initially be valid for a period of TWELVE months and may be extended for further three months depending on satisfactory service.
- 3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

4. CARE OF THE EQUIPMENT:

- 4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.
- 4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.
- 4.3 The vendor shall ensure that the Systems being maintained are available to the Bank in proper working condition for at least 95% of the time in every month.

5. MOVEMENT OF EQUIPMENT :

- 5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
- 5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines is moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.
- 5.3 The obligations of both the Bank and the vendor shall proportionately cease forthwith if the Bank sells or transfers the ownership of any one or more Computer Systems/machines. If any machines are withdrawn from use, the AMC charges will be reduced proportionately. For any machines under warranty will be covered under AMC after expiry of warranty and AMC charges will be calculated proportionately.

6. PAYMENT OF CHARGES :

- 6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.
- 6.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 6.3 **The vendor shall draw invoices for payment of quarterly maintenance charges to Regional office. The vendor should submit branch wise preventive maintenance visit report along with invoice after the completion of quarter.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc., except GST. TDS will be deducted as per rules.

7. OBLIGATIONS OF THE VENDOR :

The Vendor shall be liable to pay penalty as hereunder per day of delay Beyond 48 hours in completion of maintenance work. The penalty shall be as under:

1	Gateway PC	Rs. 300/-
2	Desktop PC / Laptop	Rs. 300/-
	Printers (136 col. & 80 col, Laser, inkjet, Deskjet)	Rs. 300/-
3	Passbook Printer	Rs. 300/-
4	Flat Bed Scanner	Rs. 100/-

8. ASSIGNMENT :

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

9. TERMINATION :

The vendor may terminate the contract by giving three months' notice in writing. However, the bank may terminate the contract by giving 90 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. In case of hardware change(replacement with new hardware) in a branch/ branches, the bank may terminate the contract for that branch/ branches by paying AMC amount up to current quarter(i.e. Quarter in which hardware changed).

10. 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 etc.

11. GENERAL :

1. The vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions. The vendor has to prepare inventory of hardware at each branch for calculation of payment charges, and has to submit the said inventory details to branch and RCC, RO Ambikapur.
2. The vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof consists of confidential and proprietary data, whose disclosure to or by use of third parties will be damaging or cause loss to Bank. The vendor agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to release it or disclose it to any other party.
3. The vendor represents and warrants that the repair and maintenance services/products hereby sold do not violate or infringe upon any patent, copy right, trade secret or other property right of any other person or other entity. The vendor agrees that it will and hereby does indemnify the bank from any claim directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

ANNEXURE III

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

1. Gateway PC / Desktop PCs:

Sr. No	TYPE/Model	MAKE & Operating system
1	PC	Dell, HP, Acer, Lenovo or others with Win 10 o/s
2	Laptop	HCL/ACER/IBM/WIPRO/SAMSUNG/DELL or similar

2. PRINTERS :

PRINTER TYPE	MAKE / MODEL
Dot-Matrix 136 col.	TALLY LIPI - Epson or TVSE or similar
Dot-Matrix 80 col.	WeP TVS LQ540DX, Epson, or similar
Line Printers	Tally, LIPI, EPSON, TVS, HP or similar make
Pass Book Printer	Modi Olivetti PR2 / PR2e, LIPI, TVSE, EPSON and other similar make.
Laser / Inkjet / Deskjet	HP / Cannon / Samsung or similar

3. Flat Bed Colour Scanners :

Sr. No	MAKE / Model
1	UMAX Astra 4100, HP or Other Cannon / Epson or similar

ANNEXURE IV

FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC (TCO)

**1.Desktop PCs / Gateway PC / Laptop (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer)
with Operating Systems**

TYPE OF SYSTEM	AMC RATE PER UNIT (in Rs.) /Yearly

2 PRINTERS

PRINTER TYPE	AMC RATE PER UNIT (in Rs.) /Yearly
Dot-Matrix 136 col.	
Dot-Matrix 80 col.	
High Speed Printers	
Pass Book Printer	
Laser / Inkjet / Deskjet	

3. Scanner :

Scanner	AMC RATE PER UNIT/Yearly (in Rs.)

TCO will be 1+2+3 as above, based on the aggregate of AMC rate quoted Unit-price wise.

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