



सेंट्रल बैंक ऑफ इंडिया
Central Bank of India

निविदा दस्तावेज
Tender Document

निविदा संदर्भ क्रमांक: क्षे०का०/क्षे०क०के०/2023/01 दिनांक:13/03/2023

Tender Reference No. RO/RCC/AMC/2023/01

Dated:- 13/03/2023

Annual Maintenance Contract (AMC)

Of

Computer Hardware and Peripherals

at

**VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF RAIPUR
REGION**

Cost of the Tender: Rs 1000/- (Rupees One Thousand only)

TENDER DETAILS		
1	TENDER REFERENCE	RO:RCC:AMC:2023:01 Dated 13th March 2023
2	Date of commencement of Tender	13/03/2023
3	Last date and time for receipt Of Bidding Document	11/04/2023 UP TO 15:00 Hrs
4	Date and Time of Technical Bid Opening	11/04/2023 AT 15.30 Hrs.
5	Address for communication	<p style="text-align: center;">Regional Head Central Bank Of India, Regional Office, 1st Floor, Block-C, Bombay Market, G.E. Road, Raipur, Chhattisgarh-492001. <u>rcraipro@centralbank.co.in/</u><u>cmitraipro@centralbank.co.in</u> Contact Number – 0771-4311011/1016/1017</p>
6	EMD	Rs.30,000/- in the form of Demand Draft in favor of Central Bank Of India, payable at RAIPUR. The DD/Banker Cheque should be submitted at the time of bid submission along with Technical Bid. As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount.
7	Cost of Tender	Rs.1000/-(Non Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at RAIPUR. The DD/Banker Cheque should be submitted at the time of bid submission/purchase of Tender.
8	Contact Ids	Contact IDs should contain following information, so that in case of any clarification same may be issued to them:- Name of company, contact person, Mailing address with Pin Code, Telephone No., email address, Mobile No. etc.
9	Debarment	If the bidder withdraw or modify their bids during the period of validity / conclusion of tender process, they will be barred for 5 years from participating in the tender process of Raipur Region.

Invitation for Tender Offers

Central Bank Of India, Regional Office, Raipur invites sealed tenders (2 bid, technical offer and commercial offer) from eligible reputed service provider having sound technical knowledge & financial support for Annual Maintenance Contract of Computer Hardware and Peripherals for the period **01.05.2023 to 30.04.2024**. This offer is for maintenance of Hardware at various branches & administrative offices in Raipur Region. Quantity mentioned in this tender is only tentative and may vary depending upon actual requirement.

We invite sealed quotations from vendors for comprehensive Annual Maintenance of Computer hardware consisting of **Desktop PCs / Gateway PC / (CPU, Monitor, Keyboard & Mouse), operating systems and comprehensive AMC for Printers (including Printer Heads for all types of Printers), Scanner** located at different Branches / Offices of Central Bank of India under Raipur Region as third party maintenance, as specified in this document.

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

Details of Bid for Technical Offer as per **Annexure II**

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**

District-wise list of branches & Offices in **Annexure V**

Please note that the vendors having **franchise arrangement for maintenance & support are not eligible to apply.**

Tender document can be downloaded from the Bank website www.centralbankofindia.co.in or a copy can be obtained from our Regional Computer Center, Regional Office, Raipur. The cost of tender document is **Rs 1000/- (Rupees One thousand only)** and this is to be paid by way of Demand Draft drawn on "Central Bank of India", payable at Raipur.

DD for Cost of tender fee (Rs.1000/-) & EMD* amount (Rs.30,000/-) should be submitted along with Technical Bid.

(*Note: -As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount. Please refer Clause No. 7 in the Annx I of this document)

**Regional Head
Regional Office, Raipur**

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प्रथम तल, ब्लाक-सी, बाम्बे मार्केट, जी. ई. रोड, रायपुर
४९२००१ (छ.ग.)

1st Floor, Block-C, Bombay Market, G.E. Road, Raipur-492001
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ई-मेल/E-mail : rmraipuro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

कें.का.-चंदरमुखी, नरीमन प्वाइंट मुंबई-400021

C.O. – Chandermukhi, Nariman Point Mumbai - 400021

Instructions to vendors

1. Invitation Offer System

Bidders may download tender document from Bank website (www.centralbankofindia.co.in). Bids should accompany demand draft of Rs. 1000/- (non-refundable) towards tender document's cost.

Vendors having franchise arrangements are not eligible to quote.

2. Two Bid System Tender

The offers (Technical & commercial) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given below, on or before 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:

- Write in bold letters on the envelop **"COMPUTER HARDWARE AMC TENDER –RCC Dept"**
- 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. DD For Rs.1000/- towards tender cost must be enclosed. DD for EMD Rs.30,000/- should also be enclosed. (As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount.)

2.2 ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information as per **Annexure -IV** and should not contradict the technical offer in any manner.

These two envelopes containing the Technical and Commercial Offer should be submitted at the same time but in separate sealed envelopes. Please note that if envelope is found to contain both technical and commercial offer, then that offer will be rejected outright.

Quotations must be submitted, on or before 15.00 hours on 11/04/2023, giving full particulars in **sealed envelope** titled “**COMPUTER HARDWARE AMC TENDER –RCC Dept.**” at the Bank’s address given below :-

Regional Head,
Central Bank Of India, Regional Office,
1st Floor, Block -C, Bombay Market,
G.E. Road, Raipur, Chhattisgarh-492001.

Delay in submission: Delay in submission of tender arising due to delay in postal or any other mode of delivery or delay due to any other irregularities/reasons 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 etc.

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.

3. Eligibility of the Vendor

- 3.1 Bidder should be a registered company with valid ISO 9001 or above quality services certification in the relevant fields of IT AMC having an annual turnover of **Rs 25 Crore** in Hardware/maintenance business at least in the last two financial years. Please furnish supportive documents.
- 3.2 The Bidder should have Annual Maintenance Contracts in running condition with an amount of **2 Lakhs** or more (each AMCs) with at least 3 (Three) Public Sector 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.
- 3.3 The Bidder should have minimum 3 qualified and experienced engineers on their payroll stationed at **RAIPUR**. 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 of financially sound condition. Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted.
- 3.5 The firm should have applicable tax registrations i.e. PAN, TIN, GST etc.

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3.6 Vendor should have an established AMC Service Centre in RAIPUR and such AMC Support Centre must be functional from past **Two years**. Supportive documents must be attached.

3.7 Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU). The vendor shall be give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU as on date.

3.8 The firms should have valid GST registration (Submit Proof).

The unit rate for AMC amount for each and every item should be quoted. Any Quotation found to contain incomplete information is liable to be rejected outright. Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained /considered. The earnest Money deposit without any interest will be returned to the unsuccessful bidder within 2 weeks after the decision to award the work. The earnest Money deposit without any interest will be returned to the successful bidder after submitting the Performance Bank guarantee of equivalent to 10 % of PO amount. The bidder shall bear all the costs associated with preparation and submission of its bid and Central Bank of India herein called Purchaser will in no case be responsible or liable for these costs, regardless of the conduct of the bidding process.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

3. Quotations

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

The 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.

The evaluation of L1 vendor will be on the basis of aggregate amount of total Hardware i.e. sum of (unit rate x Number of Units) for all items as given in Annexure IV.

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

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

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It is our past experience that due to competition, vendors quote abnormally low rates only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide the AMC Services to the Branches/administrative offices, penalties will be attracted as stated in Annexure II under point no. 7, so also he will be black listed and no future contract will be awarded to such vendor.

4. Non-transferable Offer

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

5. Validity of Offer

Bids shall remain valid for twelve months after the date of bid opening prescribed by the Purchaser. A bid valid for shorter period shall be rejected by purchaser as non responsive. In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bidder may refuse the request. A bidder granting the request will not be required nor permitted to modify its bid.

6. Address of Communication

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

Always give the title in the communication as
"COMPUTER HARDWARE AMC TENDER –RCC Dept

**Regional Head,
Central Bank Of India, Regional Office,
1st Floor, Block-C, Bombay Market,
G.E.Road, Raipur, Chhattisgarh-492001.**

Qualifications for bidders for AMC of Hardware and Peripherals etc.

S N	Pre - Qualifications criteria	Compliance (Yes/No)	Documents required
1	Vendor submitting the offers should be a Registered Company with ISO 9001 or above with an existence of minimum FIVE years as on date with annual turnover of Rs. 25 crores in Hardware Maintenance / Service business per year in the last two financial years.		1)Certificate of Registration 2)ISO 9001 or above Certificate 3) Copies of Audited Balance sheet / copy of IT Return for the last two consecutive years. 4) Certificate stating that Vender is Hardware Service/ Maintenance business.
2	The bidder should have at least 3 years experience of taking third party AMC of Hardware of at least 3 (Three) Public Sector Banks/RBI/RRB		1) List of Customers. 2)Certificates from above listed Customers clearly stating that they are satisfied with services and duration of service stating from and to date.
3	The bidders should be net profit making company during last two financial years		Copy Audited Profit & Loss A/C for the last two consecutive years.
4	The bidder should have minimum 03 (including RE) qualified and skilled engineers (Hardware) at Raipur and at least one/two qualified and skilled engineers (Hardware) in following important centers like Bhilai/Durg(Min:2 to support Durg, Balod, Rajnandgaon, Bemetara & Kawardha districts, Bilaspur (Min:2 to support Bilaspur, Janjgir-Champa, Mungeli districts), and minimum one engineer at Jagdalpur, Mahasamund /Saraipali & Baloda bazar locations. Bidders should have sufficient quantity of spares & peripherals available of all models of Hardware items.		Submit the undertaking and provide brief details of employees.
5	Active Contract of minimum 100 branches of a Bank in Chhattisgarh State.		Submit necessary certificate/proof to this effect

Please attach all the relevant documents along with Technical bids, failing which bank reserves the right to summarily reject the bid. Further, the bidders who have not successfully completed any of the contract with the Bank, shall not be eligible to participate in this tender

Seal and signature of bidder

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कें.का.-चंदरमुखी, नरीमन प्वाइंट मुंबई-400021

C.O. – Chandermukhi, Nariman Point Mumbai - 400021

8. AMENDMENT OF BIDDING DOCUMENTS

The Bank has a right to modify/alter the offer and the terms thereon, before the closure of the offer. At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. Amendment will be notified in Bank's web site. In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the dead line for submission of bids. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. BID CURRENCIES

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

10. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same. Bids will be opened in presence of the bidders' representatives who prefer to attend. The venue will be Bank's Regional Office in Raipur.

10. Preliminary Scrutiny

The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made, whether the documents have been properly signed and whether items are quoted as specified. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers.

11. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. The Bank has the right to disqualify the vendor whose clarification is found **not suitable** to the Bank.

12. No Commitment to Accept Lowest or Any Other Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

13. Make and Models of the equipment

The details of the equipment's are mentioned in the **Annexures III**. It is mandatory to quote for all items. The brief details given about the configuration are only indicative. A vendor must quote **unit rate** for each item.

14. Details of Spread.

Branches / offices are spread across Janjgir Champa, Bilaspur, Baloda Bazar, Kawardha, Bemetra, Rajnandgaon, Durg, Balod, Narayanpur, Dantewara, Bijapur, Bastar, Kanker, Dhamtari, Mahasamund, Kondagon, Mungeli and Raipur Districts. Vendor should have enough engineers in the field for providing timely support to all branches.

15. Format for Offer (TCO)

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

16. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. **The Bank may treat offers not adhering to these guidelines as unacceptable.**

17. No Negotiation

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

18. Right to Alter Quantities

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

19. Price Variations and Supply of Spares

The price quoted by the vendor should be valid for a minimum period of Two years. The vendor must give an undertaking along with the quotes that he gives service commitment along with availability of spares for a minimum period of two years from start date of AMC.

क्षेत्रीय कार्यालय / **REGIONAL OFFICE – रायपुर-४९२००१ / RAIPUR – 492001**

20. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Technical Bid.

1. Bidders Information.
2. Compliance Statement.
3. Acceptance of the terms and conditions.
4. ISO 9001 or above Certification document
5. Last two years audited balanced sheet and profit and loss account statement.
7. Certificate of Registration.
8. DD for EMD Rs.30,000/- (As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount.)
- 9 List of customers.
10. Certificate from the customers in CG state clearly stating that they are satisfied with the service and duration of service starting from and dates.
11. Undertaking for having minimum 03 (including RE) qualified and skilled engineers (Hardware) at Raipur and at least one/two qualified and skilled engineers (Hardware) in following important centers like Bhilai/Durg(Min:2 to support Durg, Balod, Rajnandgaon, Bemetara & Kawardha districts, Bilaspur (Min:2 to support Bilaspur, Janjgir-Champa, Mungeli districts), and minimum one engineer at Jagdalpur, Mahasamund/Saraipali & Baloda bazar locations with name and contact number.
12. Supporting document for having maintained systems with Windows (all versions) & DOS, Printers (all Types), LAN in at least 2 similar organizations.
13. DD for Rs.1000/- towards cost of the document.
14. Any other documents required to prove qualification criteria as given in this RFP.

Inventory of the Hardware to be brought under AMC :

Items:	PC+ Gateway PC	136 Col Printer	80 Col Printer	Pass Book Printers	Scanner	Laser/MF Printer	Laptop	TVS RP 45 Shopee Printer
Qty	279	41	56	72	60	103	2	7

(The quantity mentioned above is estimated and not actual quantity. +/- 10% quantity may vary. Before coming into contract, physical asset verification to be done by the vendor on their own cost).

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.

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Terms and Conditions of the AMC Offer.

1. SCOPE:

- 1.1 AMC offer is of 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). Damage due to electrical/voltage problems will not be in the scope of force majeure clause. Preventive maintenance to be done at least once in a quarter and corrective as and when required. The cost of Replacement/Repairs of Printer Head to be borne by the vendor.
- 1.2 The parts are to be replaced with either be new ones or equivalent part available in the market.
- 1.3 Vendor should provide **One dedicated Resident Engineer (RE)** for Central Bank of India Regional Office, Raipur. Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor.
- 1.5 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement. The vendor shall not directly or indirectly open/alter, try to tamper with or in any way, do any act which will result in intruding with the internal operation of the system and the peripheral units (except routine input/output and data processing) and do any modifications to the configurations of the equipment.
- 1.6 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, whenever 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, for which no extra payment will be made.
- 1.8 Since the AMC is comprehensive in nature, the cost of Replacement/Repairs is to be borne by the Vendor.
- 1.9 Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems has to be undertaken by the vendor. While formatting the PC vendor representative has to take proper back up of the data with the help of user. Any Gateway, Network related work, if required, has to be done with the permission of the Regional Computer Centre (RCC), Regional Office, Raipur.

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1.10 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 except in case of force majeure via damage due to external factors (robbery, arson, rioting and will-full damage). Damage due to electrical / voltage problems will not be in the scope of force majeure clause.

- a. Installation of operating systems (Windows 10, 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 Server and client systems.
- b. The systems support should include the trouble shooting for O.S. (i.e. Win 10, Windows 2016 Server etc.) creating and deleting of network ID, network rights management, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) especially cleaning of the CPU in all the computer systems, systems accessories included in AMC. Bank will not make payment if contractor default PM during quarter.
- c. **AMC contract will also include updating of antivirus software, up gradation of OS in desktop as well as server and other software updation as per bank need wherein the media & necessary updates will be provided by the Bank.**
- d. All parts of Computer systems, MF Printers/ Laser Printers/ DeskJet Printers/ Dot Matrix Printers (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, I/O lets, Network equipment's, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) excluding ribbons and toner cartridges shall be covered under the Annual Maintenance Contract.
- e. The vendor has to visit the locations as per given in the Annexure V and take an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Center in writing with in a period of 2 weeks from the date of commencement of AMC period. All hardware (under AMC) should be identified by the vendor, unique ref. no. should be provided by the vendor to all branches & Regional Office within 2 weeks of assigning the contract before the first quarterly payment
- f. Call lodging system should be clearly given to us and a Daily Tracker of all the calls.
- g. Hardware parts in case not repairable shall be replaced with same or higher version at your own cost.
- h.** Quarterly review on SLA shall be done and to be attended by your Senior Service Manager. The vendor shall arrange Quarterly visit of their Area Manager and Regional Manager with Officials of Regional Computer Center.

- i. Since most of the desktop PCs do not have CD/DVD drives, it is essential that these engineers will carry a CD/DVD/PEN drive in case the PC is to be formatted or OS is to be repaired or new hardware device to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.
- j. The bank reserves the right to replace any Hardware with new ones during the validity of AMC and the AMC charges of that removed hardware shall be discontinued from the next quarter. The same shall be informed by mail to your office. Also hardware can be shifted from one bank office to other office.
- k. 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.
- l. In case of scheduled equipment being shifted to any other locations, maintenance shall continue to be applicable.
- m. In case of any up-gradation of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period.
- n. 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.
- o. 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.**
- p. On subsequent additions of Hardware, PCs and Printers which fall out of warranty shall be included in the contract at the rates quoted by the Bidder/Vendor and payments shall be made accordingly.
- q. 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.
- r. 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.
- s. Either Party will maintain the confidentiality of any information provided by the other Party under the said offer and during Contract execution.

- t. The price quoted by the Bidder/Vendor should be valid for a minimum period of Two years. The Bidder/Vendor must give an undertaking along with the quotes that he gives service commitment along with availability of spares for a minimum period of two years.
- u. AMC shall be paid on quarterly basis after the expiry of the quarter.
- v. It is the past experience of other regions that due to competition, vendors used to 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 satisfactory AMC Services **will be black listed** and no future contract will be awarded to such vendor.
- w. One dedicated Technical and Experienced Engineer has to be posted at Regional Office Raipur on all working days of the Bank for coordinating with the vendors other field engineers and attending the calls of branches. The engineer has to be present on all working days from 10 am to 6 pm or as directed by Bank. The Engineer has to serve dedicated for Central Bank of India Raipur Regional Office. Bank will check the Technical compatibility of the Engineer before engaging an engineer. The same has to be followed while replacing an Engineer with New Engineer. Vendor will be liable to pay penalty of Rs. 500/- (Rs. Five Hundred) per day for absence of Engineer on working days. The amount will be deducted from the quarterly AMC amount payment to vendor. 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 and should be replaced within 15 days.
- x. Apart from the dedicated Engineer posted at Regional Office, Sufficient No. of Technical & experienced engineers have to be available in the field to support branches. The downtime should not be more than 2 BD (Business Days).
- y. 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.

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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 with prior arrangement.

3. DURATION OF CONTRACT:

- 3.1 The contract shall initially be valid for a period of **12** months, and may be extended for further period of three months depending on satisfactory service at Bank's discretion at the same terms & rates which vendor has to accept unconditionally.
- 3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months at the same terms and rates at Bank's discretion, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor does not desire to renew the period of existing contract, he shall express his desire not to renew the contract, by giving minimum Three months prior notice before the expiry of the contract. Non submission of minimum Three months prior notice before the expiry of the contract will be deemed as that the vendor is willing to renew the contract if the Bank decides so.

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 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.

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

6. PAYMENT OF CHARGES:

- 6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter by Regional Office with quarterly PM report.
- 6.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 6.3 **The vendor shall draw Invoices for payment of quarterly maintenance charges at Regional Office along with preventive maintenance visit report and payment will be made from Regional Office.**
- 6.4 TDS will be deducted from maintenance charge as per rules.

7. WAIVER OF EARNEST MONEY DEPOSIT:

- 7.1 Earnest Money Deposit (EMD) in the form of a Demand Draft/Pay order of Rs. 30,000/- (Rupees Thirty Thousand only) in favour of Central Bank of India, Regional Office, Raipur, payable at Raipur.
- 7.2 In case of successful bidder, he has to submit performance Bank Guarantee equal to 10% of total amount of the contract value for contract period with additional claim period of 3 months, in 10-15 days of release of Purchase Order by the bank.
- 7.3 **PLEASE NOTE Vendors who are claiming exemptions for tender fee and EMD they shall submit relevant certificates issued by competent authority along with the technical bid. After verifying the genuineness of the certificate bank may consider the technical bid. Under MSME- Only micro and small enterprises are exempted for the EMD. Consideration of exemption is sole discretion of the Bank.**
- 7.4 . The Technical bid must be accompanied by the following failing which, the bids will not be analyzed technically & rejected forthwith.
- (a). DD Rs.1000/- for cost of tender
- (b) DD Rs.30,000/- towards Earnest Money deposit (EMD) "OR" request for exemption along with relevant exemption certificate issued by competent authority for Micro & small enterprises.

08. OBLIGATIONS OF THE VENDOR:

The Vendor shall be liable to pay penalty as hereunder per day of delay Beyond 24 hours in completion of maintenance work. Maximum Penalty ceiling for each branch will not exceed the total quarterly charges payable to service provider. The penalty shall be as under:

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1	Gateway PC	Rs. 500/-
2.	Desktop PC and Laptop	Rs.300/-
3	Printers (136 col. & 80 col, Laser, inkjet, Deskjet)	Rs. 200/-
4	Passbook Printers	Rs. 200/-
5	Flat Bed Scanner & other hardware items	Rs. 100/-

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 One Month 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 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). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.

12. GENERAL:

1. The selected vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions within one month from date of order. The vendor has to prepare inventory of hardware at each branch for calculation of payment charges, and has to submit the said inventory details to branch and RCC, RO, Raipur.
2. The vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof consists of confidential and proprietary data, whose disclosure to or by use of third parties will be damaging or cause loss to Bank. The vendor agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to release it or disclose it to any other party.
3. The vendor represents and warrants that the repair and maintenance services/products hereby sold do not violate or infringe upon any patent, copy right, trade secret or other property right of any other person or other entity. The vendor agrees that it will and hereby does indemnify the bank from any claim directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

ANNEXURE II

Bid for Technical Offer-

Bidder should offer following information **in the below given order**,

- Details of Annual Maintenance Contracts in running condition with an amount of 2 Lakhs or more (each AMCs) with at least 3 (Three) Public Sector Banks/RBI/RRB. Relevant documents of such work orders are to be attached for verification. Satisfactory performance certificate for previous years should also be attached.
- Address & contact details of AMC Support Service Centre in Raipur. Such Support Centre must be functional from past one year. Documentary proof required.
- Support Centre should have minimum 03 (including RE) qualified and skilled engineers (Hardware) at Raipur and at least one/two qualified and skilled engineers (Hardware) in following important centers like Bhilai/Durg(Min:2 to support Durg, Balod, Rajnandgaon, Bemetara & Kawardha districts, Bilaspur (Min:2 to support Bilaspur, Janjgir-Champa, Mungeli districts), and minimum one engineer at Jagdalpur, Mahasamund/Saraipali & Baloda bazar locations location List with employee name and contact number to be provided.
- Address and Contact Details **One dedicated Resident Engineer** should be given with Technical bids.
- Details of financial position of the bidder during last Two Years (Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted).
- Bidder should be a registered company with valid ISO 9001 or above quality services certification in the relevant fields of IT AMC having annual turnover of Rs 25 Crores in Hardware Maintenance /Support services business per year in the last two financial years. Supportive documents may be submitted.
- Compliance of Qualification criteria with relevant documents as specified in page no.8.
- DD for Rs.1000/- (Rs. One thousand only) towards cost of Tender Documents (Non-refundable). DD Favoring: Central Bank of India, RO, Raipur payable at Raipur.
- DD for EMD (As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount.).

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 branches / Regional Office under Raipur Region:

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC				
SN	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Units
1	GATEWAY PCs/ DESKTOP PCs	HCL/ ACER/ WIPRO/ LENOVO (i3/ AMD/Intel Pentium IV equivalent & core2 Duo) and other similar Brands	OS (Windows Servers 2016, Windows 10 etc)	279
2	LAPTOP	HP/Dell and other similar Brands	OS (Windows 7 Pro,Win 10 etc)	2
3	136 COL. DOT MATRIX PRINTER	TVS MSP EPSON DLQ 3500 and other similar Brands		41
4	80 COL. DOT MATRIX PRINTER	EPSON LQ 300, 310 TVS MSP and other similar Brands		56
5	PASSBOOK PRINTER	EPSON PLQ-20,OLIVETTI PR2, LIPI PB2 other similar Brands		72
6	LASERJET /MF PRINTER	HP - HP 1020,1106,1108,Pro 400, ,SAMSUNG-ML 2851,2161, CANON and other similar Brands		103
7	SCANNERS	CANON/ BEARPAW/ HP / Umax Astra 4100/5600, Canon Lide 100/110/120, Epson V39 and other similar Brands		60
8	Cash Deposit Receipt Printer	TVS RP 45 Shoppee		7

(The quantity mentioned above is estimated and not actual quantity. +/- 10% quantity may vary. Before coming into contract, physical asset verification to be done by the vendor on their own cost).

Bid for Commercial Offer-

ANNEXURE IV

FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC

SL. NO.	ITEMS	AMC RATE PER UNIT (IN RS.)	Total Amount (in Rs)
1	GATEWAY PCs/ DESKTOP PCs		279 X @Rs =
2	LAPTOP		2 X @Rs =
3	136 COL. DM PRINTER		41 X @Rs =
4	80 COL. DM PRINTER		56 X @Rs =
5	PASSBOOK PRINTER		72 X @Rs =
6	LASERJET/MF PRINTER		103 X @Rs =
7	SCANNERS		60 X @Rs =
8	Cash Deposit Receipt Printer		7 X @ Rs.
	TOTAL BID AMOUNT		Rs.

(The above amount is exclusive of GST which will be paid by the Bank as per actuals)

(Seal and signature of bidder)

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

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District wise list of Branches & Offices:

Annexure V

SN	BSR	Location	DISTRICT	SN	BSR	Location	DISTRICT
1	4362	BALOD	BALOD	32	3377	KAWARDHA	KAWARDHA
2	1279	BHATAPARA	BALODA BAZAR	33	4363	KONDAGAON	KONDAGAON
3	4364	BALODA BAZAR	BALODA BAZAR	34	2733	BALODA	MAHASAMUND
4	2694	DEOSUNDRA	BALODA BAZAR	35	3480	MAHASAMUND	MAHASAMUND
5	2780	GITPURI	BALODA BAZAR	36	806	SARAIPALI	MAHASAMUND
6	1816	BELAR	BASTAR	37	3066	TORESINGA	MAHASAMUND
7	807	JAGDALPUR	BASTAR	38	4365	MUNGELI	MUNGELI
8	4074	MARKEL	BASTAR	39	4129	NARAYANPUR	NARAYANPUR
9	3379	BEMETARA	BEMETARA	40	2321	CIVIL LINES,RAIPUR	RAIPUR
10	4128	BIJAPUR	BIJAPUR	41	3185	CHHATISGARH COLLEGE	RAIPUR
11	791	BILASPUR	BILASPUR	42	802	FAFADIH,RAIPUR	RAIPUR
12	793	BILHA	BILASPUR	43	3482	KHAMATARAI	RAIPUR
13	794	KARGIROAD	BILASPUR	44	803	RAIPUR	RAIPUR
14	3932	RLY AREA OFFICE, BILASPUR	BILASPUR	45	4113	RAKHI	RAIPUR
15	4203	SEEPAT	BILASPUR	46	1468	SADAR BAZAR,RAIPUR	RAIPUR
16	795	TAKHATPUR	BILASPUR	47	3376	SUNDER NAGAR,RAIPUR	RAIPUR
17	3759	VYAPARVIHAR	BILASPUR	48	3690	SHANKAR NAGAR	RAIPUR
18	4127	DANTEWADA	DANTEWADA	49	4112	TEMRI	RAIPUR
19	4073	BHAKHARA	DHAMTARI	50	4759	TELIBANDHA	RAIPUR
20	805	DHAMTARI	DHAMTARI	51	4126	UPARWARA	RAIPUR
21	789	BHILAI	DURG	52	804	VIVEKANAND ASHRAM	RAIPUR
22	2131	DURG	DURG	53	3888	VIVEKANAND VIDYAPEETH	RAIPUR
23	3481	PADMANABHPUR	DURG	54	4507	SSB	RAIPUR
24	4758	RADHIKA NAGAR	DURG	55	1145	REGIONAL OFFICE	RAIPUR
25	3161	TRANSPORT NAGAR	DURG	56		TRAINING CENTRE (CLD)	RAIPUR
26	1415	AKAL TARA	JANJGIRI,CHAMPA	57		ZONAL AUDIT OFFICE (ZAO)	RAIPUR
27	796	BARADUAR	JANJGIRI,CHAMPA	58	3596	DONGARGARH	RAJANANDGAON
28	792	CHAMPA	JANJGIRI,CHAMPA	59	4072	DONGARGAON	RAJANANDGAON
29	4374	JANJGIR	JANJGIRI,CHAMPA	60	1372	RAJNANDGAON	RAJANANDGAON
30	2890	DHANELIKANHAR	KANKER				
31	3378	KANKER	KANKER				

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