



Regional Office, K P Complex, Near Park Palaza, Ferozepur Road, Ludhiana – 141001

Request for Quotes for AMC of Computers Hardware's and Peripherals located at Branches under Regional office Ludhiana covering District- Ludhiana, Moga, Barnala, Sangrur, Ferozepur, Ropar, SBS Nagar, Fatehgarh Sahib, & Patiala.

Central Bank of India Regional Office Ludhiana is interested in procurement of AMC and related services from vendors for PCs, GWPCs, Printers, Peripherals, Networking at various locations (Branches and Regional office) under the jurisdiction of Regional office Ludhiana.

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:LUDH:RCC:2021-22:014
Date of Commencement of RFQ	01.05.2022
Last date and time for receipt of RFQ offers	15.05.2022
Address of communications	Regional Manager, Central Bank of India, Regional Office, K P Complex, Near Park palaza, Ferozepur Road, Ludhiana -141001
Contact Telephone Numbers	0161-4647323
Contact email address	Mr. Arun Kumar Singh, Chief Manager Mr. Gurmeet Singh, Sr. Manager –IT rccchanro@centralbank.co.in
Bids to be submitted only in sealed cover to	Chief Manager
Cost of RFQ Document	Rs. 200/-

The Copy of this document may be obtained by paying RFQ Cost by the way of Demand Draft drawn in favour of Central Bank of India during the office hours on all working days in person from the address mentioned above or by mail on request from our office. Vendor downloading the RFQ Documents should make the payment along with submission of Expression of interest (EOI). EOI with RFQ Document without cost of RFQ document shall be rejected.


(ARUN KUMAR SINGH)
Chief Manager

“Request For Quotation (RFQ)”

Reference Number RO:RCC:2022:23:014

Dated -25-04-2022

**For Annual Maintenance Contract for
Maintaining Hardware and Computer Peripherals installed
at various branches under
Regional Office, Ludhiana
(District- Ludhiana, Moga, Barnala, Sangrur, Ferozepur,
Ropar, SBS Nagar, Fatehgarh Sahib, & Patiala)**

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

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

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

Last Date and Time for receipts of Request for Quotation offer is 15th May, 2022 up to 2:00 PM.

B. General Terms and Conditions

1. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/ schedule to all bidders before the date of submission. Quotations submitted by the bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.

2. Bids shall remain valid up to 31st March, 2023. A bid valid for shorter period shall be rejected by purchaser as non-responsive. Bank reserves the right to continue / increase the period of AMC on same terms and conditions for further period of one year considering the performance, services rendered by the Vendor.

3. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation.

4. Method of submitting the Tender: Tender should be submitted only in sealed covers:

First Cover: Technical Bid Cover- This should contain Technical details of the Vendor and signed by bidder in all pages along with necessary enclose. The cover should be closed and sealed & super subscribed as Technical bid for "Annual Maintenance Contract for Maintaining Computer Hardware and other peripherals.

Second Cover: Financial Bid Cover- This cover should contains Financials Bid / Rates as per Annexure-I. Duly signed by Bidders in all Pages. The cover should be closed and sealed & super subscribed as financial bid for "Annual Mantainance Contract for Maintaining Computer Hardware and other peripherals.

Third Cover: Both First and Second Cover should be placed in the Third Cover and should be super subscribed as Sealed Tender for "Annual Maintenance Contract for Maintaining Computer Hardware and other peripherals and addressed to Chief Manger, Central Bank of India, K P Complex, Ludhiana.

5. The commercial bids for the technically qualified Bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified

6. The Bank will not be bound to accept the lowest quotation and reserve the right to accept or reject any or all quotation without assigning any reasons whatsoever.

7. The quantities of various items mentioned in **Annexure -I** are indicative and there could be variations with the actual numbers.

8. The parts replacement will either be new parts or equivalent to new parts.

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9. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
10. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
11. The Computer Systems / machines shall continue to remain covered during transit as well as at the new location, when moved for maintenance or for any other purpose with the knowledge of the vendor.
12. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
13. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
14. Bank may replace the scheduled equipment under maintenance and also may purchase new components. The payment for the remaining system will be made on pro rata basis.
15. In case within the contract period, for any reasons, the systems under maintenance are disposed of by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.
16. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period.
17. The jurisdiction for the purpose of settlement of any dispute or differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the contraction / interpretation thereof shall be that of the appropriate Court in Ludhiana. The jurisdiction of any other Court other than Ludhiana is specifically excluded.

C. Scope of the work

- i) Bank has its branches spread in Ludhiana, Moga, Barnala, Sangrur, Ferozepur, Ropar, SBS Nagar, Fatehgarh Sahib, & Patiala District of Punjab.
- ii) Vendor shall ensure availability of sufficient number of engineers to attend to calls from various branches within the time limits specified (as mentioned below), to resolve issues.
- iii) Installation of operating systems (Windows 10, Windows 7, Windows 2016 Server,), Oracle Server, Oracle client, antivirus packages, trouble shooting of LAN networking in branches/RO/Offices and other application tools as desired by Bank at client systems.
- iii) Maintain and configuring windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems
- iv) The systems support should include the trouble shooting for O.S. (i.e. Windows 2010, Windows-7, Windows Server 2016 etc.) creating and deleting of network ID, network rights management, IO Port repairs, LAN networking trouble shooting, configuration management, installation/trouble shooting for drivers related issues etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC.
- v) Update of the software / drivers required for the networking components during the contract period.
- vi) This AMC shall consist of preventive and corrective maintenance of the Computer Hardware and will include supply and replacement of unserviceable parts, at vendor's own cost.
- vii) All parts of Computer systems, Laser Printers / Inkjet Printers / Dot Matrix Printers / passbook printer (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) excluding IO Ports, Data Cable CAT5 / CAT6, ribbons and toner cartridges shall be covered under the Annual Maintenance Contract. IO Boxes, Data Cables CAT5/CAT6 ribbons and toners cartridges shall also be provided on payment basis. The rates shall be genuine i.e. not more than the market price for these items.

- viii) The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Floppy Drive, Memory, Printer Parts, etc as stand by spare in either in our Office (preferably at Regional Computer Centre) or any location suitable to vendor. This location may be inspected by any RCC Officer to verify compliance. Vendor shall also keep stand by printers for emergency replacement till the time printer is repaired or replaced.
- ix) The vendor has to visit all the Branches and take an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Centre in writing within a period of one week from the date of commencement of AMC period or otherwise the inventory provided by RCC will be acceptable to vendor.
- x) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Ludhiana.

D. Uptime Guarantee

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 98% of the time in every month.
2. The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days. No work will be undertaken on Sundays and holidays except by prior arrangement.
3. The normal working hours of the Bank are from 10.00 a.m. to 5.45 p.m. on all week-days (working days).
4. The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.
5. In case any replacement of parts is required, the vendor shall ensure to complete the same within 2 days. In case it is assessed that it is not possible to replace within 2 days, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs
- 6. The vendor shall be liable to pay penalty ₹ 100/- per item per day each day of delay beyond 2 days in completion of maintenance work.**
7. In case of delay / inability of the vendor to carry out maintenance, the Bank will be at liberty to get the work carried out by outside vendors and the total expenses paid to such outside vendors for carrying out such maintenance work will be recoverable by the Bank in addition to the penalty to be levied for the delay.
8. The Vendor will ensure to have qualified engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet Printers, Scanners as well as maintenance of Operating Systems mentioned in Scope of Work above.
9. Since most of the Desktop PCs do not have CD/DVD Drives, it is essential that these engineers carry a CD/DVD drive in case the PC is to be formatted or OS is to be repaired or new hardware device is to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.
10. Our RCC will provide the copies of licensed OS (in CD) to vendor for formatting, if required. No un-licensed copy of any OS, Application will be used / installed at any branch / office.

E. Terms of Payment

1. The Bank shall pay amount per unit of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per Annexure - I.
2. Vendor has to execute the AMC agreement with the Bank (Regional Office level) without any exception within 15 days from the acceptance of Annual Maintenance Contract order. A copy of agreement is attached along with this document. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.
3. The vendor has to furnish a Performance Bank Guarantee (PBG) of equal to 10% of amount of the contract awarded for the contract period with additional claim period of 3 months. The vendor has to furnish a PBG within 03 days from the acceptance of Annual Maintenance Contract order.
4. Purchase order for every quarter will be issued at the commencing of each quarter by Bank and payment of Maintenance charges will be paid by Regional Office/Branches on quarterly basis after completion of respective quarter. No payment will be released in absence of AMC agreement and/or a PBG.
5. The vendor shall draw invoices for payment of quarterly maintenance charges.
6. No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
7. Maintenance charges payable by the Bank are exclusive of all duties, taxes etc. The payment would be made after deducting necessary taxes applicable, if any.
8. Except the payments mentioned in this para E, no other payments are payable by the Bank to the vendor.

F. Termination

1. Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment at one-month notice. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice of 30 Days.
2. Bank reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the vendor, during the contract period.

G. Confidentiality

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communications and confidential. Any violation of this clause shall lead to cancellation of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages.
2. The vendor shall not encourage or partake in any form of software piracy during the contract period.
3. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.
4. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

H. ELIGIBILITY CRITERIA FOR AWARDED AMC

The company should have minimum turnover of Rs.5 Lacs from AMC of IT Hardware services. Valid Documentary Proof to be attached.

1. The Company should be in profit consecutively for last 2 Years. Valid Documentary Proof to be attached.
2. Company should have rendered minimum 2 years of AMC of IT Hardware service with 1 years' service in banking sector. Vendor should have executed minimum 2 orders of minimum value of Rs.10 lakhs each per year in last 3 years for any Public Sector Bank. Valid Documentary Proof be attached.
3. Company should be registered with PF and ESI Documentary Proof be attached.

* Conditions from No. 01 to 03 stated above in para (H) can be waived by the AMC /Sale/Purchase Committee of Regional Office.

4. - Dedicated Engineers at following locations be provided:
 - 1- Resident Engineer exclusively at Regional Office, K P complex, Ludhiana for resolution of complaints.
 - 2 -Dedicated engineer at Ferozpur for Ferozpur & nearby area..
 - 2 – Dedicated Engineer for Ludhiana and nearby branches.

These engineers should be competent for installation of various bank's software's/applications.

5. Engineers should have minimum 2 years' experience of IT Hardware maintenance along with banking software applications. Any loss suffered by bank due to engineer of the company will have to be borne by the company.

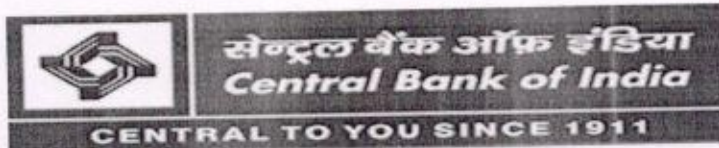
6. Engineers should be on payroll of Company. Valid Documentary Proof to be attached. Payment to the engineers is to be done regularly by company. Bank can demand the documentary evidence before release of AMC payment.

7. Vendor will maintain sufficient inventory of hardware and its spares at Regional office Ludhiana or any location suitable to vendor and accessible to IT Officers of RCC Ludhiana.

8. Item-wise Inventory (tentative) is being shared to provide rate against each item. Vendor with minimum **quarterly** rates and its sum total may be shortlisted as the L1 Vendor. However, Bank will have the discretion to select more than one vendor for different locations and or any other vendor other than L1.

9. Vendor will collect actual inventory by visiting each branch and submit the same to our Office within 7 days of assigning the contract for final payment.

10. The complaint/call should be attended within 4 hours of receipt of complaint (inclusive of travelling time). In case problems persist, alternate systems should be provided within 48 hours of receiving complaint and alternate system should be given till machine is repaired.



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11. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this tender documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws/ The Arbitration and Conciliation Act, 1996, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Ludhiana. The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained. The venue of the arbitration shall be Ludhiana.

12. Company should have a service office in Ludhiana Documentary Proof be attached.

L-1 bidder will be decided on the basis of the total Cost of AMC amount as per annexure – I. Negotiation may be done if necessary with L1 & L2 vendor. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final.

I. DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid.

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

TABLE FOR DECIDING L-1 BIDDER FOR Desktop & Peripherals

S.no.	TYPE	No. of units under AMC*	Cost Per Unit	Total Rate% of AMC (Shall not be more than 4% of the cost) or rate per unit cost (which ever is lower)
1	G PC+ Desktop PC	255	44010.00	
2	Line Printer/HDMP	49	21500.00	
3	80 Col DMP	37	12200.00	
4	Passbook Printer	59	4900.00	
5	Laser Jet Printer	46	8000.00	
6	MF LJ Printer	59	21000.00	
7	Scanner	50	4950.00	
	Total			

Above figure may vary +/- 5%.

Note :

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



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Annexure - II

REQUEST FOR QUOTATION COVERING LETTER

To,

Senior Regional Manager
Central Bank of India
Regional Office,
KP Complex, Near Park Palaza,
Ferozepur Road,
Ludhiana

Sir,

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

We submit herewith our Commercial Quotation Document.

We understand that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
4. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

Dated at _____ this _____ day of _____ 2018.

Yours Faithfully

For _____

Signature: _____

Name: _____



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Annexure - III

LETTER OF UNDERTAKING

To,

Senior Regional Manager
Central Bank of India
Regional Office,
KP Complex, Near Park Palaza,
Ferozepur Road,
Ludhiana

Sir,

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

With reference to our bid for Third Party AMC for Computer Peripheral Hardware being quoted vide your RFQ notice cited above. We hereby undertake that all the components / parts / assembly / software will be used for maintenance of computer peripheral shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts assembly / software are being used or shall be used. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware including Software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard.

We hereby undertake to ensure effective control and prompt maintenance of computer hardware whenever called upon by branches/Offices of Central Bank of India.

Authorized Signatory

Signature
Designation
Seal of Company
Date & Place:

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Annexure - IV

COMPLIANCE STATEMENT DECLARATION

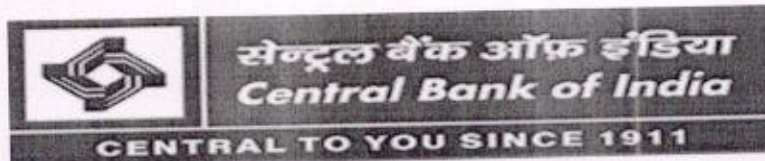
Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid not submitted in proper format as per Tender.

S. No.	Pre - Qualifications criteria	Compliance (Yes/No)	Remarks/ Deviations
1	The bidder should have at least 2 years' experience of taking AMC of Hardware and out of which at-least 1-year experience should be of PSU Bank.		
2	The bidder should have minimum 8-10 qualified and skilled engineers (Hardware) at Regional Head Quarter of Bank i.e. at Ludhiana Bidders should have sufficient quantity of spare parts available of all models of Hardware items .		
3	The AMC related turnover of the firm should have been minimum Rs. 5 Lacs per year in the last two consecutive years .		
4	The bidders should be net profit making company during last two financial years		

Compliance	Description	Compliance (Yes/No)	Remarks/ Deviations
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this tender. (Any deviation may result in disqualification of bids).		
Technical Specification	We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations		

(If left blank it will be construed that there is no deviation from the specifications given above)

Seal & Signature of Bidder



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Annexure -V

Address Details along with contact Numbers (Tel.no, Fax, email-ids) of the Vendor

Registered Address of the Vendor	
Local Office /Branch Office Address at Ludhiana	
Contact Details of the vendor along with Escalation matrix	

Signature & Seal of Company

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Annexure –VI

Station-wise Details of the Engineers on roll as on date

S. No.	Location	Name of the Engineer	Qualification	Working Since	Contact Number	Stationed at
1	Ludhiana					
2	Moga					
3	Barnala					
4	Sangrur					
5	Ferozepur					
6	Muktsar					
7	Ropar					
8	SBS Nagar					
9	Fatehgarh Sahib					
10	Patiala					

Signature & Seal of Company