



सेंट्रल बैंक ऑफ इंडिया

"कोटेशन (आर एफ क्यू)" आमंत्रित करता है

संदर्भ संख्या : क्षेत्र/नागपुर/आरसीसी/2022-23/19

दिनांक - 30/04/2022

नागपुर क्षेत्रीय कार्यालय की विभिन्न शाखाओं एवं कार्यालयों
में संस्थापित हार्डवेयर एवं उसके सहायक उपकरणों हेतु
वार्षिक रखरखाव ठेका

Central Bank of India

"Request for Quotation (RFQ)"

Reference Number: RO/NGP/RCC/2022-23/19

Dated : 30/04/2022

*Annual Maintenance Contract for
The Hardware and Peripherals installed at
Various branches/Offices under Regional Office, NAGPUR.*

Cost of the Tender: ₹ 2000/- (Rupees Two Thousand only)





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Invitation for Tender Offers

Central Bank of India, Regional Office, Nagpur invites Quotation from AMC vendors for third party comprehensive Annual Maintenance Contract of computer hardware & peripherals viz. **Computers (CPU, Monitor, Keyboard & Mouse), Laptops, Printers (excluding Printer Heads for all types of Printers) & Scanners and software support** for the period 01/06/2022 to 31/5/2023. This offer is for maintenance of Hardware and software support at various branches/Offices under Regional Office, Nagpur.

Central Bank of India, Regional Office, Nagpur invites sealed tender offers (technical offer and commercial offer separately) from the eligible vendors, reputed service providers for comprehensive Annual Maintenance Contract (AMC), as Third Party Maintenance for Computer Hardware & Peripherals at 54 branches / offices within the jurisdiction of NAGPUR Regional office with effective from 1st June 2022.

Earnest Money Deposit (In the form of DD) of Rs 20,000/- will have to be deposited along with bid.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers (CPU, Monitor, and Keyboard & Mouse), Laptops, Printers (excluding Printer Heads for all types of Printers) & Scanners and software support** at different branches/ Offices of Central Bank of India in Nagpur Region as third party maintenance, as specified in this document.

Instructions and the Terms & Conditions to the vendors in relation to the AMC offer are given in **Annexure-I**. Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.

The details of the Systems / Computers available for AMC are given in **Annexure-II**. The list of hardware is subject to new additions / deletions at the agreed rate.

Requisites to the Technical Bid are given in Annexure-III. Bidders should ensure that all pre-requisites are being full filled by them. Incomplete/non-full fulfillment shall be liable to rejection out rightly.

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

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






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A complete set of tender document may be purchased by any interested and eligible tenderers upon payment of a non-refundable fee of Rs 2,000.00/- (Rupees Two Thousand only) by demand draft in favour of "Central Bank of India, Regional Office, Nagpur" and payable at Nagpur.

The copy of tender document may be obtained from Central Bank of India, Regional Office, Regional Computer Centre, Oriental Building, Second Floor, Kamthee Road, Nagpur-440001. Copy of the tender document may also be downloaded from our website www.centralbankofindia.co.in. The details are given below:

Tender Reference	RO/NGP/RCC/2022-23/19 Dated 30/04/2022
Cost of Tender (Non-Refundable)	Rs 2,000/-
Earnest Money Deposit (In the form of DD) (Refundable)	Rs 20,000/-
Date of commencement	30/04/2022
Last Date and Time for receipt of tender offers	17/05/2022 at 15:00 Hrs. (only on working days)
Date and Time for opening of Technical Bids	17/05/2022 at 16:00 Hrs.
Date and Time for opening of Commercial Bids (For successful Bidders of Technical Offers only).	Shall be informed technically qualified bidders separately
Address of Communication for submission of Tender Documents	Regional Manager, Central Bank of India, Regional Office ,2nd floor,Oriental building , LIC square,Kamthee road Nagpur-440001
Contact Number	0712-2537085,2532824 M-9890132488 rccnagpro@centralbank.co.in,agmnagpro@centralbank.co.in

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


(A. K. ATLURI)
Dy. Regional Manager





Instructions to vendors

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office or same may be downloaded from our website. Bids should accompany Demand Draft of Rs 2000/- (non-refundable) towards Tender Document's cost. No cost for MSME Firms after providing necessary documents.

Vendors having franchise arrangements are not eligible to quote.

2. Two Bid System Tender

Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address given above, on or before the last date mentioned above. All envelopes should be securely sealed and stamped. Only one Quotation should be submitted by one vendor.

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

- Type of Offer (Technical / Commercial)
- Tender Reference Number
- Due Date
- Name of Vendor & mail id with contact number

2.1 ENVELOPE-I (Technical Offer):-

The Technical offer should be complete in all respects and contain all information asked for, except prices. The technical offer should not contain any price information. The Technical Offer with any price information anywhere is liable to be rejected. The Technical Offer should be complete to indicate that all products and services asked for are quoted as per Annexure-III.

2.2 ENVELOPE-II (Commercial Offer):-

Quotation /Offer should give all relevant price information as per Annexure-IV.

Both Quotations (Technical & Commercial) must be submitted, on or before 15:00 hours on 17/05/2022 giving full particulars in sealed envelope at the Bank's address given below:-

Regional Manager,
Central Bank Of India, Regional Office,
Oriental building, Second Floor, LIC Square, Kamptee Road, NAGPUR- 440001,
Maharashtra state.



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Delay in submission: Delay in submission of any part arising due to postal on any other irregularities at any stage will not be considered. The Bank will not be responsible for any damage in transit in case of postal delivery / delivery through courier service /delay in delivery.

All tenders where any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

The unit rate for AMC amount for each and every item should be quoted and final total should also be incorporated in annexure. Any Quotation found to contain incomplete information is liable to be rejected outright.

It is expected from bidders that they furnish the required documents only. Tenders having unwanted/ undesired/ irrelevant documents shall be liable to reject out rightly.

- 2.3 In case of only two bids received in tender, we will proceed for Tender process subject to qualification of both the Bids in technical criteria.

3. Eligibility of the Vendor

- 3.0 Bidder should be a registered company/ firm with valid ISO 9001:2015 quality services certification in the relevant fields of IT hardware AMC having an annual turnover of Rs 5 Crore in Hardware/maintenance business per year in the last three consecutive financial years. Please furnish supportive documents. In case of Micro and Small and Medium Enterprises (MSMEs), relaxation in turnover criteria i.e. annual turnover of Rs 2 crore in Hardware/maintenance business for the last one financial year (Documentary proof for company registered in Micro and Small and Medium Enterprises (MSMEs) required).

- 3.1 The Bidder should have at least 5 years of experience of taking third party AMC of Hardware and out of which at least 3 years' experience should be of PSU Banks/RBI/RRB. Relevant documents of work orders are to be attached for verification along with satisfactory performance certificate for previous years issued by Public Sector Banks/RBI/RRB.

- 3.2 The Bidder should have minimum 10 qualified and experienced engineers on their payroll stationed at Nagpur. Bidder should have sufficient support personnel to support IT Infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort through franchises will not be acceptable.

- 3.3 Vendor should provide One dedicated resident engineer for Central Bank of India Regional Office, NAGPUR and qualified & skilled engineers (Hardware & Software Support) at major District Head Quarters. The dedicated engineer has to be present on all working days during office hours or as directed by Bank for RO NAGPUR to see the branch operation is not hampered due to technical issues with proper coordination with team. Other than the same Field Engineer must be available to cover branches under



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Wardha, Bhandara, Gondia, Chandrapur and in Gadchiroli area to cover all the branches under Nagpur Region as per list available in Annexure-IX. In case the services of the Engineer posted at Regional Office is not satisfactory Bank may ask to replace the Engineer with suitable one only after checking the technical compatibility of the Engineer. Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor. Call lodging system should be clearly given to us along with daily tracker of all the calls for monitoring the call status.

- 3.4 The Bidder should be of financially sound condition. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted. The Bidder should be net profit making company during last financial year.
- 3.5 The firm should have applicable tax registrations i.e. PAN, TIN, GST of Maharashtra (Submit Proof).
- 3.6 Bidder must have own Local Office at Nagpur city (Maharashtra) from last 2 Years, Supporting documents need to attach. And should render their services around Nagpur district on call. Supportive documents must be attached.
- 3.7 Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU)/RBI. The vendor should give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU/RBI as on date.

4. Quotations

The vendor must ensure that all the items as specified in this offer are quoted for. Unit-wise rates & total amount should be quoted for each item. Grand total for all items must also be incorporated in Annexure. The vendor must also ensure that they are in a position to undertake the work specified.

5. Non-transferable Offer

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

6. Validity of Offer

The offer will be valid for a minimum period of Sixty days from the date of submission.



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7. Address of Communication

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

Regional Manager,
Central Bank Of India, Regional Office,
Oriental building, Second Floor, LIC
Square Kamptee Road
NAGPUR- 440001, Maharashtra

8. Modification and Withdrawal of Offers

The Bank has a right to modify / alter the Offer and the terms thereon, before the closure of the Offer. The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. Evaluation and acceptance

- i) Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same, bidders may present at the time of opening of the bid.
- ii) Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Bank may, at its sole discretion, waive any non-conformity or deviations.
- iii) Bank reserves the right to reject a bid offer under any of the following circumstances:
 - iv) If the bid offer is incomplete and / or not accompanied by all stipulated documents
 - v) If the bid offer is not in conformity with the terms and conditions stipulated in the RFP
 - vi) If there is a deviation in respect to the technical specifications of hardware items.
- vii) **The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons whatsoever.**
- viii) Bank reserves the right to call details on how the cost of bid is being utilized by vendors on various components like replacement of parts & manpower cost etc. Failing to provide satisfactory supportive documents and evidences to Bank, Bank reserves right to deny / award contract even if vendor is eligible as L1 vendor, may be black listed and no future contract will be awarded to such vendor.
- ix) The Bank reserves the right to appoint more than one vendor looking to spread of branches in rural areas.

10. Preliminary Scrutiny

The Bank will scrutinize the offers to determine whether they are complete, whether



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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 Annexure-II. 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. Post AMC allotment, the hardware units are subject to addition or removal at the contracted rate.

14. Details of Spread

Bank Branches under Nagpur Region are located in **Nagpur, Wardha, Bhandara, Gondia, Chandrapur and Gadchiroli** district, Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.

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. Costs & Currency

The offer must be made in Indian Rupees only and should inclusive of all duties, excluding taxes etc.



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18. 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. If TCO of 2 or more L1 bidder will same, in that case only bank will go for negotiation with individual bidder for finalizing the L1.

19. Right to Alter Quantities

The Bank will be free to either reduce or increase the quantity to be by 25% on the terms and conditions. The Bank also reserves the right to place further / repeat order on the same terms and conditions within a period of 12 months from the date of purchase order.

20. Price Variations and Supply of Spares

The price quoted by the vendor should be valid for a minimum period of sixty days. The vendor must give an undertaking along with the quotes to provide service commitment along with availability of spares for a minimum period of one year.

21. Procedure for Lodging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (Viz by mail, phone, mobile etc.). Escalation matrix must be shared along with contact person's name, contact number and e-mail ID.

22. Hardware Ref. Number

All Hardware (under AMC) should be identified by the vendor. Unique ref. no. should be allotted to each Hardware. Branch wise detailed list of such Hardware with unique ref. no. should be provided by the vendor to all branches & Regional Office.

23. DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid.

1. Request for Quotation Covering letter as per Annexure-V
2. Letter of undertaking as per Annexure-VI
3. Compliance Statement & Acceptance of the terms and conditions as per Annexure-VII
4. Address Details along with contact Numbers of the Vendor as per Annexure-VIII
5. Self-declaration on company letter head with authorized sign & seal regarding non-blacklisting should be provided as per Annexure-X
6. Non-refundable document fees of Rs 2000/- through Demand Draft as mentioned above.



Terms and Conditions of the AMC offer

1. SCOPE:

- 1.1 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.
- 1.2 AMC offer is of Facility Management Service (FMS) and Comprehensive in nature, as comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, and willful damage).
- 1.3 All the prices quoted by the vendor shall be in Indian Rupees only.
- 1.4 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. Decision of the Purchaser in this regard shall be final and binding on the bidders.
- 1.5 The cost of all hardware parts and equipment which have to be replace or repair should be borne by the vendor.
- 1.6 Non repairable parts like Keyboard, Mouse etc. must be replaced at vendors cost.
- 1.7 Vendor should provide Five dedicated qualified and skilled engineers for Central Bank of India, Out of which one at Regional Office Nagpur, One is for attending local branches from Nagpur city, One is for Bhandara and Gondia District, One is for Wardha district and One is for Chandrapur and Gadchiroli districts. The residence Engineer at RO should have well Qualified and skilled engineer having Certificate from recognized university and have at least More than 3 years' of experience in handling, resolving the issues related to bank's software's, Operating System, hardware and peripherals in PSU Banks/RBI/RRB and have experiences of handling small team of 2-3 members (Highly qualified and experience person will be preferred for the residence Engineer). He must have knowledge of installation, setting and configuration of all banking software used in a bank. Other 4 Engineers required on field locations of Nagpur Region (6 districts), who have Well qualified & skilled and at least 1 year of experience in handling and resolving the software, Operating System, hardware and peripherals issues in PSU Banks/RBI/RRB.
- 1.8 The vendor should have registered with EPF and ESIC for these supportive documents are necessary. Provide the same along with bid documents.
- 1.9 The bidder should have executed at least 3 AMCs with value Rs 10,00,000/- and



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above (Rs. Ten Lacs and above)

- 1.10** 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 on quarterly basis.
- 1.11** The parts to be replaced will either be new parts or equivalent to new parts.
- 1.12** Any maintenance of normal system related software, i.e. System Software, Application Software and Operating System (O/S) / Virus related problems to be taken care by the vendor and all software will be provided by Bank Only.
- 1.13** In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.14** All maintenance/repairs, software support shall be attended by the vendor or authorized personnel of the vendor.
- 1.15** The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
- 1.16** 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.
- 1.17** 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. Proper gate pass arrangements should also be followed for movement of hardware.
- 1.18** In case of any up-grade of the system during the proposed maintenance period the maintenance shall also cover the upgraded system for the said contract period.
- 1.19** 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.
- 1.20** In case within the contract period, for any reasons, the systems under maintenance are disposed off by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.
- 1.21** 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.
- 1.22** The quantities of various items mentioned in Annexure-II are indicative and there could be variations with the actual numbers.
- 1.23** The jurisdiction for the purpose of settlement of any dispute or differences



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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 Nagpur. The jurisdiction of any other Court other than Nagpur is specifically excluded.

2 DAYS OF SERVICE:

- 2.1 The provision, by the vendor, of maintenance / support services will be confined to the Banks normal working hours on all normal working days
- 2.2 However, no additional charges / cost will be paid if the maintenance / support services are required beyond normal working hours in case of exigencies.

3 DURATION OF CONTRACT:

- 3.1 The contract shall initially be valid for a period of one year.
- 3.2 Upon expiry of the period of contract, the same can be renewed for further maximum two tenures (each tenure is of 12 months) upon satisfactory performance of vendor as well as 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 three 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 Facility Management Service (FMS) and 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 99% 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 In case the Computer Systems/machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.
- 5.3 The Bank shall pay maintenance charges for all the Computer Systems/machines,



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irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.

- 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 PAYMENT OF CHARGES:

- 6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the submission of visit reports from respective branches at RO level.
- 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 on Regional Office level on the basis of actual quantity of hardware bill stamped and signed at branches.
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, excluding GST, TDS etc. TDS will be deducted as per rules.
- 6.5 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. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.
- 6.6 Payment of Maintenance charges will be paid by the Bank on quarterly basis after completion of respective quarter based on actual inventory in various Departments and Sections of Regional Office. No payment will be released in absence of AMC agreement and/or a Performance Bank Guarantee (PBG). The vendor has to submit PBG for an amount of 10% of total AMC value with claim period upto 31st May 2023
- 6.7 Except the payments mentioned in this para, no other payments are payable by the Bank to the vendor.

7 EARNEST MONEY DEPOSIT:

Earnest Money Deposit of Rs 20,000/- will have to be deposited along with bid. Waiver for MSME Firms after providing necessary documents

8 Uptime Guarantee & OBLIGATIONS OF THE VENDOR:

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 99% 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 6.00 p.m. on all week-days.



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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 24 hours. In case it is assessed that it is not possible to replace within 24 hours, 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 as hereunder per each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

i)	Gateway PCs (Servers)	Rs.500/-
ii)	PC/Desktop	Rs.300/-
iii)	Passbook printer	Rs.200/-
iv)	Line-Printers	Rs.200/-
v)	Other printers / Scanner	Rs.200/-
vi)	Laptop	Rs.500/-
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, skilled and experienced Engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Laptop, Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet Printers, Scanners as well as maintenance of Operating Systems and knowledge of installation, setting and configuration of all banking software used in a bank as 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. The engineers to be instructed that in case any PC to be formatted - they should connect the Hard disk in another PC and backup of the drive that is being formatted is to be taken.
11. Further, the engineer shall contact our RCC before formatting. Reinstallation of Windows in Client PCs should be only after clean format of the C drive.

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 vendor may terminate the contract by giving three months' notice in writing. However, the Bank may terminate the contract by giving one month's 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:

As Software support and Comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, parson, rioting, willful damage).

12 GENERAL:

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

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. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.



Annexure-II

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC at NAGPUR REGION

SN	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Units
1	GATEWAY PC (Hardware AMC and OS/Applications /Middleware support)	HCL/ ACER/ WIPRO/ LENOVO/Dell	Windows server 2016	2
2	DESKTOP PC (Hardware AMC and OS/Applications /Middleware support)	HCL/ ACER/ WIPRO/ LENOVO/Dell	Windows 10, or Higher version	83
3	DESKTOP PC – (OS/Applications/Middleware Support)	ACER/Dell/HCL/ WIPRO/ LENOVO	Windows 10 or Higher version	307
4	Gateway PC – (OS/Applications/Middleware Support)	ACER/Dell/HCL/ WIPRO/ LENOVO	Windows server 2016	55
5	136 COL. DOT MATRIX PRINTER	TALLY T2340, LIPI, T2250, EPSON DLQ-3500, TVS Platina DP 5000, LQ-1150, and other similar Brands		59
6	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II, LQ-310 TVS MSP series and other similar Brands		83
7	PASSBOOK PRINTER	EPSON PLQ-20, OLIVETTI PR2 Plus LIPI PB2 & Other similar Brands		51
8	LASER JET PRINTER	HP LaserJet 1020 plus /1106/1108/ Pro 400 M401d SAMSUNG ML2851ND/ ML2161 CANON and other similar Brands		82
9	SCANNERS	Epson/CANON/ BEARPAW/ HP and other similar Brands	Epson v30 or V39, Canon Lied 100/ 110/ 120 , HP Scanjet G3110	34

NOTE: The quantity mentioned above is estimated and not actual quantity. Actual quantity may vary.



ANNEXURE-III

Bid for Technical Offer

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 5 years' experience of taking AMC of Hardware and out of which at-least 3-year experience should be of PSU Bank.		
2	The bidder should have minimum 10 – 15 qualified, skilled engineers with 2-3 years' Experience in Hardware support and service in PSU Bank.		
3	Resident Engineer must be well Qualified and skilled engineer having Certificate from recognized university with minimum 3 years' experience in Hardware support and service in PSU bank. Resume should be attached with Technical Bid to whom you deployed at Regional Office, Nagpur. (Highly qualified and experience person will be preferred for the residence Engineer).		
4	Bidders should have sufficient quantity of spare parts available of all models of Hardware items .		
5	The AMC related turnover of the firm should have been minimum Rs. Five Crore per year in the last three consecutive years and In case of MSMEs it should be Two Crore in last year.		
6	Bidder must have own Local Office at Nagpur city from last 2 Years, Supporting documents need to attach.		
7	Bidder should be ISO 9001:2015 Certified, Supporting documents need to attach.		
8	Bidder should be Registered with EPF and ESIC. Registration document need to attach.		
9	Bidder need to follow the state Govt. minimum wages while paying salary to engineers.		
10	The bidders should be net profit making company during last financial year		



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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



Bid for Commercial Offer: TCO

**FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC for
NAGPUR Region**

Sr No	Particulars	No of Units (A)	AMC RATE PER UNIT (Amount in Rs.) (B)	Total Amount (Amount in Rs.) C=A*B
1	GATEWAY PC (Hardware AMC and OS/Applications /Middleware support)	2		
2	DESKTOP PC (Hardware AMC and OS/Applications /Middleware support)	83		
3	DESKTOP PC – (OS/Applications/Middleware Support)	307		
4	GATEWAY PC – (OS/Applications/Middleware Support)	55		
5	136 COL. DOT MATRIX PRINTER	59		
6	80 COL. DOT MATRIX PRINTER	83		
7	PASSBOOK PRINTER	51		
8	LASER JET PRINTER	82		
9	SCANNERS	34		
	TOTAL (TCO)			

- The above amount is exclusive of GST which will be paid by the Bank as per actuals.
- The quantity mentioned above is estimated and not actual quantity. Actual quantity may vary.
- Before coming into contract, physical asset verification to be done by the vendor on their own cost.

Commercial Bid should be submitted in separate & securely sealed envelope with super-scribed as "Commercial Bid" & Tender Reference number.

Bidder has to quote the AMC charges for 2 Laptop (Dell/Wipro/Acer make) separately, which will also not include for the calculating TCO.

Sr No	Particulars	No of Units (A)	AMC RATE PER UNIT (Amount in Rs.) (B)	Total Amount (Amount in Rs.) C=A*B
1	LAPTOP (Dell/Wipro/Acer make)	2		



ANNEXURE-V

REQUEST FOR QUOTATION COVERING LETTER

To

Regional Manager,

Central Bank Of India, Regional Office,

Oriental building, Second Floor, LIC Square, Kamptee
Road

NAGPUR- 440001, Maharashtra

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 _____ 2022.

Yours Faithfully

For _____

Signature: _____

Name: _____



LETTER OF UNDERTAKING

To

Regional Manager,
Central Bank of India, Regional Office,
Oriental building, Second Floor, LIC Square,
Kamptee Road
NAGPUR- 440001, Maharashtra

Sir,

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

Ref:- Tender NO: RO/NGP/RCC/2022-23/19 Dated 30/04/2022

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.

Authorized Signatory

**Signature
Designation
Seal of Company
Date & Place:**



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.

Business detail			(Amt in Crore)
Turnover (2019-20)	Turnover (2020-21)	Turnover (2021-22)	Profit/Loss

Attach supported document (Balance sheet)

AMC provided at			
Sr. No.	Bank Name	Service Period	Remarks, if any

Attach supported document (Banks certificates)

Support Center Detail	
Company Name	Address of Support Center at NAGPUR

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).

Seal & Signature of Bidder



Annexure-VIII

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

Registered Address of the Vendor	
Local Office /Branch Office Address at NAGPUR	
Contact Details of the vendor along with Escalation matrix	
List of Employees / Engineers on Payroll alongwith technical qualification provided as an annexure to this declaration	YES / NO

Signature & Seal of Company



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Annexure-IX

Districts wise and station wise list of branches under Nagpur Region

Sr No	BRANCH NAME	CITY NAME	DISTRICT NAME
1	PAUNI	PAUNI	BHANDARA
2	TUMSAR	TUMSAR	BHANDARA
3	ADYAR	ADYAR	BHANDARA
4	BHANDARA	BHANDARA	BHANDARA
5	ASGAON	ASGAON	BHANDARA
6	SAKOLI	SAKOLI	BHANDARA
7	CHANDRAPUR	CHANDRAPUR	CHANDRAPUR
8	BRAHAMPURI	BRAHAMPURI	CHANDRAPUR
9	WARORA	WARORA	CHANDRAPUR
10	GADCHIROLI	GADCHIROLI	GADCHIROLI
11	GONDIA	GONDIA	GONDIA
12	TIRODA	TIRODA	GONDIA
13	ABHYANKARNAGAR	NAGPUR	NAGPUR
14	DHANTOLI	NAGPUR	NAGPUR
15	RAMDASPETH	NAGPUR	NAGPUR
16	NAGPUR Main Branch.	NAGPUR	NAGPUR
17	NAGPUR REGIONAL OFFICE (including RPC)	NAGPUR	NAGPUR
18	DHARAMPETH	NAGPUR	NAGPUR
19	GUMTHALA	GUMTHALA	NAGPUR
20	MASKASATH	NAGPUR	NAGPUR
21	KAVDAS	KAVDAS	NAGPUR
22	LAKADGANJ	NAGPUR	NAGPUR
23	MOHGAON	MOHGAON	NAGPUR
24	LALAGANJ AREA WARD	NAGPUR	NAGPUR
25	BUTIBORI MIDC	BUTIBORI MIDC	NAGPUR
26	PRATAP NAGAR	NAGPUR	NAGPUR
27	DHANWATE NATIONAL COL	NAGPUR	NAGPUR
28	FRIENDS COLONY	NAGPUR	NAGPUR
29	BESA ROAD	NAGPUR	NAGPUR
30	LINK CELL NAGPUR	NAGPUR	NAGPUR
31	SHRI AYURVED MAHAVIDYALAYA	NAGPUR	NAGPUR
32	UDYOG BHAVAN	NAGPUR	NAGPUR
33	KATOL	KATOL	NAGPUR



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34	WADI	WADI	NAGPUR
35	MOUDA	MOUDA	NAGPUR
36	UMRED	UMRED	NAGPUR
37	SAONER	SAONER	NAGPUR
38	KALMESHWAR	KALMESHWAR	NAGPUR
39	KANHAN	KANHAN	NAGPUR
40	WARDHA ROAD	NAGPUR	NAGPUR
41	RANI DURGAWATI CHOWK	NAGPUR	NAGPUR
42	HINGNA	HINGNA	NAGPUR
43	DIGHORI	NAGPUR	NAGPUR
44	SERVICES SUPPORT BR NAGPUR	NAGPUR	NAGPUR
45	ONKAR NAGAR	NAGPUR	NAGPUR
46	Central Learning center (Training center Nagpur)	NAGPUR	NAGPUR
47	WARDHA	WARDHA	WARDHA
48	SEWAGRAM	SEWAGRAM	WARDHA
49	SALODHIRAPUR	SALODHIRAPUR	WARDHA
50	PAUNAR	PAUNAR	WARDHA
51	MIDC AREAWARDHA	MIDC AREAWARDHA	WARDHA
52	ZADSHI	ZADSHI	WARDHA
53	HAMDAPUR	HAMDAPUR	WARDHA
54	LLOYED STEEL INDUSTRIES BHUGAON	LLOYED STEEL INDUSTRIES BHUGAON	WARDHA



Annexure-X

Format for undertaking, to be furnished on company letter head with regards to blacklisting/Non-Debarment by organization.

UNDERTAKING REGARDING BLACKLISTING/ NON- DEBARMENT

To,
Regional Manager,
Central Bank Of India, Regional Office,
Oriental building, Second Floor, LIC Square,
Kamptee Road
NAGPUR- 440001, Maharashtra

Sir,

We hereby confirm and declare that we, M/s _____
is not blacklisted/ de-registered/ debarred by any Government department/ Public sector undertaking/
Private Sector/ institute/ or any other agency during the last 3 years.

For _____

Authorized Signatory with Seal
Date:-

Note:-

Commercial Bid should be submitted in separate & securely sealed envelopes with super-scribed as "Commercial Bid for NAGPUR Region". Only one Technical Bid & Commercial Bid should be submitted. Bidder has to submit separate bids for Technical and commercial.



Annexure-XI

NON-DISCLOSURE AGREEMENT

This Agreement made at _____, on this _____ day of _____ 2022.

BETWEEN

_____ a company incorporated under the Companies Act, 1956/2013 having its registered office at _____ (hereinafter referred to as "-----" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the ONE PART;

AND

CENTRAL BANK OF INDIA, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its head Office at Central Office, Chander Mukhi, Nariman Point, Mumbai – 400 021 (hereinafter referred to as "BANK" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the OTHER PART

and BANK are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

WHEREAS:

The Parties intend to engage in discussions and negotiations concerning the ----- between them. In the course of such discussions and negotiations, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such----- (hereinafter referred to as "the Purpose").

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. Confidential Information: "Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or (d) was developed by or for the Receiving Party



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independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

2.Non-disclosure: The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore. Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

3.Publications: Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

4.Term: This Agreement shall be effective from the date hereof and shall continue till establishment of business relationship between the Parties and execution of definitive agreements thereafter. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof. Notwithstanding anything to the contrary contained herein the confidential information shall continue to remain confidential until it reaches the public domain in the normal course.

5.Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.



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6.Return of Confidential Information: Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.

7.Remedies: The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

8.Entire Agreement, Amendment, Assignment: This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

9.Governing Law and Jurisdiction: The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

10. General: The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

11. Indemnity: The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

Name of Authorized signatory:

Designation:

For and on behalf of
CENTRAL BANK OF INDIA

Name of Authorized signatory:

Designation: