

# **Central Bank of India**

**<< TENDER DOCUMENT>>**

**Tender Reference No. :- RO:PAT:RCC-GAD:2022-23:27**

**Dated :- 01/06/2022**

## **ANNUAL MAINTENANCE CONTRACT (AMC) FOR PATNA REGION**

**THE HARDWARE AND PERIPHERALS INSTALLED  
AT  
VARIOUS BRANCHES/OFFICES UNDER  
REGIONAL OFFICE, PATNA**

**Cost of the Tender : Rs.1000/- (Rs. One Thousand Only)**

**Invitation for Tender Offers**

Central Bank of India, Regional Office, Patna having Total 55 Branches/Offices spread in 5(Five) Distt. Viz. Patna, Bhojpur, Buxar, Arwal & Jahanabad under area of Bihar State invites sealed tenders (2 bids, Technical Offer and Commercial Offer) from eligible reputed vendors having sound technical knowledge & financial support for Annual Maintenance Contract (AMC), as Third Party Maintenance, for All Computer Hardware & Peripherals at our branches & offices located within the jurisdiction of Patna Region for the period 1(One) year (Period : 01/06/2022 to 31/05/2023) and may be extended for some more years, subject to mutual agreement on same T&C depending on satisfactory service in case of need of the bank for one or more reasons.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers and Desktop PCs/Gateway PC/Laptops ( CPU, Monitor, Keyboard & mouse) including all internal parts/sub parts, operating systems (as applicable in Central Bank of India and varies from time to time in existing OS and new decision for OS and comprehensive for Printers (including Printer Heads for all types of Printers and cartridge) & Scanners** at different offices of Central Bank of India in Patna Region as third party maintenance, as specified in this document.

Instructions & 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.

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

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.

Application for Expression of Interest for empanelment of Bidder is given in Annexure-V.

Declaration on Letter Head is given in Annexure-VI.

Address Details of Vendor along with Contact No. is given in Annexure-VII

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

A complete set of tender document may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of Rs.1000/-(Rupees One Thousand only) by Demand Draft in favour of “Central Bank of India” and payable at PATNA.


The copy of tender document may be obtained from Central Bank of India, Regional Office, Regional Computer Centre, Patna. Copy of the tender document may also be downloaded from our website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) for reference purpose. They should submit tender paper on tender document issued by this office only.

The Tender Details are given below:

Tender Reference	RO:PAT:RCC-GAD:2022-23:27 Dated :- 01/06/2022
Cost of Tender Copy	Rs 1000.00
Earnest Money Deposit	Rs.15,000.00
Last Date and Time for receipt of tender offers	18/06/2022 at 5.00 pm (excluding 2 <sup>nd</sup> Saturday, Sundays and Holidays)
Date and Time for opening of Technical Bids	<del>29/06/2022</del> at 3.00 pm. [20 <sup>th</sup> June 2022]
Date and Time for opening of Commercial Bids (For successful Bidders of Technical Offers only)	<del>29/06/2022</del> at 3.30 pm. [20 <sup>th</sup> June 2022]
Address of Communication for submission of Tender Documents	Regional Manager Central Bank of India Regional Office, 2 <sup>nd</sup> Floor, Block-B, Mauryalok Complex, Near Kotwali Thana, Patna-800001
Contact Number	9264291501, 9264291486, 9264291490

Earnest Money Deposit of Rs 15,000/- (Rs Fifteen Thousand only) by way of Demand Draft drawn on "CENTRAL BANK OF INDIA" payable at Patna must accompany the Technical Bids.

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

  
Regional Head  
(Rajendra Prasad Singh)  
Regional Office, Patna

The Tender Details are given below:

# **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 1,000/- (non-refundable) towards Tender Document's cost.

**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 completed 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 as per **Annexure –II**.

### **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 17:00 hours on 18.06.2022** giving full particulars in **sealed envelope** at the Bank's address given below:-

<p style="text-align: center;"><b>Regional Head Central Bank of India Regional Office, 2<sup>nd</sup> Floor, Block-B, Mauryalok Complex, Near Kotwali Thana, Patna-800001</b></p>
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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.

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.** Any Quotation found to contain incomplete information is liable to be rejected outright.

### 3. Eligibility of the Vendor

- 3.1 The bidder submitting the offers should be a Registered Company (at least 3 years old) & should have at least 3 years' experience of Computer Hardware AMC i.e Server, Desktop, Printers, Scanners and peripherals etc., Hardware & Software, Networking.
- 3.2 The Bidder should have effective Annual Maintenance Contracts (AMCs) with at least 2 (TWO) Central/State Govt. Depts. / Public Sector Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- 3.3 The Bidder should have sufficient qualified and experienced engineers on their payroll stationed at Patna and Bhojpur District i.e. Arrah/Buxar or nearby. They 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 and they should have local support Centre.
- 3.4 The Bidder should be financially sound and they should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.
- 3.5 Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC.

### 4. Quotations

The vendor must ensure that all the items as specified in this offer are quoted for. **Unit-wise** rates. The vendor must also ensure that it is in a position to undertake the work specified.

**The evaluation of L1 Bidder/Vendor will be strictly on the basis of Total Cost of Ownership (TCO) for the offered quantity of hardware.** Other Bidders/Vendors may be required to match the rates offered by L1 Bidder/Vendor, since bank reserves the rights to allot AMC to more than one vendor.

The Bank shall be under no obligation to mandatory accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

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

It is our past experience that due to competition, vendors quote abnormally low rates, only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide the AMC Services he will be black listed and no future contract will be awarded to such vendor.

AMC will be terminated any point of time if the service rendered by agency is not satisfactory and/or penalty amount calculated till that date for delayed service is considerably high.

### 5. Non-transferable Offer

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

## **6. Validity of Offer**

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

## **7. Address of Communication**

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

**Regional Head  
Central Bank of India  
Regional Office,  
2<sup>nd</sup> Floor, Block-B,  
Mauryalok Complex,  
Near Kotwali Thana,  
Patna-800001**

## **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. Opening of Offers**

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same, in the presence of vendors. Bidders shall be informed date & time for opening of offers separately.

## **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 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 of our Region are located in 5 distt.viz, Patna, Bhojpur, Arwal, Buxar & Jahanabad. 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 include all the charges, excluding service tax.

### **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.

### **19. 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.

### **20. Price Variations and Supply of Spares**

The price quoted by the vendor should be valid for a minimum period of one year. 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 Logging the Complaint by Branches**

The tender should be specific about the procedure to lodge complain by branches (Viz by mail, phone. mobile etc.). Banking, being a financial service provider requires Immediate and easy Complaint Lodgment System preferably **Logging the Complaint by Branches/offices through telephonic talk at Local Office of the AMC Agency.**

### **22. Resident Engineer.**

Vendor, to whom AMC will be awarded, shall make available at least One Service Engineer exclusively at our Office on full time basis.

## 23. Hardware Ref. No.:-

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 HW with unique ref. no. should be provided by the vendor to all locations viz. branches, Regional Office, Zonal Office etc.

### LIST OF BRANCHES AND OFFICES UNDER PATNA REGIONAL OFFICE

S.N.	Branch Name	S.N.	Branch Name
1	Notre Dam Academy	33	GULZARBAGH
2	Rajeev Nagar	34	GYASPUR
3	Rajbanshi Nagar	35	HANUMAN NAGAR
4	Phulwari Sharif	36	JAHANABAD
5	Rukanpura	37	KADAMKUAN
6	P P Colony	38	KARNAUTI
7	Lohia Nagar	39	MASAUHRI
8	Jhauganj	40	MITHAPUR
9	Illahibag	41	MORADPUR
10	COC	42	MUSSALAHPUR
11	Chiraiyatad	43	N.B.O. PATNA
12	Rajendra Nagar	44	NAYATOLA
13	V K S U	45	PAKRI
14	H D Jain College	46	PATNA
15	DHANSOI	47	PATEL NAGAR
16	BIRLA MANDIR	48	PATNA UNIVERSITY
17	DIGHA	49	S.B.COLLEGE
18	GAURICHAK	50	SAGUNA MORE
19	AKHGAON	51	SHAHPUR
20	ALAMPUR	52	SIKARIA
21	ARRAH	53	CDA
22	ARWAL	54	G D M COLLEGE
23	BARH BAZAR	55	TPS COLLEGE PATNA
24	BIHTA	56	YARPUR
25	BORING ROAD	57	RAC, RO, Patna
26	BUDH MARG	58	Regional Office Patna
27	BUXAR	59	Zonal Office, Patna
28	CHITKOHRA	60	ZAO, Patna
29	CHOUDHARY TOLA	61	ZSTC, Patna
30	DANARA	62	
31	DINAPUR, PATNA.	63	
32	FRAZER ROAD	64	



## ANNEXURE - I

### Terms and Conditions of the AMC Offer

#### **1. SCOPE OF WORK:**

- 1.1 The Comprehensive 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.
- 1.2 The parts to be replaced will either be new parts or equivalent to new parts.
- 1.3 In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.4 All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.
- 1.5 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
- 1.6 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.
- 1.7 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.
- 1.8 The cost of Replacement/Repairs of Printer Head and Myler (sheet) Strip except consumables to be borne by the Bidder/Vendor.
- 1.9 Representative of the Bidder/Vendor shall visit the concerned RCC office at least once in a month to discuss the problems and their immediate rectification and also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, Patna.
- 1.10 AMC amount will be changed as and when old hardware are replaced with new one or will be added if warranty of new hardware will be expired.

#### **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.

#### **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 may be renewed for a further period of 3 months and above 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 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 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 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, as per clause 7 hereunder, for all the Computer Systems/machines, irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.

The bank reserves all rights for replacement of old hardware with new hardware. If at any point of time, Bank will replace old hardware Desktop PCs with new Desktop PCs due to technological up-gradation, then the replaced old Desktop PCs will discontinue from AMC from that point of time. Rest of the hardware Desktop PCs with Printers and Scanners will continue as it is. Further if Bank staff will increase at Branches and if Bank uses the old hardware Desktop PCs, then those PCs again will be included under AMC from that point of time. Stand by servers are also covered under AMC.

- 5.4 The obligations of both the Bank and the vendor shall proportionately cease forthwith if the Bank sells or transfers the ownership of any one or more Computer Systems/machines. If any machines are withdrawn from use, the AMC charges will be reduced proportionately.

## **6. PURVIEW OF THIS AMC CONTRACT:**

- 6.1 The scope of AMC will include all parts of computer systems (Mother Board, SMPS, RAM, Processors, all types of PCI cards, Cables ,Hard disk etc.), all parts of TFT & all parts of printers ( printer cables, printer knobs, printer heads, paper guide, power cords, cables, power adapter, Network equipment, drums, laser printer fuser assembly set, paper trays, Logic cards, miler strip, all plastic parts etc.) excluding ribbons and toner cartridges, irrespective of the cause of damage.
- 6.2 **Any Servicing of Virus related Problems. Anti-Virus software will be made available by the Bank.**
- 6.3 **Any maintenance of normal system related software** i.e. System Software and Operating System (O/S) / Virus related problems have 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. . However, operating system, normal application software will be made available by the bank.
- 6.4 Installation of operating systems (Existing Windows 10, Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server), Oracle Server, Oracle client, antivirus packages and other application/complete tools/software/sites as desired by Bank at clients/server systems.
- 6.5 The systems support should include the trouble shooting for O.S. (Existing like Win- 10, Server Win-8 , Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server) etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and all systems accessories included in AMC along with the rectification of complaints lodged by bank officials of branches/offices.

- 6.6 The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of all damaged parts, at vendor's own cost. Preventive maintenance to be done at least once in a quarter and corrective as and when required. While preventive measure at all branches/offices, any power related issue observed, endorse the same in a separate register to be maintained at branches/offices and get it resolved with the help of bank officials by calling electrician immediately or provide the electric current from another electric point with the help of extension box till repairs of electric point, just to avoid electric fluctuation. In case of earthing issues, write endorsement in a register with authorization of noting by bank officials in branches/offices.
- 6.7 **All parts of Computer systems (Mother Board, HDD etc.), Laser Printers / Desk Jet 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.,) shall be covered under the Annual Maintenance Contract.**

## **7. PAYMENT OF CHARGES :**

- 7.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.
- 7.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 7.3 **The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office.**
- 7.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc. excluding GST.

## **8. OBLIGATIONS OF THE VENDOR :**

- 8.1 Calls for server/ Gateway PC should be attended immediately and should be sorted out within 4-5 hours from lodging the complaint.
- 8.2 The normal working hours of the Bank are from 9.30 a.m. to 6:30 p.m. on all working days and varies from branch to branch depend upon Market area/residential area/Urban/Semi Urban/Rural.
- 8.3 The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 12 hrs.
- 8.4 In case any replacement of parts is required, the vendor shall ensure to complete the same within 24 hours at local sites and 48 hours at remote/ rural sites. In case it is assessed that it is not possible to replace within 24/48 hours whatever the case may be, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs.
- 8.5 The vendor shall be **liable to pay penalty as hereunder per day of delay beyond 24/48 hours in completion of maintenance work**, which shall be as follows:
- |      |                                 |                  |
|------|---------------------------------|------------------|
| i)   | <b>Gateway PCs (Servers)</b>    | <b>Rs.1000/-</b> |
| ii)  | <b>PC/Desktop</b>               | <b>Rs.500/-</b>  |
| iii) | <b>Passbook printer</b>         | <b>Rs.400/-</b>  |
| iv)  | <b>Line-Printers</b>            | <b>Rs.400/-</b>  |
| v)   | <b>Other printers / Scanner</b> | <b>Rs.400/-</b>  |
| vi)  | <b>Laptop</b>                   | <b>Rs.400/-</b>  |

- 8.6 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 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.

## **9. ASSIGNMENT :**

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

## **10. 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.

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. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.

## **11. FORCE MAJEURE :**

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

## **12. GENERAL :**

The vendor shall be required to sign an Agreement as per Bank's Standard Format incorporating various terms & conditions. As well as vendor has to provide dedicated team for our Region.

## **ANNEXURE II**

### **Bid for Technical Offer-**

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least **2 (TWO)** Central/State Govt. Depts. / Public Sector Offices/Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- Submit Certificate Of Registration.
- Address & contact details of office in Patna along with details of sufficient qualified and experienced Engineers on their payroll stationed at Patna. (Enclosed relevant documents as proof).
- Details of financial position of the bidder during last Three Years (Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted).
- Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC. (Enclose copy).
- DD for Rs.1000/- (Rs. One thousand only) towards cost of Tender Documents (Non-refundable)

Favouring: Central Bank of India, PATNA

- DD for Rs.15,000/- (Rs. Fifteen Thousand only) towards Earnest Money Deposits. Favouring : Central Bank of India, Patna (NBO)
- Any instrument Other than DD viz, FD,Cheque etc. not accepted.
- List of customers. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
- 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.
- Application for Expression of Interest for empanelment of Bidder is given in Annexure-V.
- Declaration on Letter Head is given in Annexure-VI.
- Address Details of Vendor along with Contact No. is given in Annexure-VII

**Technical Bids should be submitted in separate & securely sealed envelope with super-scribed as “Technical Bids”. Commercial bids should not be the part of this bid.**

### **ANNEXURE -III**

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

#### **1.GATEWAY PC / DESKTOP PCS:**

<b>Sr. No</b>	<b>TYPE/Model</b>	<b>MAKE &amp; Operating system</b>
1.1	Dual Core  Intel(R) Core(TM) i3-7100 CPU @ 3.90GHz 3.90 GHz and similar	HCL/ACER/WIPRO/THINKCentre LENOVO/ HP or similar of some other company.  O/S (Windows Server 2016/ Windows Server 2008/ Windows 10, Similar )
1.2	Laptop	WIPRO or similar

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

<b>PRINTER TYPE</b>	<b>MAKE / MODEL</b>
Dot Matrix Printer 136 col.	Epson DLQ 3500
Dot Matrix Printer 80 col.	EPSON LQ 300, LQ 300+II or similar of some other company.
Pass Book Printer	Olivetti PR2/ PR2 PLUS / LIPI PB2, EPSON PLQ20 and other similar of some other company.
Laser / Inkjet / Deskjet	HP / Cannon / Samsung or similar of some other company.

#### **3. FLAT BED COLOUR SCANNERS:**

<b>MAKE / Model</b>	<b>MAKE/MODEL</b>
Scanner	HP, Cannon Lide25/100/110/120,Epson V37/V39

#### **4. CTS SCANNERS:**

<b>MAKE / Model</b>	<b>MAKE/MODEL</b>
CTS Scanner	LS 150 UV, ARCA, PANINI, DIGIT CHEK

#### **5.Approximate Quantity of Hardware to be covered under AMC (may vary as per Bank's CO guidelines or requirement)**

<b>S.N.</b>	<b>Description of HW</b>	<b>Tentative Qty.</b>
1	Gateway PC with all peripherals and OS	20
2	Desktop PC with all peripherals and OS	260
3	Dot-Matrix Printer 136 Col.	35
4	Dot-Matrix Printer 80 Col.	90
5	Passbook Printer	75
6	Laser Printer	107
7	Scanner	68
8	Laptop	6
9	CTS Scanner	10
	Total Qty of HW (Approx.)	671

## **ANNEXURE – IV**

### **ELIGIBILITY CRITERIA FOR AWARDING AMC (TCO)**

(All amounts in Rupees)

<b>Sr. No.</b>	<b>Description of HW</b>	<b>AMC RATE PER UNIT (in Rs.)</b>	<b>Remarks</b>
1	Gateway PC (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems		
2	Desktop PCs (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems		
3	Dot-Matrix 136 col.		
4	Dot-Matrix 80 col.		
5	Passbook Printer		
6	Laser / Inkjet / Deskjet		
7	Scanner		
8	Laptop		
9	*CTS Scanners (not included for L1 calculation)		
<b>Total Cost of Ownership (Rs) =(1+2+3+4+5+6+7+8)</b>			

The Total AMC value (Total Cost of Ownership) for whole region arrived at as above after calculating the rate of AMC per hardware item multiplied by the quantity of hardware will be considered as the total AMC value quoted by the vendor for purpose of arriving at L1.

AMC will be given for the actual quantity of Computer Hardware (excluding items under Guarantee/ Warrantee) available at various branches/offices at individual item wise in as it is status, rates quoted above. Vender may visit for branches/offices for their confirmation of hardware/peripheral items.

**Commercial Bid should be submitted in separate & securely sealed envelope with super-scribed as “Commercial Bid”.**

Date:

(Seal & Sign of the Bidder/Vendor)

## Annexure - V

**Application for Expression of Interest for empanelment of Bidders/Vendors for AMC & Related Services for Gateway PC, PCs, Dot Matrix Printers (132 col & 80 col), Passbook printer and peripherals, Laser Printers and Flat Bed Scanners at Central Bank of India, Patna Region**

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1.	Name of the Company	
2.	Address of Registered Office	
3.	Registration number and Date of Registration	a. Under Companies Act 1956 _____ b. Under C.S.T _____ c. Under B.S.T _____ d. Under G.S.T _____ e. Other (Please specify)
4.	Company PAN/TAN	a.) PAN _____ b.) TAN _____
5.	Nature of Business	
6.	Services that can be provided	
7.	Whether a fully functional Service / support center is available at Patna	Yes / No
8.	Details of at least three deals executed to Banks/Financial Institution since Oct 2018.	
9.	Details of profit in	a. 2018-2019                      b. 2019-2020 c. 2020-2021

The following documents are enclosed

(Please Specify)

Signature

Date:

Place:

Seal of the Company



## **Annexure VI**

### **DECLARATION ON LETTER-HEAD.**

To,  
Regional Head,  
Central Bank of India,  
Regional Office,  
2<sup>nd</sup> Floor, Block-B  
Mauryalok Complex,  
Near Kotwali Thana  
Patna-800001

Dear Sir/Madam,

#### **Reg : Undertaking of correctness of information& Documents submitted.**

We certify that the all information provided by us is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time and documents submitted by us are not sufficient / appropriate as per terms and conditions mentioned in this RFQ our application is liable to be rejected and we will be abide by the decision taken by the bank & bank's decision shall be final.

Signature

Date:

Place:

Seal of the Company

## **Annexure VII**

### **Address Details along with contact Numbers (Tel. N., Fax, Email-ids) of the Vendor**

Registered Address of the Vendor	
Local Office/Branch Office Address at Patna(Bihar)	
Contact Details of the vendor along with Escalation Matrix	

Signature & Seal of Company

***END OF DOCUMENT***