



**Regional Computer Center  
Regional Office, JODHPUR**

# **Request for Proposal (RFP) For Procurement of Hardware AMC Services**

*(Maintenance of Desktop PCs, Printers, Scanners, and other  
Peripherals installed at various branches and administrative offices  
of Central Bank of India, under Jodhpur Region)*

(Tender Reference # RO/RCC/2023-24/5&12 dated 10.04.2023  
26.04.2023)

\*For Modified terms & conditions log on to our website

## **Central Bank of India Regional Office**

**Abhay Chamber, Jalori Gate, JODHPUR, Raj -  
342001 Phone – 0291 : 2940128, 96020 97103  
e-Mail – [rccjodhro@centralbank.co.in](mailto:rccjodhro@centralbank.co.in)  
Website – [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)**

RO/RCC/2023-24/22

**Dated:** 12.05.2023

## **कंप्यूटर हार्डवेयर उपकरणों के वार्षिक रख-रखाव हेतु निविदा**

निविदा संदर्भ	RO/RCC/2023-24/5 & 12 Dated: 10.04.23 & 26.04.23
निविदा प्राप्त होने की अंतिम तिथि/समय	29.05.2023 15:00 Hrs
निविदा खोलने की तिथि /समय	29.05.2023 15:30 Hrs

सेन्ट्रल बैंक ऑफ़ इंडिया, क्षेत्रीय कार्यालय जोधपुर, उपरोक्त निर्धारित कार्यक्रम के अनुसार प्रतिष्ठित और अनुभवी सेवा प्रदाताओं / फर्मों / ठेकेदारों से कंप्यूटर हार्डवेयर जैसे पीसी, प्रिंटर, स्कैनर्स, लैपटॉप एवं अन्य सहायक उपकरणों जो कि हमारे बैंक के जोधपुर क्षेत्र के अंतर्गत आने वाले विभिन्न जिलों बांसवाड़ा, बाड़मेर, बीकानेर, भीलवाड़ा, चित्तोडगढ़, चुरू, झुंजरपुर, हनुमानगढ़, जैसलमेर, जालोर, जोधपुर, नागौर, पाली, प्रतापगढ़, राजसमंद, सिरोही, श्रीगंगानगर व उदयपुर स्थित विभिन्न शाखाओं / कार्यालयों में लगे हुए हैं, के वार्षिक रख-रखाव हेतु निविदा (दो निविदा प्रणाली में) आमंत्रित करती है

सीलबंद निविदा (दोनों तकनीकी एवं वाणिज्यिक), निविदा शुल्क (टेंडर फ़ी) और बयाना शुल्क (अर्नेस्ट मनी डिपोजिट) के साथ, सभी प्रकार से पूर्ण लिफ़ाफ़े जिस पर **कंप्यूटर हार्डवेयर के वार्षिक रख-रखाव हेतु व्यापक निविदा** लिखा हो, क्षेत्रीय प्रबंधक, सेन्ट्रल बैंक ऑफ़ इंडिया, क्षेत्रीय कार्यालय, अभय चैम्बर्स, जालोरी गेट, चोपासनी रोड, जोधपुर-342001 के पते पर दिनांक 29.05.2023 को अपरान्ह 15:00 बजे तक प्राप्त हो जाना चाहिए.

**निविदाएं, बिना निविदा शुल्क (टेंडर फ़ी) और बयाना शुल्क (अर्नेस्ट मनी डिपोजिट), स्वीकार्य नहीं होंगी.**

**(Except Companies regd. under MSME) पूर्व में प्राप्त निविदाये मान्य होंगी |**

विस्तृत निविदा दस्तावेज हमारी वेबसाइट [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) से डाउनलोड किया जा सकता है.

## **TENDER FOR COMPREHENSIVE AMC OF COMPUTER HARDWARE ITEMS**

Tender Reference	RO/RCC/2023-24/5 &12 Dated: 10.04.23 & 26.04.23
Tender Closing date / time	29.05.2023 15:00 Hrs
Tender Opening date / time	29.05.2023 15:30 Hrs

**Central Bank of India, Regional Office, JODHPUR** invites tenders (in two bid system) as per above mentioned schedule from the reputed and experienced Service providers / firms / contractors for AMC Contract for IT Hardware such as PCs, Printers, Scanners, Laptops and other peripherals etc. installed at various branches/offices of our Bank under JODHPUR region in the **districts of Bansawara, Barmer, Bhilwara, Barmer, Chittorgarh, Churu, Dungarpur, Hanumangarh, Jaisalmer, Jalore, Jodhpur, Nagaur, Pali, Pratapgarh, Rajsamand, Sirohi, Shriganganagar and Udaipur.**

Sealed tender (both Technical cum Financial) along with Tender fee, EMD, and complete in all respects super-scribed on the envelope as **"Tender for AMC Contract of IT Hardware"** must be submitted to the Regional Manager, Central Bank of India, Regional Office, Abhay Chambers, Chopasani Road, JODHPUR, Raj.342001

**Tender documents without Fee and EMD shall be rejected.**

**(Except Companies regd. under MSME)**

Full tender documents may be downloaded from our website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

### **Eligibility of Vendor/Bidder for Tender:-**

1. The vendor should have one service center OR office in JODHPUR for fast and effective service support. A valid address proof of service support office or branch office should be produced such as PAN, Tax receipt, Certificate of registration like shop & establishment, GST, etc
2. The Vendor must have at least 4 qualified service support Engineers (Min. Diploma Holders or equivalent and have at least 2 years of experience in computer H/W maintenance) across the mentioned districts including one resident engineer at Regional Office, JODHPUR. Proof of appointment and residential addresses for verification stating their eligibility is to be submitted.
3. The Vendor must have a **minimum turnover of Rs. 2.00 Crore Per Annum** (as per last audited annual financial statement/Income tax returns – to be enclosed) during the last 3 years ending 31st March 2022.
4. The Vendor should have at least 3 years of experience in maintaining/managing AMC of Computer hardware in PSU Banks/ Govt. Financial Institutions handling over and above 500 Computers/Peripherals as on 31.03.2022. Out of these 3 years of experience, the vendor must have at least 2 years of experience in maintaining/managing AMC in a nationalized Bank.
5. The vendor should not have been blacklisted by any Public Sector Bank/PSU/Govt. Dept. in the past. A self-declaration letter by the bidder, on the company's letter head should be submitted along with the bid.
6. The vendor should have P.F. or ESIC registration along with regular return filing of the same for a minimum period of last three years.
7. The Vendor should submit an ISO 9001 Quality standard certificate in respect of rendering of services.

## **Instructions to the Bidders:**

1. The vendor must quote AMC rate for each and every item. The rate/price quoted by the vendor should be valid for a minimum period of two years.
2. The bid must be accompanied by the **cost of tender Rs.2000/-** non-refundable & Earnest Money deposit (EMD) Rs. 20000/-, failing which, the bids will not be analyzed technically & rejected forthwith. DD should be Favouring to "Central Bank of India, Regional office, JODHPUR"
3. Technical and Financial bids should be in clear words, categorically mentioning each and every terms specifying the rates, etc. any kind of ambiguous / obscure / unclear terms may lead to the bid being disqualified. All the pages of the Tender document should be signed invariably. The bidder has authorized representative should invariably be present on the date of opening the Technical Bids to take spot decisions in the matter.
4. The Technical Bids will be evaluated as per eligibility criteria. The decision of the Bank with regard to the pre-qualification criteria will be final. The Financial bids of only those vendors who qualify in the Technical bid shall be opened.
5. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the successful bidder does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. All the columns against each item should be filled invariably. In case a particular item is left blank, then the highest amount quoted against such item shall be filled and the total amount will be calculated. **The rank of the vendor shall be decided as per the total amount calculated in this manner.**
6. Central Bank of India, reserves the right to accept or reject any or all tender without assigning any reason thereof. The bank's decisions in this regard shall be final and binding.
7. Vendors who have not satisfactorily completed any of the earlier contracts with Central Bank of India or if any time it is found that the information provided by the VENDOR is false, the Bank reserves the right to reject such vendors. Bank's decision in this regard will be final.
8. The Bank reserves the right to accept or reject any or all the Tenders or split the work to any other contractor at the time of issuing work order or during the contract period without assigning any reasons for doing so.
9. The bid will be evaluated for selecting L1 bidder(s) on the basis of total prices as calculated in the format of the financial bid, as per the methodology mentioned in Annexure-IV.
10. The Bank reserves the right to make any changes in the terms and conditions of the contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.
11. The EMD will be returned to unsuccessful bidder after the process is over without interest and on demand.
12. The vendors are expected to attend the technical and financial bid opening session or send their authorized representatives. The Bank shall not invite any vendor to attend both the sessions. Each company can send only one duly authorized representative to attend these sessions. A letter to this effect may be provided to the representative. In case, due to unavoidable or untoward circumstances beyond our control, the bank shall immediately announce next date for both the sessions. The company shall not claim any compensation for this delay.
13. The vendor on award of the contract will have to submit Bank Guarantee of an amount of 10% of cost of AMC OR As per the guidelines of Govt. of India (rounded off to nearest hundred) from nationalized bank with validity up to AMC period in 05-07 days.
14. The successful bidder will have to enter into a written contract with the Bank in the format mentioned in the Tender on Non-judicial stamp paper of requisite value prevailing at the place of execution within 10- 15 days of being declared successful.
15. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as a reason for exception.

16. The Tender document may be downloaded from our website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in). DD/Pay order in favour of Central Bank of India, JODHPUR Regional Office, payable at JODHPUR.
17. If Services of the L1 vendor not found satisfactory Bank has right to terminate the AMC at any time after serving one month notice and AMC will be awarded to next L1 as per rate quote by them for the remaining period on prorata basis.

**The following Annexures are to be submitted as part of the Tender documents:**

**1. Contents of First sealed cover with Quote” TECHNICAL BID”**

- a) **Annexure – I:** Technical Qualification and Agreement along with all supporting documents.
- b) **Annexure – II:** (Earnest Money Deposit) shall contain the covering letter of Deposit. Earnest Money Deposit (EMD) in the form of a Demand Draft/Pay order of Rs. 20,000/-(Rupees Twenty Thousand only) in favour of **Central Bank of India, Regional Office JODHPUR, payable at JODHPUR.**

**2. Contents of Second sealed cover with Quote “Financial BID”**

- a) Shall contain the covering letter as per “Annexure – III” Financial Price proposal. Annexures – IV and Annexure – V should be attached to Annexure – III.
- b) Annexure – V signed in token of acceptance of AMC offer for items with locations of its existence.
- c) Item wise AMC rate offer in Annexure – IV.

Both these sealed covers will further be sealed in another envelope super scribing in BOLD letters **“Tender for Annual Maintenance Contract for Computer Hardware RO-JODHPUR”** and submit at the following address:

The Regional Head,  
CENTRAL BANK OF INDIA,  
Regional Office JODHPUR  
(RCC Department),  
Abhay Chamber, Jalori Gate,  
Jodhpur, Raj- 342001