



## **Tender Document**

**Tender Reference Number RO/RCC\_SURA/2021-22/133**  
**Dated 14.03.2022**

*For Annual Maintenance Contract for  
The period 01.04.2022 TO 31.03.2023 for*

*The Computer Hardware and Peripherals installed at various  
Branches & Administrative offices of  
Central Bank of India, in SURAT REGION*

*VB* *CV*

TENDER DETAILS		
1	<b>TENDER REFERENCE</b>	<b>RO/RCC_SURA/2021-22/133 DATED 14.03.2022</b>
2	<b>Date of commencement of Tender</b>	15.03.2022
3	<b>Last date and time for receipt Of Bidding Document</b>	29.03.2022 till 17:00 hours
4	<b>Date and Time of Technical Bid Opening</b>	30.03.2022 at 11:00 hours
	<b>Date and Time of Commercial Bid Opening</b>	31.03.2022 at 11:00 hours
5	<b>Address for communication</b>	REGIONAL MANAGER, CENTRAL BANK OF INDIA, REGIONAL OFFICE, 1 <sup>st</sup> FLOOR, NARIMABAD BUILDING, ATHUGAR STREET, NANPURA, SURAT - 395001. <a href="mailto:rccsuraro@centralbank.co.in">rccsuraro@centralbank.co.in</a> ; Fax no – 0261-2465842 Phone – 0261-2460909/7574884978
6	<b>Contact Ids</b>	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, Surat invites sealed tenders (2 bid, technical offer and commercial offer) from eligible reputed manufacturers and / or their Authorised dealers 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 Surat 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 / Laptops (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 Surat 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.**



Regional Manager  
Regional Office, Surat



# Instructions to vendors

## 1. Invitation Offer System

Vendors having franchise arrangements are not eligible to apply.

## 2. 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 29.03.2022 at 17.00 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 17.00 hours on 29.03.2022**, giving full particulars in **sealed envelope** at the Bank's address

REGIONAL MANAGER, CENTRAL BANK OF INDIA,  
REGIONAL OFFICE, 1<sup>st</sup> Floor, Narimabad Building,  
Athugar Street, Nanpura, Surat - 395001.

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



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/considered. In case of successful bidder, Vendor has to submit performance Bank Guarantee of 10% of total AMC value for contract period with additional claim period of 3 months. 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 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 document is not transferable. Only the party, who has purchased this offer document, is entitled to quote.

### 5. Validity of Offer

Bids shall remain valid for One Year 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 fax. 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:

REGIONAL MANAGER, CENTRAL BANK OF INDIA,  
REGIONAL OFFICE, 1<sup>st</sup> Floor, Narimabad Building,  
Athugar Street, Nanpura, Surat - 395001.



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**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 <b>Registered Company with ISO Certification having an Annual turnover of Rs. 5 crores, out of which Rs. 2 crores should be in Hardware business per year in the last two financial years</b> in IT related business.		1)Certificate of Registration 2) ISO Certificate 3) Copies of Audited Balance sheet / copy of IT Return for the last three consecutive years
2	The bidder should have at least 3 years' experience of taking third party AMC of Hardware and out of which at-least 2-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 bidders should be net profit making company during last two <b>financial years</b>		Copy Audited Profit & Loss A/C for the last three consecutive years.
4	The bidder should have minimum 1 qualified and skilled engineer (Hardware) at Regional Headquarters of Bank at Surat and 1 qualified and skilled engineers (Hardware) at each District Head Quarters Bharuch and Navsari/Valsad. These engineers may have to be deputed to any local branch; conveyance to be borne by the bidder. Bidders should have sufficient quantity of spares & peripherals available of all models of <b>Hardware items</b> .		Submit the undertaking and provide brief details of employees.

**Please attach all the relevant documents alongwith 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**



## **8. 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.

## **9. BID CURRENCIES**

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

## **10. Opening of Offers**

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

## **10. 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.

## **11. 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.

## **12. 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.

## **13. 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.





#### **14. Details of Spread.**

**Branches / offices are spread across Surat, Tapi, Bharuch, Navsari, Valsad, Daman & Silvassa(UT), Dang, Narmada.**

**The branches include Regional office. The new branches will be added to AMC as and when the Warranty period of hardware item expires.**

#### **15. Format for Offer (TCO)**

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

#### **16. 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.

#### **17. 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.

#### **18. 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.

#### **19. 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.

#### **20. 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. ISO Certification document
5. Last two years audited balanced sheet and profit and loss account statement.
7. Certificate of Registration
- 8 List of customers
9. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
10. Undertaking for having minimum 1 qualified & skilled engineers at Regional Head Quarter of Bank at Surat and minimum 1 qualified & skilled engineers at District Headquarters i.e. Bharuch and Navsari/Valsad with Name and contact number.
11. Supporting document for having maintained systems with Windows (all versions) and Printers (all Types), LAN in atleast 2 similar organizations.



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## 21. Deviations.

Any minor or major deviations concerned to this tender must be specified in details duly signed and sealed.

### Annexure I

SRN	BRCODE	BRNAME	DISTRICT
1	2558	ANKLESWAR-GIDC	BHARUCH
2	4469	ANKLESHWAR(W)	BHARUCH
3	3734	BHOLAV	BHARUCH
4	499	BHARUCH	BHARUCH
5	4732	DAHEJ	BHARUCH
6	2255	DORA	BHARUCH
7	4786	MATAR	BHARUCH
8	500	SARBHAN	BHARUCH
9	501	SHUKLATIRH	BHARUCH
10	502	ZADESHWAR	BHARUCH

SRN	BRCODE	BRNAME	DISTRICT
1	505	AMALSAD	NAVSARI
2	4785	CHIKLI	NAVSARI
3	2706	DASTURWAD	NAVSARI
4	507	GANESH SISODARA	NAVSARI
5	1219	GURUKUL SUPA	NAVSARI
6	2218	LUNSIKUI	NAVSARI
7	503	NAVSARI	NAVSARI
8	1263	TALODH	NAVSARI
9	509	VESMA	NAVSARI
10	1322	ZERVAVRA	NAVSARI

SRN	BRCODE	BRNAME	DISTRICT
1	504	VALSAD	VALSAD
2	506	DOONGRI	VALSAD
3	2299	DHARAMPUR	VALSAD
4	4880	PARDI	VALSAD
5	3699	VAPI	VALSAD

SRN	BRCODE	BRNAME	DISTRICT
1	4218	AHWA	DANG

SRN	BRCODE	BRNAME	DISTRICT
1	4492	DAMAN	DIU & DAMAN
2	4195	SILVASSA	DIU & DAMAN

SRN	BRCODE	BRNAME	DISTRICT
1	4194	VYARA	TAPI

SRN	BRCODE	BRNAME	DISTRICT
1	3527	ADAJAN	SURAT
2	514	AMROLI	SURAT
3	3193	BARDOLI	SURAT
4	2480	BHATAR ROAD	SURAT
5	2246	DINDOLI	SURAT
6	4947	DUMBHAL	SURAT
7	1328	GANGADHARA	SURAT
8	1594	GHODDOD ROAD	SURAT
9	511	LAL DARWAJA	SURAT
10	4122	MCF, SURAT	SURAT
11	1250	NANPURA	SURAT
12	515	ORNA	SURAT
13	513	RUSTOMPURA	SURAT
14	1196	SAGRAMPURA	SURAT
15	510	SAHARA DARWAJA	SURAT
16	4946	SARTHANA	SURAT
17	512	SURAT, KANPITH	SURAT
18	1146	REGIONAL OFFICE	SURAT
19	516	VAV	SURAT
20	4945	VESU	SURAT



## ANNEXURE II

### **Terms and Conditions of the AMC Offer.**

#### **1. SCOPE:**

- 1.1 The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of unserviceable parts, at vendor's own cost. Preventive maintenance to be done at least once in a quarter and corrective as and when required.
- 1.2 Installation of operating systems (Windows 10, Windows 2008 server, Windows 2016 server, Oracle Server, Oracle client, antivirus packages and other application tools as desired by Bank at client systems.  
The systems support should include the trouble shooting for O.S. (i.e.
- 1.3 Windows 10, Windows 2008 server, Windows 2016 server, network rights management, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC. Bank will not make payment if contractor default PM during quarter.  
AMC contract will also include updating of antivirus software, up gradation
- 1.4 of OS in desktop as well as server and other software updation as per bank need wherein the media & necessary updates will be provided by the Bank.  
All parts of Computer systems, Laser Printers, DeskJet Printers, DD-Dot
- 1.5 Matrix Printers (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, VO lets, Network equipment's, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) excluding ribbons and Printer cartridges shall be covered under the Annual Maintenance Contract.
- 1.6 The parts to be replaced will either be new parts or equivalent to new parts.  
In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.7 Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor.
- 1.8 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement. The vendor shall not directly or indirectly open/alter try to tamper with or in any way do any act which will result in intruding with the internal operation of the system and the peripheral units (except routine input/output and data processing) and do any modifications to the configurations of the equipment.
- 1.9 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.
- 1.10 In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor, for which no extra payment will be made.



- 1.11 Since the AMC is comprehensive, the cost of Replacement/Repairs to be borne by the Vendor.
- 1.12 Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems has to be undertaken by the vendor. While formatting the PC vendor representative has to take proper back up of the data with the help of user.
- 1.13 Escalation matrix for call registration and closure for inventory prepared by the vendor for all branches must be submitted.

## **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 3 hours from lodging the complaint.

## **3. DURATION OF CONTRACT:**

- 3.1 The contract shall initially be valid for a period of eleven 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.



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- 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. The first quarter will be of only 2 months.
- 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 at respective Branch / Office. The vendor should submit branch wise statement of AMC Charges received to RCC, Surat every quarter.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc., except service tax. 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 24 hours in completion of maintenance work. The penalty shall be as under:

1	Desktop PC / Gateway PC / Laptop	Rs. 500/-
2	Printers (136 col. & 80 col, Laser, inkjet, Deskjet)	Rs. 200/-
3	Pass Book Printer	Rs. 200/-
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 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.



#### **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 Surat.
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 SURAT Region :**

##### **1. Gateway PC / Desktop PCs:**

<b>Sr. No</b>	<b>TYPE/Model</b>	<b>MAKE &amp; Operating system</b>	<b>Quantity</b>
1	PC Core i3	HP/DELL/Lenovo O/S ( Windows 2008/2016 Standard server, Windows 10)	300
2	PC Core 2 Duo/Dual core	HCL/Wipro or similar O/S ( Windows 2008 Standard server)	
3			
4	Laptop	HCL/DELL or similar	2

##### **2. PRINTERS :**

<b>PRINTER TYPE</b>	<b>MAKE / MODEL</b>	<b>Quantity</b>
Dot-Matrix 136 col.	Epson DLQ – 3500 or similar	72
Dot-Matrix 80 col.	EPSON LQ-300/310	92
Pass Book Printer	EPSON PLQ-20 and other similar make.	62
Laser / Multi-function laser / Deskjet	HP / Cannon / Epson/Samsung or similar.	61

##### **3. Flat Bed Colour Scanners :**

<b>Sr.No</b>	<b>MAKE</b>	<b>Model</b>	<b>Quantity</b>
1	Cannon/HP	LiDE 100/110/120 or similar.	50





#### 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.)

#### **2 PRINTERS**

PRINTER TYPE	AMC RATE PER UNIT (in Rs.)
Dot-Matrix 136 col.	
Dot-Matrix 80 col.	
Pass Book Printer	
Laser / Multi-Function Laser/ Deskjet	

#### **3. Scanner :**

Scanner	AMC RATE PER UNIT (in Rs.)

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



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