

TENDER DETAILS		
1	<b>TENDER REFERENCE</b>	<b>RO/GUWA/RCC-GAD/AMC/2023-24 Dated 01.06.2023</b>
2	<b>Date of commencement of Tender</b>	<b>05.06.2023</b>
3	<b>Last date and time for receipt Of Bidding Document</b>	<b>19.06.2023</b>
4	<b>Date and Time of Technical Bid Opening</b>	<b>22.06.2023</b>
5	<b>Address for communication</b>	CHIEF MANAGER(GAD), CENTRAL BANK OF INDIA, REGIONAL OFFICE, 3 <sup>rd</sup> FLOOR, BHANGAGARH, GUWAHATI -ASSAM - 781005 <a href="mailto:cm4guwaro@centralbank.co.in">cm4guwaro@centralbank.co.in</a> ; <a href="mailto:gadguwaro@centralbank.co.in">gadguwaro@centralbank.co.in</a> <a href="mailto:rccguwaro@centralbank.co.in">rccguwaro@centralbank.co.in</a> ;  Phone – 9004481982/9475360675/8486021022
6	<b>EMD</b>	<b>Rs. 10000/- (Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at BHANGAGARH. EMD should be enclosed in Technical Bid.</b>
7	<b>Cost of Tender</b>	<b>Rs.5000 (Non Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at BHANGAGARH. The DD/Banker Cheque should be submitted at the time of bid submission/purchase of Tender.</b>
8	<b>Contact Ids</b>	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., Fax No., email address, Mobile No. etc.

*(Handwritten signatures and initials)*



REGIONAL OFFICE - GUWAHATI

GUWAHATI -781005

### Invitation for Tender Offers

Central Bank of India, Regional Office, Guwahati invites sealed tenders (2 bid, technical offer and commercial offer) from eligible reputed vendors/manufacturers and / or their Authorized dealers having sound technical knowledge & support to financial institutions for Annual Maintenance Contract of Hardware for the period 01.07.2023 to 30.06.2026. This offer is for maintenance of Hardware at various branches/office in Guwahati Region as per **Annexure - I**. 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 Computers and Desktop PCs / Gateway PC (CPU, Monitor, Keyboard & Mouse), operating systems and comprehensive for Printers (including Printer Heads for all types of Printers ) and Scanner located at different Branches / Offices of Central Bank of India, Guwahati Region as third party maintenance, as specified in this document.

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

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

Technical & Financial Bid as per **Annexure IV**.

Instructions to vendor are given 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 website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) or a copy can be obtained from our Regional Computer Center, Regional Office, Guwahati. The cost of tender document is Rs 5000/- (Rupees One thousand only) and this is to be paid by way of Demand Draft drawn on "Central Bank of India", payable at Bhangagarh.

Earnest Money Deposit of Rs.10,000/- (Rs Ten thousand only) by way of Demand Draft drawn on "CENTRAL BANK OF INDIA" payable at Bhangagarh must accompany the Technical Bids.

Chief Manager – GAD/RCC  
Regional Office, Guwahati



सेन्ट्रल बैंक ऑफ इंडिया  
**Central Bank Of India**

निविदा दस्तावेज

Tender Document

*Annual Maintenance Contract (AMC)*

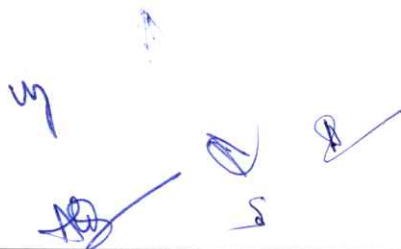
*of*

*Computer Hardware and Peripherals*

*at*

**VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF  
GUWAHATI REGION WORKING IN THE STATE OF  
ASSAM(KAMRUP METRO & BARAK VALLEY), MEGHALAYA,  
TRIPURA,MANIPUR AND MIZORAM**

**Cost of the Tender: Rs 5000/- (Rupees five Thousand only)**



ANNEXURE - 1		
SL	BRANCH	ADDRESS
STATE : ASSAM DISTRICT : KAMRUP (M)		
1	ADABARI	OJHA'S COMMERCIAL COMPLEX, A.T. ROAD, ADABARI, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781014
2	BARBARI	BARBARI CHOWK, HENGRA BARI, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781036
3	BASHISTA CHARIALI	BASHISTA CHARIALI, BELTOLA, LAKHI MANDIR, A G BUS STOP, KAMRUP, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781029
4	BHANGAGARH	GROUND FLOOR, CBI BUILDING, BHANGAGARH, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781005
5	BHETAPARA	HOUSE NO 44, BHETAPARA, CHARIALI, PO BELTALA (GUWAHATI) DISTRICT: KAMRUP STATE: ASSAM PIN: 781028
6	CHANDAMARI	CHANDMARI GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781021
7	DISPUR	BABI MARKET, 1ST FLOOR G.S.ROAD, GANESHGURI, CHARIALI GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781005
8	FANCY BAZAR	1st FLOOR, BABU BAZAR BUILDING, S.S. ROAD, FANCY BAZAR, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781001
9	GUWAHATI	PAN BAZAR, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781001
10	KUMARPARA	PANCH ALI P.O. KUMARPARA GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN : 781009
11	LALGANESH	LALGANESH TINIALI LOKHRA ROAD P.O ODAL BAKRA DISTRICT: KAMRUP STATE: ASSAM PIN: 781034
12	LOKHRA CHARIALI	BRAJABALA BHABAN, NATIONAL HIGHWAY No.37, LOKHRA CHARIALI DISTRICT : KAMRUP STATE : ASSAM PIN : 781040
13	MALIGAON	MALIGAON-PANDU ROAD, P.O. MALIGAON, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781012
14	R.G.BAROOAH ROAD	P.O. R.G. BARUAH ROAD, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781003
15	SILPUKHARI	G.N.B. ROAD, SILPUKHARI, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN : 781003
16	SIX MILES	G.K. PLAZA, G S ROAD, SIX MILES DISTRICT: KAMRUP STATE: ASSAM PIN: 781022
17	ULUBARI	NEAR APSARA CINEMA HALL, G.S.ROAD, ULUBARI GUWAHATI (ASSAM) DISTRICT: KAMRUP STATE: ASSAM PIN: 781007
18	NARENGI	RHINO SHOPPING COMPLEX, H.Q. 51, NARENGI CANTONMENT, GUWAHATI STATE : ASSAM PIN : 781027
19	REGIONAL OFFICE -GUWAHATI	3 RD FLOOR, CBI BUILDING, BHANGAGARH, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781005
20	CURRENCY CHEST BHANGAGARH	GROUND FLOOR, CBI BUILDING, BHANGAGARH, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781005
21	SSB GUWAHATI	FIRST FLOOR, CBI BUILDING, BHANGAGARH, GUWAHATI DISTRICT: KAMRUP STATE: ASSAM PIN: 781005
STATE : ASSAM DISTRICT : HAILAKANDI		
22	HAILAKANDI	SURYA SUPER MARKET COMPLEX, SHIB BARI ROAD, TOWN HAILAKANDI PP. ASSAM OIL PETROL PUMP, HAILAKANDI DISTRICT: HAILAKANDI STATE: ASSAM PIN: 788151
23	PANCHGRAM	P.O. PANCHGRAM DISTRICT: HAILAKANDI STATE: ASSAM PIN: 788802
STATE : ASSAM DISTRICT : KARIMGANJ		
24	BADARPUR	MODAK COMPLEX, ST ROAD, BADARPUR DISTRICT: KARIMGANJ STATE: ASSAM PIN: 788806
25	CHARGOLA BAZAR	VILL. P.O. CHARGOLA BAZAR DISTRICT: KARIMGANJ STATE: ASSAM PIN : 788708
26	GRISHGANJ	LAKSHMI BAZAR ROAD, P.O. KARIMGANJ, P.S.(SADAR) KARIMGANJ DISTRICT: KARIMGANJ STATE: ASSAM PIN: 788710
27	KARIMGANJ	KARIMGANJ MAIN ROAD, BRIDGE ROAD, MAIN ROAD KARIMGANJ, ASSAM DISTRICT : KARIMGANJ STATE : ASSAM PIN : 788710
STATE : ASSAM DISTRICT : CACHAR		
28	BORKHOLA	P.O. BARKHOLA DISTRICT: CACHAR STATE: ASSAM PIN: 788110
29	FULERTAL	VILL AND P.O. FULERTAL DISTRICT: CACHAR STATE: ASSAM PIN: 788106
30	HOSPITAL ROAD	HOSPITAL ROAD, PREMTALA, P.O. SILCHAR DISTRICT: CACHAR STATE: ASSAM PIN: 788004
31	JARAILTOLA BAZAR	P.O. JARAIL, TOLA BAZAR DISTRICT: CACHAR STATE: ASSAM PIN: 788127
32	KASHIPUR	P.O. KASHIPUR VIA RONGPUR DISTRICT: CACHAR STATE: ASSAM PIN: 788009
33	SALCHAPRA	VILL. P.O. SALCHAPRA DISTRICT: CACHAR STATE: ASSAM PIN: 788814
34	SILCHAR	CLUB ROAD, PO SILCHAR DISTRICT: CACHAR STATE: ASSAM PIN: 788001
STATE : MEGHALAYA DISTRICT : EAST KHASI HILLS		
35	LAITUMUKHRAH	T. PASSAH MANSION POLICE POINT, P.O. SHILLONG DISTRICT: EAST KHASI HILLS STATE: MEGHALAYA PIN: 793003
36	MESEB, SHILLONG	LUMJINSHAI SHORT ROUND ROAD, MSEB COMPLEX, SHILLONG DISTRICT: EAST KHASI HILLS STATE: MEGHALAYA PIN: 793001
37	SHILLONG	29, CANTONMENT, BARA BAZAR, P.O. SHILLONG DISTRICT: EAST KHASI HILLS STATE: MEGHALAYA PIN: 793001
38	ST ANTHONY COLLEGE	ST. ANTHONY COLLEGE, BOMFYLE ROAD, SHILLONG EAST KHASI HILLS, MEGHALAYA DISTRICT: EAST KHASI HILLS STATE: MEGHALAYA PIN: 793001
STATE : MEGHALAYA DISTRICT : WEST KHASI HILLS		
39	NONGSTOIN	PO NONGSTOIN DISTRICT: WEST KHASI HILLS STATE: MEGHALAYA PIN: 793119
STATE : MEGHALAYA DISTRICT : EAST GARO HILLS		
40	WILLIMNAGAR	WILLIAM NAGAR BAZAR, P.O WILLIAM NAGAR, EAST GARO HILLS DISTRICT: EAST GARO HILLS STATE: MEGHALAYA PIN: 794111
STATE : MEGHALAYA DISTRICT : WEST GARO HILLS		
41	TURA	P.O. TURA DISTRICT: WEST GARO HILL STATE: MEGHALAYA PIN: 794001
STATE : MEGHALAYA DISTRICT : RI-BHOI		
42	NONGPOH	VILL TOWN PAHAMSYIEM, PO PS NONGPOH DISTRICT: RI BHOI STATE: MEGHALAYA PIN : 793102
STATE : MANIPUR DISTRICT : IMPHAL		
43	IMPHAL	M G AVENUE, THANGAL BAZAR, IMPHAL, MANIPUR DISTRICT: IMPHAL STATE: MANIPUR PIN: 795001
44	CHECKON BAZAR	PAONA BAZAR ROAD, P O IMPHAL DISTRICT: IMPHAL STATE: MANIPUR PIN : 795001
45	PEROMPAT	OPP. JNIMS MAIN GATE, PO-POROMPAT, CITY-POROMPAT, DIST-IMPHAL EAST STATE : MANIPUR PIN : 795005
STATE : MANIPUR DISTRICT : SENAPATI		
46	SENAPATI	MAKHRELUI SENAPATI PO DISTRICT: SENAPATI STATE: MANIPUR PIN: 795106
STATE : MANIPUR DISTRICT : CHURACHANDPUR		
47	CHURACHANDPUR	ZION STREET, TIDDIM ROAD, P.O & P.S- CHURACHANDPUR DISTRICT: CHURACHANDPUR STATE: MANIPUR PIN: 795128
48	SINGNGAT	MUNPI ROAD, NEAR HILL MODEL HIGH SCHOOL, PO. SINGNGAT DISTRICT: CHURACHANDPUR STATE: MANIPUR PIN: 795139

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ANNEXURE - 1		
SL	BRANCH	ADDRESS
STATE : MANIPUR DISTRICT : BISHNUPUR		
49	BISHNUPUR	WARD NO 8 PO AND DISTRICT: BISHENPUR STATE: MANIPUR PIN: 795126
STATE : MANIPUR DISTRICT : THOUBAL		
50	THOUBAL	THOUBAL MELA GROUND, P.O & P.S THOUBAL DISTRICT: THOUBAL STATE: MANIPUR PIN: 795138
STATE : MANIPUR DISTRICT : KAMJONG		
51	PHUNGYAR	SDO OFFICE COMPOUND, PHUNGYAR HEADQUARTER, PIN-795145, MANIPUR
STATE : TRIPURA DISTRICT : WEST TRIPURA		
52	AGARTALA	66 A, CENTRAL ROAD, AGARTALA DISTRICT: WEST TRIPURA STATE: TRIPURA PIN: 799001
53	BARKATHAL	CADP MARKET COMPLEX, P O BARKATHAL DISTRICT: WEST TRIPURA STATE: TRIPURA PIN: 799211
54	LICHUBAGAN	BHOLONANDA PALLI, AGARTALA DISTRICT: WEST TRIPURA STATE: TRIPURA PIN : 799006
STATE : TRIPURA DISTRICT : GOMATI		
55	UDAIPUR	ABANI BHAWAN, KALACHAND ROAD, NEAR CENTRAL ROAD, PO PS R K PUR, UDAIPUR, SOUTH TRIPURA DISTRICT: SOUTH TRIPURA STATE: TRIPURA PIN: 799120
STATE : TRIPURA DISTRICT : UNNAKOTI		
56	KAILASHSAHAR	THANA ROAD, P.O: KAILASHAHAR, KAILASHAHAR, DIST: UNAKOTI DISTRICT: UNAKOTI STATE: TRIPURA PIN: 799277
STATE : TRIPURA DISTRICT : DHALAI		
57	AMBASSA	PO VILL: AMBASSA DHALAI DISTRICT: DHALAI STATE: TRIPURA PIN: 799289
STATE : MIZORAM DISTRICT : AIZAWL		
58	AIZAWL	A/54, ZARKAWT MAIN STREET, PO CHANDMARI DISTRICT: AIZAWL STATE: MIZORAM PIN: 796001
STATE : MIZORAM DISTRICT : AIZAWL		
59	KOLASIB	C/o. BATA SHOWROOM, DIAKKAWN, KOLASIB PO DISTRICT: KOLASIB STATE: MIZORAM PIN: 796081





**ANNEXURE II**

**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 for Central Bank of India Regional Office, Guwahati. 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, Guwahati.**

**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 thirty six months.
- 3.2 Upon expiry of the period of contract, the same may be renewable on annual basis and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving three months prior notice before the expiry of the contract.

**4. CARE OF THE EQUIPMENT:**

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

**5. MOVEMENT OF EQUIPMENT :**

- 5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
- 5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.
- 5.3 The 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.**

*Handwritten signatures and initials in blue ink.*



REGIONAL OFFICE - GUWAHATI

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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 respective branches 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 of the Branches & RO hardware's AMC and payment will be made from Regional Office**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc., TDS will be deducted as per rules.

**7. EARNEST MONEY DEPOSIT -**

Earnest Money Deposit (In the form of DD/Performance Bank Guarantee) of Rs.10000/- will have to be deposited along with bid. No interest will be paid by the Bank on the earnest money deposit.

**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 items will not exceed the total quarterly charges payable to service provider. The penalty shall be as under:

1	Desktop PC / Gateway PC / Laptop	Rs. 500/-
2	Printers (136 col. & 80 col)	Rs. 300/-
3	Pass Book Printer	Rs. 300/-
4	Flat Bed Scanner	Rs. 100/-
5	Laser Printer	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,



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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:**

1. The vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions. 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 Guwahati.
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.



केन्द्रीय बैंक ऑफ इंडिया  
Central Bank of India

CENTRAL TO YOU SINCE 1911

REGIONAL OFFICE - GUWAHATI

GUWAHATI -781005

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

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

- Details of Annual Maintenance Contracts in running condition with an contract amount of 5 Lakhs or more (each AMCs) with at least **3 (Three) Public Sector Banks or RBI or RRB (No other institution will be considered)**. 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 Guwahati. Such Support Centre must be functional from past one year. Documentary proof required.
- **Support Centre should have minimum five qualified and experienced Engineers on their payroll stationed at Guwahati and minimum 1 qualified & skilled engineer at all eligible district headquarter as mentioned in Annexure -I . List may be attached with name , employee code and phone number.**
- **Address and Contact Details of One dedicated Resident Engineers 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 9001:2008 or above quality services certification in the relevant fields of IT having annual turnover of Rs 5 Crores and above, out of which Rs. 3 crore should be in Hardware services business per year in the last two financial years. Supportive documents may be submitted.
- DD for Rs.5000/- (Rs. Five thousand only) towards cost of Tender Documents (Non-refundable). DD Favoring: Central Bank of India, RO, Guwahati payable at Bhangagarh.
- Earnest Money Deposit (In the form of DD/Performance Bank Guarantee) of Rs.10000/- will have to be deposited along with the bid.

**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.**

Handwritten signatures and initials in blue ink.

**Qualification criteria for bidders for AMC of Hardware and Peripherals etc.**

SL NO	Pre - Qualifications criteria	Compliance (Yes/No)	Documents required
1	Vendor submitting the offers should be a <b>Registered Company with ISO Certification having an Annual turnover of Rs. 5 crores and above , out of which Rs. 3 crore should be in hardware service business per year in the last two financial years</b> in IT related business. For partnerships and individually owned firms, notarized copies (stamp paper of Rs.100) of original documents defining legal status, place of registration, principal place of business and owners details.		1) Certificate of Registration 2) ISO Certificate 3) Copies of Audited Balance sheet / copy of IT Return for the last two consecutive years 04) GST Returns for the last two consecutive years.
2	The bidder should have at least 3 years experience of taking third party AMC of Hardware and out of which at-least 2-year experience should be of PSU Bank.		1) Certificates from customers clearly stating that they are satisfied with services and duration of service stating from and to date. 2) List of Customers.
3	The bidders should be net profit making company during last two <b>financial years</b>		Copy Audited Profit & Loss A/C for the last two consecutive years.
4	The bidder should have minimum 5 qualified and skilled engineers at GUWAHATI and at least one qualified and skilled engineer at each District Head Quarters. Bidders should have sufficient quantity of spares & peripherals available of all models of Hardware items.		1. Submit the undertaking and provide brief details of employees. 2. Submit the undertaking for availability of spares and peripherals
5	Active contract of minimum 31 Branches in <b>Assam</b> ,9 Branches in <b>Manipur</b> ,6 Branches in <b>Tripura</b> ,8 Branches in <b>Meghalaya</b> and 2 Branches in <b>Mizoram</b> with any PSU bank (Bidders can choose different PSU bank for different states)		Submit necessary certificate/proof to this effect (Bank seal is mandatory on the documents and contact no. of the respective in charge of the bank related to AMC should be attached)

**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.**

**This is a service contract of our critical hardware assets on which our branches are highly depending, experience as per point number -02 is compulsory for all bidders.**

**Kindly submit a declaration stating that you agree with all the qualifying criteria as mentioned above.**

**Seal and signature of bidder**



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**TECHNICAL BID**

**Basic Information about the Firm/Organization**

SL no	Details	Documents Enclosed?
1.	Name of the firm/Company along with address	
2.	Contact Details: 1. Name of the person : 2.Mobile No : 3.Email ID : 4.ID & Address details 5. GST No. (If any)	
3.	Compliance statement	
4	Acceptance of the terms & Condition (Submit declaration accepting all the terms & conditions as mentioned in all the Annexure of tender document	
5	Declaration regarding acceptance of all qualification criteria	
6	ISO Certificate document	
7	Last two years audited balanced sheet and profit and loss account statement.	
8	GST returns for the last two consecutive years	
9	Certificate Of Registration	
10	Bid Earnest Money in the in the form of Demand Draft	
11	Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.	
12	Undertaking for having minimum 5 qualified & skilled engineers at Guwahati and minimum 1 qualified & skilled engineers at all eligible district headquarters with Name and contact number.	
13	DD for cost of the document.	
14	Supporting document for having maintained systems with Windows (all versions) & DOS, Printers (all Types), LAN in at least 2 similar organizations.	

(Signature of Bidder with seal of firm)



Date:

Place:

### ANNEXURE III

**DETAILS OF EQUIPMENTS AVAILABLE FOR AMC in branches / Regional Office under Guwahati Region:**

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC				
SN	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Units
1	GATEWAY PCs/ DESKTOP PCs	HCL/ ACER/ WIPRO/ DELL/HP (i3/ AMD/Intel Pentium IV equivalent & core2 Duo) and other similar Brands	OS (Windows Servers 2016, Win 10 etc )	385
2	LAPTOP	LENOVO(WNB7PHX47XXX, Intel i3) and other similar Brands	OS (Win 10)	1
3	136 COL. DOT MATRIX PRINTER	TVS MSP Series EPSON DLQ-3500, and other similar Brands		20
4	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II. LQ-310 TVS MSP series and other similar Brands		47
5	PASSBOOK PRINTER	EPSON PLQ-20 & EPSON PLQ-35		57
6	LASERJET PRINTER	HP 1020/1106/1108/ Pro 400 M401d SAMSUNG ML2851ND/ ML2161 CANON and other similar Brands		80
7	SCANNERS	CANON/EPSON and other similar Brands	Canon Lide 100/ 110/ 120	75



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**Bid for Commercial Offer-**

**ANNEXURE IV**

**FORMAT OF QUOTATION FOR EQUIPMENTS (APPROX)AVAILABLE UNDER AMC**

SL. NO.	ITEMS	AMC RATE PER UNIT (IN RS.)	Total Amount (in Rs)
1	GATEWAY PCs/ DESKTOP PCs		385 X @Rs =
2	LAPTOP		01 X @Rs =
3	136 COL. DOT MATRIX PRINTER		20 X @Rs =
4	80 COL. DOT MATRIX PRINTER		47 X @Rs =
5	PASSBOOK PRINTER		57 X @Rs =
6	LASERJET PRINTER		80 X @Rs =
7	SCANNERS		75 X @Rs =
	TOTAL BID AMOUNT		Rs.

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

~~~~~ END ~~~~~

Handwritten signature/initials in blue ink.



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ANNEXURE – V

## Instructions to vendors

### 1. Invitation Offer System

Only vendors who has paid the cost of tender document (non refundable) by submitting the Demand Draft of Rs 5000/- may submit their Quotations. Vendors having franchise arrangements are not eligible to apply.

### 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 19/06/2023 at 17.00 hours. All envelopes should be securely sealed and stamped.

**All the envelopes must be super-scribed with the following information:**

- Tender Reference Number
- Due Date
- Name of Vendor
- Technical or Commercial

#### 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.

#### 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 T.O. in any manner.

These two envelopes containing the Technical and Commercial Offer should be submitted at the same time but in separate sealed covers. 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 17.00 hours on 19/06/2023**, giving full particulars in **sealed envelope** at the Bank's address

CHIEF MANAGER (GAD), CENTRAL BANK OF INDIA,  
REGIONAL OFFICE, 3<sup>rd</sup> FLOOR, BHANGAGARH, GUWAHATI –ASSAM - 78

**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.



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

All envelopes should be securely sealed and stamped. Only one Quotation should be submitted by one vendor.

**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 9001:2008 or above quality services certification in the relevant fields of IT having an annual turnover of **Rs 5 Crore** and above, out of which Rs. 3 crore should be in hardware service business per year in the last two financial years. Please furnish supportive documents. For partnerships and individually owned firms, notarized copies of original documents defining legal status, place of registration, principal place of business and owners details.
- 3.2 The Bidder should have Annual Maintenance Contracts in running condition with an amount of 5 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 5 qualified and experienced engineers on their payroll stationed at **GUWAHATI** and 1 qualified & skilled engineer at all eligible district headquarter as mention in Annexure - I . 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.
- 3.6 Vendor should have an established AMC Service Centre in GUWAHATI and such AMC Support Centre must be functional from past one year. Supportive documents must be attached.

Handwritten signatures and initials at the bottom of the page.

- 3.7 Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU). **The vendor shall 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).
- 3.9 **A Resident service should be present at Regional Office from 10 AM to 5 PM to resolve hardware related issues pertaining to day to day activities in regular office hours. In Absence of the RE, Vendor has to make sure that an alternate engineer is deputed. In case of absence, Bank can levy due penalty accordingly.**

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 soon after the decision to award the work. The earnest Money deposit without any interest will be returned to the successful bidder after submitting the Bank guarantee of equal amount to EMD. 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, 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.** Bank also reserves the right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.





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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.

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. 8**, so also he will be black listed and no future contract will be awarded to such vendor. Only one Quotation should be submitted by one 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 thirty six months after the date of bid opening prescribed by the Purchaser and the AMC will be renewed yearly on satisfactory service. 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 or by fax. 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:

CHIEF MANAGER (GAD), CENTRAL BANK OF INDIA,  
REGIONAL OFFICE, 3<sup>rd</sup> FLOOR, BHANGAGARH, GUWAHATI -ASSAM - 781005

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## 7. 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 writing or by fax to all prospective Bidders, who have received the Bidding documents and will be binding on them. 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.

## 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.



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### 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 and Total Bid amount of all the hardware in the **Annexure IV**.

### 14. Details of Spread.

Branches of our Region are located in 05 State viz Assam, Meghalaya, Manipur, Tripura and Mizoram. **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. 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 three 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 three years.



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## 20. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid.

1. Bidders Information
2. Compliance Statement
3. Acceptance of the terms and conditions
4. ISO Certification document
5. Last two years audited balanced sheet and profit and loss account statement.
6. GST Return for the last two consecutive years
7. Certificate Of Registration
8. Bid Earnest Money in the in the form of Demand Draft
- 9 List of customers
10. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
11. Undertaking for having minimum 5 qualified & skilled engineers at Guwahati and minimum 1 qualified & skilled engineers at all eligible district headquarters 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 cost of the document.

### Inventory of the Hardware to be brought under AMC

| S.No. | PC+<br>Gateway PC | 136<br>Col | 80Col | Pass<br>Book<br>Printers | Scanner | Laser<br>Printer | laptop |
|-------|-------------------|------------|-------|--------------------------|---------|------------------|--------|
| Total |                   |            |       |                          |         |                  |        |

## 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.

*[Handwritten signatures and initials]*