



सेन्ट्रल बैंक ऑफ इंडिया
Central Bank of India

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क्षेत्रीय कार्यालय, उज्जैन असम

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UPPER ASSAM, JORHAT



सेन्ट्रल बैंक ऑफ इंडिया
Central Bank Of India

निविदा दस्तावेज
Tender Document

निविदा संदर्भ क्रमांक: क्षेत्र/क्षेत्र/2023-2024/02

दिनांक: 27/04/2023

Tender Reference No. RO/UPAS/RCC/2023-2024/02

Dated:- 27/04/2023

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

*VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF
UPPER ASSAM REGION WORKING IN THE STATE OF ASSAM,
NAGALAND AND ARUNACHAL PRADESH*

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

Invitation for Tender Offers

Central Bank of India, Regional Office, Upper Assam invites sealed tender offers (2 bids, technical offer and commercial offer) from eligible reputed service providers for comprehensive Annual Maintenance Contract (AMC) for period **from 22.05.2023(tentative) to 31.03.2024** as Third Party Maintenance for Computer Hardware & Peripherals at 48 branches/ offices within the jurisdiction of UPPER ASSAM Regional office working in the state of Assam, Nagaland and Arunachal Pradesh.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers (CPU, Monitor, Keyboard & Mouse) ,operating systems and comprehensive AMC for Printers (including Printer Heads for all types of Printers) & Scanners** located at different branches/ Offices of Central Bank of India under UPPER ASSAM 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**. The list of hardware is subject to new additions / deletions at the agreed rate.

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. 1000/- (Rupees one Thousand only)** by demand draft in favour of "**Central Bank of India**" and payable at **JORHAT**.

The copy of tender document may be obtained from Central Bank of India, Regional Office, Regional Computer Centre, Upper Assam, and Jorhat. Copy of the tender document may also be downloaded from our website www.centralbankofindia.co.in. The details are given below:

Tender Reference	RO/UPAS/RCC/2023-24/02 Dated: 27/04/2023
Cost of Tender Copy	Rs.1000/- (Non Refundable) The DD should be submitted at the time of bid submission/purchase of Tender.
Earnest Money Deposit (In the form of DD).	Rs.10,000/- in the form of Demand Draft in favor of Central Bank Of India, payable at Jorhat. The DD 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.
Date of commencement of Tender	27/04/2023
Last date and time for receipt Of Bidding Document	17/05/2023 at 15:00 Hrs. (Excluding 2nd & 4th Saturday, Sunday, Holidays)
Date and Time for opening of Technical Bids	17/05/2023 at 16:00 Hrs.
Address of Communication for submission of Tender Documents	Regional Manager, Central Bank of India, Regional Office, Chandra Bhawan, Nehru Park, Jorhat – 785 001, Assam
Contact Telephone Numbers, E-mail IDs etc	rccupparo@centralbank.co.in rmupparo@centralbank.co.in Contact No -6913648294

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

(Jesunanda Deori)
Chief Manager

Instructions to vendors

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office or same may be downloaded from our website (www.centralbankofindia.co.in). 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:

- ☐ 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 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**. DD of Rs 1000/- towards tender cost must be enclosed. DD for EMD Rs. 10000/- should also be enclosed. (As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount. Consideration of exemption is sole discretion of the Bank.)

2.2 ENVELOPE-II (Commercial Offer):-

Quotation /Offer should give all relevant price information as per Annexure – IV and should not contradict the technical offer in any manner.

Both Quotations (Technical & Commercial) must be submitted, **on or before 15:00 hours on 17/05/2023** giving full particulars in **sealed envelope titled "COMPUTER HARDWARE AMC TENDER-RCC Dept."** at the Bank's address given below:-

<p>Regional Head Central Bank of India Regional Office Chandra Bhawan, Nehru Park Jorhat-785001</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 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 valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC having an Annual turnover of Rs 5 Crore per year 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/Central/State Govt. Departments/Offices. Relevant documents of such work orders from clients are to be attached for verification along with satisfactory performance (certificates for previous years should also be attached).
- 3.3 Details of AMC Contracts with any nationalized Bank for at least 25 branches (in Assam) and a satisfactory letter from respective Office
- 3.4 The Bidder should have sufficient qualified and experienced engineers on their payroll stationed at Jorhat/Nearby Districts. 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.
- 3.5 The Bidder should be of financially sound condition. Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted.
- 3.6 Vendors should have an established AMC Service Centre in Assam and such AMC support Centre must be functional from past two years. Supportive documents must be attached.
- 3.7 The Bidder should have applicable tax registrations i.e. PAN, TIN, GST etc.
- 3.8 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.
- 3.9 The Bidder 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 whatever 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 to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

4. Quotations

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

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, whereas quantity at branch level may differ on account of shifting of hardware/ expiry of warranty.

The Bank reserves the right to appoint more than one vendor looking to spread of branches in several districts/states. Bank also reserves the 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 to the Branches/administrative offices, penalties will be attracted as stated in Annexure I under point no. 8, so also 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/ submitted this offer document, is entitled to quote.

6. Validity of Offer

The offer will be valid for a minimum period of **120 dayes** from the date of submission.

7. 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
Chandra Bhawan,
Nehru Park ,Jorhat – 785 001, Assam**

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, bidders may present at the time of opening of the bid.

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

14. Details of Spread.

Branches of our Region are located in 03 state viz Assam, Nagaland and Arunachal Pradesh. **Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.**

15. Format for Offer (TCO)

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

16. Erasures or Alterations

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

17. Costs & Currency

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

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 remove 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 Lodging the Complaint by Branches

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

22. Hardware Ref. Number

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

23. 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 9001:2008 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.10,000/- (As per MSME guidelines, Micro & Small entrepreneurs are exempted from submission of EMD amount.)
- 9 List of customers.
10. Certificate from the customers in Assam clearly stating that they are satisfied with the service and duration of service starting from and dates.
11. Supporting documents for the Bidder having sufficient qualified and experienced engineers on their payroll stationed at Jorhat/Nearby Districts. 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.
12. Supporting document for having maintained systems with Windows (all versions) & DOS, Printers all Types in at least 3 organizations out of which one will in PSU bank.
13. DD for Rs.1000/- towards cost of the document.
14. Any other documents required to prove qualification criteria as given in this RFP.

ANNEXURE I

Terms and Conditions of the AMC Offer

1. SCOPE:

- 1.1** The 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, willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.
- 1.2** The cost of Replacement/Repairs of Printer Head to be borne by the vendor
- 1.3** Vendor should provide **two dedicated resident engineers** for Central Bank of India, **one at Regional Office, Upper Assam (Jorhat)**. Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor.
- 1.4** The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of unserviceable parts, **at vendor's own cost on quarterly basis**.
- 1.5** The parts to be replaced will either be new parts or equivalent to new parts.
- 1.6** In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.7** All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.
- 1.8** The vendor shall maintain adequate spare machines and other spares to facilitate any temporary replacement.
- 1.9** 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.
- 1.10** In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor. Proper gate pass arrangements should also be followed for movement of hardware.
- 1.11** Any maintenance of normal system related software, i.e. System Software, Application Software and Operating System (O/S) / Virus related problems to be taken care by the vendor.

2 DAYS OF SERVICE:

- 2.1.1** The provision, by the vendor, of maintenance service will be confined to the Banks normal working days.
- 2.1.2** 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** (post facto).
- 3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months and upon satisfactory performance of vendor as well as such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving 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 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 8 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 on the basis of actual quantity of hardware at branch/offices.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, excluding taxes etc.
- 6.5 Payment will be made **within 30 days** from date of submission of invoice along with quarterly PM reports.
- 6.6 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. 10,000/- (Rupees ten Thousand only) in favour of Central Bank of India, Regional Office, Upper Assam, payable at Jorhat.
- 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.10,000/- towards Earnest Money deposit (EMD) "OR" request for exemption along with relevant exemption certificate issued by competent authority for Micro & small enterprises.

8. 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 Ceilings for each branch will not exceed the total quarterly charges payable to service provider. The penalty shall be as under

1	Gateway PC	Rs. 500/-
2	Desktop PCs/ Laptops	Rs. 300/-
3	DMP Printers (136 col. & 80 col.)	Rs. 300/-
4	Passbook Printers	Rs. 300/-
5	Laser / Ink Jet Printer	Rs. 300/-
6	Flat Bed Scanner	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 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.

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, willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.

12. GENERAL:

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

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/Central/State Govt. Departments/Offices. Relevant documents of such work orders from clients are to be attached for verification along with satisfactory performance (certificates for previous years should also be attached).
- Details of AMC Contracts with any nationalized Bank for at least 25 branches (in Assam) and a satisfactory services letter from respective Office.
- Address & contact details of AMC Support Service Centre in Assam along with Details of sufficient qualified and experienced Engineers on their payroll stationed at districts in Assam. Such Support Centre must be functional from past one year. Documentary proof required.
- Address and Contact Details Two dedicated Resident Engineer should be given with Technical bids.
- The bidder should have at least one/two qualified and skilled engineers (Hardware) in important centers like Jorhat/Dibrugarh/Tinsukia/ Naharlagan/Dimapur/Nagaon etc.
- 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 9001:2008 or above quality services certification in the relevant fields of IT AMC having annual turnover of Rs 5 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.12.
- DD for Rs.1000/- (Rs. one thousand only) towards cost of Tender Documents (Non-refundable).DD Favoring: Central Bank of India, Regional Office, Upper Assam payable at Jorhat.
- Earnest Money Deposit (In the form of DD) of Rs.10000/- will have to be deposited along with the bid.
- 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.

Qualification for bidder for AMC of Hardware and Peripherals etc

Sr no	Pre - Qualifications criteria	Compliance (Yes/No)	Supported documents
1	Vendor submitting the offers should be a Registered Company with ISO 9001:2008 or above with an existence of minimum FIVE years as on date with annual turnover of Rs.5 crores in Hardware Maintenance / Service business per year in the last two financial years.		1)Certificate of Registration 2)ISO 9001:2008 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 taken third party AMC of Hardware in running condition with an amount of 2 lakhs or more from atleast 3 (Three) Public Sector Banks/RBI/ RRB/PSU		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 sufficient qualified and experienced engineers on their payroll stationed at Jorhat/Nearby Districts/places. 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.		Submit the undertaking and provide brief details of employees.
5	Active Contract of minimum 25 branches of a PSU Bank in Assam 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 any Bank, shall not be eligible to participate in this tender Seal and

Seal and signature of bidder

Sr. No.	Bank Name/Company	Service Period	

****Attach supported document (Banks/company certificates)**

Support Center Detail	
Company Name	Address of Support Center in Assam

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

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

Seal and signature of Bidder

Details of the Engineers on roll as on date (in important centers like Jorhat/Dibrugarh/Tinsukia/ Naharlagan/Dimapur/Nagaon etc.)

Sr No	Location	Name of Engineer	Qualification	Working Since	Contact no	Stationed at

We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this tender. (Any deviation may result in disqualification of bids).

Seal and signature of bidder

ANNEXURE III

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC				
SN	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Units
1	GATEWAY PCs/ DESKTOP PCs	HCL/ ACER/ LENOVO/HP and other similar Brands	OS (Windows Servers 2016/ Windows 2010 etc)	231
3	136 COL. DOT MATRIX PRINTER	TVS MSP Series		8
		EPSON DLQ-3500,		
		and other similar Brands		
4	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II. LQ-310		26
		TVS MSP series		
		and other similar Brands		
5	PASSBOOK PRINTER	EPSON PLQ-20/PLQ-35 OLIVETTI PR2 Plus LIPI PB2, and other similar Brands		28
6	LASERJET PRINTER	HP 1020/1106/1108/ Pro 400 M401d SAMSUNG ML2851ND/ ML2161 CANON , EPSON L130 and other similar Brands		46
7	SCANNERS	CANON/ BEARPAW/ HP /EPSON		34
		and other similar Brands		

* - Please note that quantities mentioned are estimated & indicated only. The contract will be awarded on actual physically verified computer hardware items. The quantity may increase or decrease due to up gradation by Bank. Payment will be made as per actuals.

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		231 X @Rs =
2	136 COL. DOT MATRIX PRINTER		8 X @Rs =
3	80 COL. DOT MATRIX PRINTER		26 X @Rs =
4	PASSBOOK PRINTER		28 X @Rs =
5	LASERJET PRINTER		46 X @Rs =
6	SCANNERS		34 X @Rs =
	TOTAL BID AMOUNT		Rs.

* - Please note that quantities mentioned are estimated & indicated only. The contract will be awarded on actual physically verified computer hardware items. The quantity may increase or decrease due to up gradation by Bank. Payment will be made as per actuals.

(Seal and signature of bidder)

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

District/STATE wise list of Branches & Offices: Annexure V

SI NO.	BR CODE	NAME OF BRANCH	Districts	STATE	SI NO.	BR CODE	NAME OF BRANCH	Districts	STATE
1	3223	KATHIATOLI	NAGAON	ASSAM	34	4539	BOMDILA	WEST KAMENG	ARUNACHAL PRADESH
2	2885	GOLAGHAT	GOLAGHAT	ASSAM	35	4919	DAPORIJO	UPPER SUBANSIRI	ARUNACHAL PRADESH
3	4166	DHEMAJI	DHEMAJI	ASSAM	36	3233	NAHARLAGUM	PAPUMPARE	ARUNACHAL PRADESH
4	3205	THANACHARIALI	DIBRUGARH	ASSAM	37	4538	PASIGHAT	EAST SIANG	ARUNACHAL PRADESH
5	0005	DIBRUGARH	DIBRUGARH	ASSAM	38	4631	SEPPA	EAST KAMENG	ARUNACHAL PRADESH
6	3590	DIGBOI	TINSUKIA	ASSAM	39	4632	TAWANG	TAWANG	ARUNACHAL PRADESH
7	3225	DIKOM	DIBRUGARH	ASSAM	40	4792	TEZU	LOHIT	ARUNACHAL PRADESH
8	3231	DIPHU	KARBI ANGLONG	ASSAM	41	4630	ZIRO	LOWER SUBANSIRI	ARUNACHAL PRADESH
9	3589	DULIAJAN	DIBRUGARH	ASSAM	42	2589	KOHIMA	KOHIMA	NAGALAND
10	4634	HAFLONG	DIMA HASAO	ASSAM	43	3121	DIMAPUR	DIMAPUR	NAGALAND
11	2943	MILANNAGAR	DIBRUGARH	ASSAM	44	4439	KUBOLONG	MOKOKCHUNG	NAGALAND
12	2577	JORHAT & JORHAT CC	JORHAT	ASSAM	45	4633	MOKUKCHUNG	MOKUKCHUNG	NAGALAND
13	3212	GAR-ALI	JORHAT	ASSAM	46	4369	TIZIT	MON	NAGALAND
14	2113	JOYPUR	DIBRUGARH	ASSAM	47	4920	WOKHA	WOKHA	NAGALAND
15	2965	KAMPUR	NAGAON	ASSAM	48	4791	ZUNHEBOTO	ZUNHEBOTO	NAGALAND
16	3221	KAKOPATHAR	TINSUKIA	ASSAM					
17	3588	LEPETKATA	DIBRUGARH	ASSAM					
18	4165	LAKHIMPUR	LAKHIMPUR	ASSAM					
19	3224	MISSA	NAGAON	ASSAM					
20	4215	MORIGAON	MORIGAON	ASSAM					
21	2114	NILBAGAN	NAGAON	ASSAM					
22	3211	NEW MARKET	NAGAON	ASSAM					
23	1348	NAGAON	NAGAON	ASSAM					
24	3220	NUMLIGARH	GOLAGHAT	ASSAM					
25	2183	BAKULIA	KARBI ANGLONG	ASSAM					
26	2307	POWAI	TINSUKIA	ASSAM					
27	2616	RAJGARH	DIBRUGARH	ASSAM					
28	3227	ROWRIAH	JORHAT	ASSAM					
29	3213	SIBSAGAR	SIBSAGAR	ASSAM					
30	3228	TALAP	TINSUKIA	ASSAM					
31	1286	TINSUKIA	TINSUKIA	ASSAM					
32	2193	TIRAPGATE	TINSUKIA	ASSAM					
33	3232	REGIONAL OFFICE	UPPER ASSAM	ASSAM					

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