



CENTRAL BANK OF INDIA
REGIONAL OFFICE - VISAKHAPATNAM



Request for Quotes (RFQ)

RFQ Reference Number

RO:VISA:TENDER:AMC:2021-22:94 DATED 28-02-2022

For

**AMC of computer hardware and peripherals in various branches and
offices under Regional office, Visakhapatnam**

Located at

**Central Bank of India, Regional Office, 47-10-14, Saripalli Ellite, 3rd Floor, Near
Diamond Park, Opposite Pollock School, Dwarkanagar 2nd Lane,
Visakhapatnam – 530016, Phone 0891 – 251258.**



CENTRAL BANK OF INDIA

REGIONAL OFFICE - VISAKHAPATNAM

REQUEST FOR QUOTES FOR AMC OF COMPUTER HARDWARES AND PERIPHERALS LOCATED AT BRANCHES AND OFFICES IN – VISAKHAPATNAM REGION.

Central Bank of India Regional Office is interested in procurement of AMC and related services from vendors for PCs, Servers, Printers and other hardware peripherals at various locations (branches and controlling offices) under the jurisdiction of Region.

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.

RFQ Reference No.	RO:VISA:TENDER:AMC:2021-22:94 DATED 28-02-2022
Date of commencement of RFQ	02.03.2022
Last Date and Time for receipts of RFQ offers	10.03.2022 BEFORE 05.00 PM
Address of Communication	Central Bank of India, Regional Office, 47-10-14, Saripalli Ellite, 3 rd Floor, Near Diamond Park, Opposite Pollock School, Dwarkanagar 2 nd Lane, Visakhapatnam – 530016, Phone - 0891 – 251258.
Contact Telephone Numbers	09029786016
Contact email address	rccvisaro@centralbank.co.in
Bids to be Submitted to	Regional Manager, Regional Office, Visakhapatnam
Cost of RFQ Document	Rs 500.00

The copy of this document may be obtained by paying RFQ Cost by way of Demand Draft drawn in favor of Central Bank of India from a Scheduled Commercial Bank during office hours on all working days in person from the address mentioned above or by mail on request from our office. Vendors downloading the RFQ Document should make the payment along-with submission of Expression of Interest. **EOIs without RFQ Document Cost shall be rejected.**

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Deputy Regional Manager
Regional Office



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Invitation of RFQ offers

Central Bank of India Regional Office invites sealed quotations in the form of **Expression of Interest (EOI) (Refer Annexure -I)** from vendors for Comprehensive Annual Maintenance of Computers (CPU, Monitor, Keyboard & Mouse), Printers (including Printer Heads for all types of Printers) and Servers located at Branches and offices **Visakhapatnam Region** covering 4 districts viz Visakhapatnam, Vizianagaram, Srikakulam and East Godavari, as third party maintenance, as specified in this document.

At present, there are approximately total **38 (GPC), 188 (Desktop), 59 (DMP 136/132 Col), 66 (DMP 80 Col), 35 (Passbook Printers), 34 (Scanners), 9 (Lazer Printer) (including Multi-function printers)**, which are under AMC at present and are being offered for AMC. Hardware coming out of warranty will be added automatically in AMC and the Hardware that is removed/becomes obsolete will be automatically deleted from the list of Hardware and therefore quantity may vary. Final quantity will be checked, verified and communicated at the time of finalization.

The hardware is installed at various locations under the jurisdiction of Regional Office as per **Annexure II** attached. Instructions, Terms & Conditions of the AMC offer are given in the document. Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer. The details of the Systems / Computers and peripherals available for AMC are given in Annexure III.

For the purpose of AMC the bank may group the items of Hardware available at different locations in different CLUSTERS taking into account the geographical location as per the requirement of the Bank, and the bank may allot different clusters to different AMC vendors at their own discretion.

1. ELIGIBILITY CRITERIA

- 1.1 Vendor must be having Service Centre at Visakhapatnam and should be ISO certified Company.
- 1.2 Vendor should have a proven expertise in managing Servers/PCs/Line Printers/High Speed Printers/ Scanners and other peripherals related with Banking.
- 1.3 Vendor should have at least 5 years of experience in providing AMC services, for which documentary evidence must be submitted.
- 1.4 Vendor should have a fully functional service / support Centre in each district of our region with minimum 3 qualified Technical Support Staff to provide quality service support.



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- 1.5 Vendor should have an experience of working with minimum 3 Banks/financial institutions during the last 2 financial years with at least three AMC contract worth Rs.5 lacs for which documentary evidence must be submitted.
 - 1.6 Vendor should not enter into sub-contract for AMC with third party/Franchisee.
 - 1.7 Vendor should be able to provide efficient and effective support at branches in all 4 districts viz Visakhapatnam, Vizianagaram, Srikakulam and East Godavari of Visakhapatnam Region, so as to attend calls immediately.
 - 1.8 Vendors should have a direct presence.
 - 1.9 Vendor must provide one resident engineer at Regional Office Visakhapatnam to extend remote hardware support to all branches of the Region.

2. Instructions to vendors

2.1 Quotation

Quotations must be submitted in sealed envelopes at the Bank's address. All envelopes should be securely sealed and stamped. Only one Quotation per vendor 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.

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

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 unit price of all the items.

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.



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2.2 Non-transferable Offer

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

2.3 Validity of Offer

The offer should be valid for a minimum period of 30 days from the date of submission.

2.4 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 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.

2.5 Opening of Offers

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

2.6 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.

2.6.1 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.



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2.6.2 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.

2.7 Make and Models of the equipment

The details of the equipment/s available, 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 and not exhaustive. The hardware and peripherals are installed at the various locations under the jurisdiction of Regional Office as per Annexure II.

2.8 Format for Offer

The offer must be submitted in suggested format as per Annexure IV. 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. The offer must be made in Indian Rupees only and should include all the taxes and levies. Service Tax will be payable extra as applicable.

2.9 No Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations, except with the lowest quoting vendor, whose offer is found to be other-wise in order.

2.10 Right to Alter Quantities

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



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2.11 Technical Support Staff

The vendor will be required to station at least one maintenance staff / engineer on full time basis at our office.

2.12 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.

2.13 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 of the confidentiality clause is likely to be prosecuted.

3 Terms and Conditions of the AMC Offer.

3.1 SCOPE

- 3.1.1 The Comprehensive AMC shall consist of preventive and corrective maintenance of the Computer Systems/machines, installation of Operating System and peripheral drivers 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 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 personnel of the vendor.
- 3.1.5 **The vendor shall make available at our office the services of at least one service engineer on full time basis.**
- 3.1.6 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement. A minimum of 1 Server, 2 PCs and 2 Printers (complete machines / of latest configuration) will have to be provided by the vendor to facilitate temporary replacement.
- 3.1.7 The call will be booked telephone and/or e-mail and vendor has to provide complaint number.
- 3.1.8 On selection the vendor should execute a Service level Agreement empanelment would be for a period of one year subject to renewal for a maximum period of 3



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year on satisfactory service. Renewal of the agreement will be at the discretion of the Bank.

- 3.1.9 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 vendor/s by giving notice.
- 3.1.10 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.
- 3.1.11 Expression of Interest for empanelment received late and/or incomplete in any respect or not accompanied by prescribed documents and the draft representing the cost of the RFQ document are liable to be rejected. Vendor will be responsible to ensure that the application reaches the Bank at the referred address on or before the due date and time. Central Bank of India Regional Office is not responsible for non-receipt of applications within the specified date and time due to any reason including postal delays.
- 3.1.12 Central Bank of India Regional Office reserves the right to accept or reject any or all of the applications without assigning any reason thereof, and Bank's decision in this regard will be treated as final.

3.2 HOURS OF SERVICE:

- 3.2.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days.
- 3.2.2 No work will be undertaken on Sundays and holidays except by prior arrangement.
- 3.2.3 The normal working hours of the Bank are from 9.00 a.m. to 6.00 p.m. on all weekdays including Saturdays. However, no additional charges / cost will be paid if the maintenance services are required beyond normal working hours in case of emergency.

3.3 DURATION OF CONTRACT:

- 3.3.1 The contract shall initially be valid for a period of three months and may be extended for further nine months depending on satisfactory service.
- 3.3.2 Upon expiry of the period of contract, the same may be renewed for additional year and for additional one year and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3.3 mentioned hereunder.
- 3.3.3 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.



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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.
- 4.3 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.

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 borne by the Bank. In case the Computer Systems/machines is moved for the purpose of maintenance, such costs/charges shall be born by the vendor.
- 5.3 Maintenance charges, as per clause 5.4 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.
- 5.4 The obligations of both the Bank and the vendor shall proportionately cease forthwith if the Bank sells or transfers the ownership of any one or more Computer Systems/machines. If any machines are withdrawn from use, the AMC charges will be reduced proportionately.

6 **PURVIEW OF THIS AMC CONTRACT:**

It is specifically stated that, apart from what is stated in this RFQ document, the scope of AMC will include repair and replacement of all parts of computer systems (Mother Board, SMPS, RAM, Processors, all types of PCI cards, Cables ,Hard disk etc.), all parts of TFT & all parts of printers (printer cables, printer knobs, printer heads, paper guide, power cords, cables, power adapter, Network equipment's, drums, laser printer fuser assembly set, paper trays, Logic cards, miler strip, all plastic parts etc.) excluding ribbons and toner cartridges irrespective of the cause of damage. However, operating system, normal application software and anti-virus software & updates will be made available by the Bank.



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7. **PAYMENT OF CHARGES:**

- 7.1 Maintenance charges will be payable on **quarterly basis** i.e. at the end of the respective quarter.
- 7.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 7.3 **The vendor shall draw invoices for payment of quarterly maintenance charges at respective Branch / Office. The vendor should submit a quarterly statement to Regional Computer Center, at Regional Office, mentioning the details of Branchwise AMC Charges received, by them.**
- 7.4 Maintenance charges payable by the Bank are inclusive of all applicable taxes, duties, levies etc. However, Service Tax as applicable will be payable extra.
- 7.5 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. 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. Payment of AMC for such hardware, which will be removed or become obsolete, will be paid only upto the quarter in which such deletion occurred.

8 **OBLIGATIONS OF THE VENDOR:**

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

- | | | |
|------|--------------------------|-------------|
| i. | Servers/Gateway PC | Rs. 2,000/- |
| ii. | PC/Desktop | Rs. 400/- |
| iii. | Line-Printers | Rs. 400/- |
| iv. | Passbook Printers | Rs. 400/- |
| v. | Other printers /Scanners | Rs. 200/- |

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.500/- per day.

9. **ASSIGNMENT:**

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



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10. **TERMINATION:**

The contract may be terminated by the vendor by giving two months notice in writing. However, the bank may terminate the contract by giving 15 days notice. Maintenance charges payable, shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for the actual period for which the vendor provided the maintenance service.

11. **FORCE MAJEURE:**

The vendor shall not be liable for any loss, damage, injury or delay which is due to fault or causes beyond the control of the vendor or force majeure such as acts of God, Government direction, Riots, War, Civil commotion, sabotage, fires, lightening, floods, earthquakes, explosions or other catastrophes, epidemics, quarantine.

12. **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. All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Central Bank of India and the other to be nominated by the Vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be, as decided by the Bank.

13. **GENERAL:**

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

- 13.1 The bank, at any time prior to the last date of submission of bids, may, for any reason whether at its own initiative or in response to clarifications requested by a prospective bidder, modify the EOI contents by amendment.



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- 13.2 Expression of Interest to provide AMC for PCs/Servers/Printers and peripherals should be complete in all respects and with all supporting documents duly sealed and super scribed "**Expression of Interest for empanelment of vendor for AMC and related services for locations under the jurisdiction of Central Bank of India Regional Office**, and should be addressed to

Regional Manager

Central Bank of India, Regional Office, 47-10-14, Saripalli Ellite, 3rd Floor, Near Diamond Park, Opposite Pollock School, Dwarkanagar 2nd Lane, Visakhapatnam – 530016, Phone 0891 – 251258.

Sealed bids should be submitted at the above-mentioned address on or before **1700 hours on 10.03.2022**

13.3 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 Annexure I of this document to be highlighted.
- iii. Copy of Certificate of Registration under Companies Act 1956.
- iv. Copy of Certificate of Registration under CST.
- v. Documentary proof of at-least 3 deals executed since January 2019.
- vi. Copy of the Annual Audited Balance Sheet and Profit & Loss Account for the last accounting year i.e. 2020-21.
- vii. Details of service/support network (addresses, names of contact persons, phone numbers etc for 4 districts viz Visakhapatnam, Vizianagaram, Srikakulam and East Godavari of Visakhapatnam Region.)

Date :

Place:



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ANNEXURE I

Application for Expression of Interest for empanelment of Vendors for AMC & Related Services for PCs, Servers, Printer, High Scanners and peripherals at branches under Region.

1.	Name of the Company	
2.	Address of Registered Office	
3.	Registration number and Date of Registration	a. Under Companies Act 1956 _____ b. Under C.S.T _____ c. Under B.S.T _____
4.	Nature of Business	
5.	Services that can be provided	
5.	Whether a fully functional Service / support centre is available at location	Yes / No
6.	Details of atleast three deals executed to Corporates since January 2014	
7.	Details of profit in	a. 2021-2020 b. 2020-2019

Others (Please specify)



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ANNEXURE II

LIST OF TOTAL LOCATIONS UNDER REGION FOR AMC

Branch Code	Branch Name	OLD GPC	Desktop	136 Col PRN	80 Col PRN	PB PRN	Scanner	Lazer PRN	AMC from
	Tentative machine quantity due for AMC	36	188	59	66	35	34	9	
3362	AMALAPURAM	1	5	2	2	1	1		Apr-22
3466	ANKAPALLI	1	5	1	2	1	1		Apr-22
4693	ANNAVARAM	1	4	1	2	1	1		Apr-22
3383	BOBBILI	1	4	2	2	1	1		Apr-22
4186	SUJATHANAGAR	1	5	1	1	1	1	1	Apr-22
4554	DOWLESWARAM	1	4	2	2	1	1		Apr-22
3247	DWARAKANAGAR	1	8	2	2	1			Apr-22
3560	GAJUWAKA	1	4	2	2	1	1		Apr-22
1170	GANDHIGRAM	1	7	2	2	1	1		Apr-22
4185	GARIVIDI	1	4	1	1	1	1	1	Apr-22
3001	GOWRAMPET	1	3	1	1	1	1		Apr-22
821	KAKINADA	1	8	2	2	1	1	1	Apr-22
5052	KATERU	1	4	2	2	1	1		Apr-22
3559	MADHURAWADA	1	5	2	2	1			Apr-22
1007	MANDAPETA	1	6	2	2	1	1		Apr-22
4691	NARSIPATNAM	1		1	2	1	1		Apr-22
3361	PALASA	1	4	2	2	1	1		Apr-22
3365	PARVATHIPURAM	1	5	2	2	1	1	1	Apr-22
4921	PEDDAPURAM	1	4	2	2	1	1		Apr-22
2546	PITHAPURAM	1	5	2	2	1	1		Apr-22
4689	PONDURU	1		1	2	1	1		Apr-22
822	RAJAHMUNDRY	1	12	3	2	1	1	1	Apr-22
3364	RAJAM	1	5	1	2	1	1		Apr-22
2248	ROUTHULAPUDI	1	5	1	1	1			Apr-22
4576	B S LAYOUT	1	4	2	2	1	1		Apr-22
4187	SABBAVARAM	1	4	1	2	1	1		Apr-22
823	SAMALKOT	1	5	2	2	1	1		Apr-22
3363	SARPAVARAM	1	6	2	2	1	1		Apr-22
3360	SRIKAKULAM	1	5	2	2	1	1		Apr-22
1394	SURYABAGH	1	12	2	2	1	1		Apr-22
3111	THOTAPALEM	1	8	2	2	1	1		Apr-22
4694	TIMMAPURAM	1		1	2	1	1		Apr-22
3467	TUNI	1	5	1	2	1	1		Apr-22
4555	VALASAPAKALA	1		2	2	1	1		Apr-22
824	VISAKHAPATNAM	1	18	2	2	1	1	4	Apr-22
7013	REGIONAL OFFICE	1	5				2		Apr-22



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ANNEXURE III(A)

DETAILS OF EQUIPMENTS AVAILABLE FOR AMC AT VARIOUS BRANCHES UNDER REGIONAL OFFICE

1. PCs and Servers (CPU, MONITOR, KEYBOARD & MOUSE)

MAKE	CONFIGURATION (Illustrative)
Acer, HCL, Wipro, Lenovo or any other make	<ul style="list-style-type: none">- Pentium I to Pentium IV, Core 2Duo, Dual Core- HDD From 160 GB and above- RAM 512 MB and above- CD/DVD ROM Drive / DVD Writer- TFT Monitor 15"/17"- Keyboard- Mouse- Win 2007, Windows 2008 Server etc.- Open Office, MS Office, Winzip, etc- Antivirus S/W

2. PRINTERS.

PRINTER TYPE	MAKE / MODEL
Scanners	Canon Lide 100/110 or any other variant/ any other brand
DMP 132 Col	Epson DLQ3500 or any other variant/brand
DMP 80 Col	Epson LQ 300/310 or any other variant/brand
Passbook Printers	Epson make with different variants/brand
Laser Printers/ Multi function printers	HP, Canon, Samsung with different variant/Brand



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ANNEXURE III(B)

**TENTATIVE LIST OF HARDWARE ITEMS SITUATED AT THE ABOVE LISTED BRANCHES
AND OFFICES UNDER JURISDICTION OF REGIONAL OFFICE**

SNO	HARDWARE ITEM	NO. OF H/W
1	Servers/ Gateway PCs	
2	COMPUTERS (Full Set)	
3	PRINTERS(132 COL)	
4	Pass Book Printers	
5	PRINTERS (80 Col)	
6	Flat Bed scanner	
7	Laser Printers/ Multi-function printers	
	TOTAL PERIPHERALS	



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ANNEXURE IV

FORMAT OF QUOTATION FOR EQUIPMENTS TO BE COVERED UNDER AMC.

PCs [With CPU, Monitor, Mouse, Keyboard] With or Without Printer

TYPE OF SYSTEM	AMC RATE PER UNIT (in Rs.)
Servers/Gateway PCs	
Client PCs	
132 Column Printer	
80 Column Printer	
Passbook Printer	
Flatbed Scanner	
Laser Printer/ Multi-function Printer	

The above quotation/prices are inclusive of all Taxes except applicable Service Tax. 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 and undertake to unconditionally comply with the same.

Date:

(Vendor)



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DECLARATION ON LETTER-HEAD.

We certify that all information provided is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time, our application is liable to be rejected.

Signature

Date:

Place:

Seal of the Company