



सेंट्रल बैंक ऑफ इण्डिया  
Central Bank Of India

निविदा दस्तावेज़  
Tender Document

**Tender Reference No. RO/RCC/2023-24/17**  
**Dated:-05.04.2023**

**Annual Maintenance Contract (AMC)**

**of**

**Computer Hardware and Peripherals**

**at**

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

**Cost of the Tender: Rs. 2000/- (Rupees Two Thousand  
only)**



### **Invitation for Tender Offers**

Central Bank Of India invites sealed tender offers from eligible, reputed manufacturers and/or their authorized dealers for Annual Maintenance Contract (AMC), as Third Party Maintenance, for All Computer Hardware & Peripherals at our branches & offices located within the jurisdiction of **Agra Region**.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers (CPU, Monitor, Keyboard & Mouse) & Laptops, Printers (including Printer Heads for all types of Printers) & Scanners** at different Offices of Central Bank of India in **Agra 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 fulfillment shall be liable to rejection out rightly.**

The details of the Systems / Computers available for AMC are given in **Annexure III**.

Approx quantity and 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.**

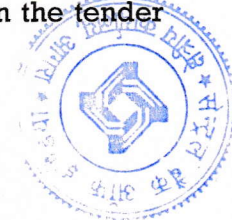
A complete set of tender document may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of **Rs. 2000/- (Rupees Two Thousand only)** by demand draft in favor of '**Central Bank of India**' and payable at **Agra**.

The copy of tender document may be obtained from Central Bank of India, Regional Office, Regional Computer Centre, Agra. Copy of the tender document may also be downloaded from our website **www.centralbankofindia.co.in** for reference purpose. They should submit tender paper on tender document issued by this office only. The details are given below:

Tender Reference	<b>RO/RCC/2023-24/17</b> <b>Dated: 05.04.2023</b>
Cost of Tender Copy	Rs 2,000.00
Earnest Money Deposit	Rs.10,000.00
Last Date/Time for receipt of tender offers	<b>21/04/2023 at 16.00 Hrs.</b>
Address of Communication for submission of Tender Documents	<b>Shri A K Pandey,</b> <b>Chief Manager-RCC</b> <b>Regional Office</b> <b>Central bank Of India,</b> <b>37/2/4, 1st Floor, Sanjay Place,</b> <b>Agra-282002</b> <b>rccagraro@centralbank.co.in</b>
Contact Number	<b>9336485295</b>

**Earnest Money Deposit of Rs.10,000.00 (Rs Ten Thousand only) must accompany all tender offers as specified in this tender document.** Technical Specifications, Terms and Conditions and formats for submitting the tender offer are described in the tender document and its Annexures.

( Anil Kumar Pandey )  
Chief Manager-RCC





## **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 2,000/- (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 complete in all respects and contain all information asked for, **except prices**. The T.O. should include all items asked for. The technical offer **should not contain any price information**. The T.O with any price information anywhere is liable to be rejected. The T.O. should be complete to indicate that all products and services asked for are quoted 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 16:00 hours on 21.04.2023** giving full particulars in **sealed envelope** at the Bank's address given below:-

**Shri A K Pandey,  
Chief Manager-RCC  
Regional Office  
Central bank Of India,  
37/2/4, 1st Floor, Sanjay Place,  
Agra-282002**

**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 Vendor must be having Service Centre at Agra.
- 3.2 Vendor should have a proven expertise in Managing Gateway PCs/Servers/Desktops/Printers/Scanners and other peripherals relating with banking.
- 3.3 Vendor should have an experience of working for at least 5 years with our/other banks/financial institutions in UP and for which documentary evidence/satisfactory service support must be submitted.
- 3.4 Vendor should not enter into sub contract for AMC with third party/Franchisee
- 3.5 Vendor should be able to provide efficient and effective support at branches of all the 7 Districts of Agra Region so as to attend the call immediately.
- 3.6 The Bidder should have qualified and experienced engineer(s) on their payroll stationed at Agra &/or nearby districts.
- 3.7 The Bidder should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted.

### 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. The vendor must also ensure that it is in a position to undertake the work specified.

**The evaluation of L1 vendor will be on the basis of aggregate amount quoted for each item.**

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

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

### 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 90 days from the date of submission.

### 7. Address of Communication

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

Shri A K Pandey,  
Chief Manager-RCC  
Regional Office  
Central bank Of India,  
37/2/4, 1st Floor, Sanjay Place,  
Agra-282002





## 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, preferably through mail.

## 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 equipments 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 7 distt. viz, Agra, Ferozabad, Aligarh, Hathras, Mathura, Etah and Kasganj.

Presently, AMC of Hardware of following branches is offered through this RFQ. However, Hardware of other branches of Region may be added at any time :



	Code	Branch	DESKTOP/ GWPC	PASSBOOK Printer	80COL Printer	LASERJET Printer	SCANNER
1	248	Jattari	4	1	2	1	1
2	241	Mathura	8	2	2	1	1
3	3407	Naurangabad	6	1	2	1	1
4	3406	Goverdhan	4	1	2	1	1
5	247	Iglas	4	1	2	1	1
6	3802	Raya	4	1	2	1	1
7	2645	Semra	4	1	2	1	1
8	2956	Bhamori Bujurg	4	1	1	1	1
9	245	Chhara	5	1	2	1	1
10	249	Sasni	5	1	2	1	1
11	2763	Tamkoli	4	1	1	1	1
12	2721	Achalpur	5	1	2	0	1
13	246	Harduaganj	5	1	2	0	1
14	1272	Kher	4	1	2	0	1
15	243	Aligarh	0	1	1	0	0
16	1291	Dodhpur	0	2	0	0	0
17	3319	KSCA Aligarh	1	0	1	0	0
18	4008	VABM Etah	0	1	1	0	0
19	4018	JLN Etah	0	1	0	0	0
20	251	Etah	0	1	1	0	0
21	235	Favara	0	1	0	0	0
22	4019	Sultanpura	1	0	1	0	0
23	234	C L Agra	0	2	1	0	0
24	4002	Nirbhay Nagar	1	1	1	0	0
25	238	Agra Cantt	0	1	0	0	0
26	3079	Sikandra	2	0	1	0	0
27	4547	Aliganj	0	1	0	0	0
28	1423	Lohamandi	2	0	1	0	0
29	1419	Kamla Nagar	0	1	1	0	0
30	233	Belanganj	0	1	2	0	0
31	4547	Jamal Nagar	0	1	1	1	0
32	4833	Bharnakalan	0	1	2	0	0
33	4832	Kukthala	1	1	2	1	0
34	5031	Sersa	4	1	1	0	0
35	3868	KHS Agra	1	0	0	0	0
36	2645	Semra	1	0	0	0	0
37	1114	Regional Office Agra	8	0	0	15	0
		<b>Total</b>	<b>88</b>	<b>33</b>	<b>44</b>	<b>28</b>	<b>14</b>

Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.

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*(Handwritten mark)*



## **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, GST & other taxes.

## **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 ( some more hardware of different branches may be added / deleted any time during contract) .

## **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.)

## **22. Hardware Ref. No.:-**

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

## **23. Resident Engineer at our Office.**

Vendor has to provide a Resident Engineer to be placed at our office to monitor the HW complaints and follow up for its redressal. He will also maintain the HW Inventory, Spares stock and ensure its availability in case of need. In case of RE going on leave / not attending office, some alternate resource should be arranged.



## **ANNEXURE I**

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

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

- 1.1 The AMC shall be comprehensive 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. Fault occurred due to any reason, unconditionally, will be attended and resolved by the vendor.
- 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 Maintenance/repair/replacement/reinstallation of OS and also configuration of desktops (including domain joining ,all type of applications ), printer/scanner installation/configuration as per bancslink/bank requirement will be responsibility of vendor.
- 1.8 Maintenance/Repair/replacement/reinstallation of Anti-Virus will be the responsibility of vendor.
- 1.9 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.
- 1.10 The cost of Replacement/Repairs of Printer Head to be borne by the vendor.

#### **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 be valid for a period of one year. However, First work order to successful bidder will be issued for 3 months and if services of the vendor will be found satisfactory during these three months, work order for remaining 9 months will be issued to the same vendor.
- 3.2 The above quantity is estimated quantity. Immediately upon receipt of first work order of three months, vendor has to make inventory of hardware on the prescribed format by visiting the subjected branches which are to be added into AMC and submit the proposal for sanction for difference amount, if any.

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- 3.3 Upon expiry of the period of contract, the same may be renewed for a further period of 2 years ( 1+1 Year ) upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor.
- 3.4 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

#### **4. CARE OF THE EQUIPMENT:**

- 4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.
- 4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.
- 4.3 The vendor shall ensure that the Systems being maintained are available to the Bank in proper working condition for at least 95% of the time in every month.

#### **5. MOVEMENT OF EQUIPMENT :**

- 5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
- 5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines 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.
- 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 completion of the respective quarter.
- 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.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes but exclusive of GST.

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

The Vendor shall be **liable to pay penalty as hereunder per day of delay beyond 24 hours in completion of maintenance work.** The penalty shall be as under :

1	Desktop PCs / Gateway PCs /Servers/Laptops	Rs. 600/- (maximum – Rs. 1,500/=)
2	Printers (136 col. & 80 col., Laser)	Rs. 300/- (maximum – Rs. 900/=)
3	Laser /Ink Jet Printer	Rs. 300/- (maximum – Rs. 900/=)
4	Flat Bed Scanner	Rs. 100/- (maximum – Rs. 300/=)

In any case the total penalty in a quarter will not be more than the quarterly AMC Amount.



#### **8. ASSIGNMENT:**

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

#### **9. TERMINATION:**

The vendor may terminate the contract by giving three months' notice in writing. However, the bank may terminate the contract by giving 15 days notice. Maintenance charges payable, shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for the actual period for which the vendor provided the maintenance service.

#### **10. FORCE MAJEURE :**

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

#### **11. Resident Engineer & Spares Maintenance :**

The vendor has to provide One Resident Engineer at the office of Bank to monitor the Services and has to maintain Spares (HDD, Motherboard, Printer heads, RAM etc.) at Banks' premises.

#### **11. GENERAL:**

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





## **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)** our/other banks/financial Institutions in UP (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance (certificates to be attached with).
- Address & contact details of office in Agra / nearby District along with details of qualified and experienced Engineer(s) on their payroll stationed at these districts.
- 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).
- Pan copy of the Firm
- GST No./Copy of the Firm
- DD for Rs.2000/- (Rs. Two thousands only) towards cost of Tender Documents (**Non-refundable**).  
Favouring : **Central Bank of India, RO, Agra**
- DD for Rs.10,000/- (Rs. Ten Thousand only) towards Earnest Money Deposits.  
Favouring : **Central Bank of India, RO, Agra**
- Any instrument Other than Demand Draft will NOT be accepted.

**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.**

*(Signature)*

*(Signature)*



**ANNEXURE III****DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC**

SL. NO.	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Approx Quantity *
1	GWPCs/ DESKTOP PCs	Any Make and Mode	GWPC-OS (Windows-16 Server) Desktop – Windows 10	88
3	PASSBOOK PRINTER	Any Make and Model		33
2	80 COL. DOT MATRIX PRINTER	Any Make and Model		44
4	LASERJET PRINTER/MFPs	Any Make and Model		28
7	IMAGE SCANNERS	Any Make and Model		14

- \* - Please note that the quantity may increase or decrease due to upgradation by Bank. Payment will be made as per actuals.





**Format for Bid for Commercial Offer-**

**ANNEXURE -IV**

**FORMAT OF QUOTATION FOR HARDWARE AVAILABLE UNDER AMC for AGRA REGION**

SL. NO.	ITEMS	No. of Units	AMC RATE PER UNIT (Amount in Rs.)	Total Amount (Amount in Rs.) ( Including all duties and taxes but excluding GST)
1	GWPCs/ DESKTOP PCs	88		
2	PASSBOOK PRINTER	33		
3	80 COL. DOT MATRIX PRINTER	44		
4	LASERJET PRINTER/MFPs	28		
5	IMAGE SCANNERS	14		
	TOTAL BID AMOUNT	XXXX	XXXXXXXXXX	

**Commercial Bid should be submitted in two separate & securely sealed envelopes with super-scribed as “Commercial Bid for HW AMC”.**



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