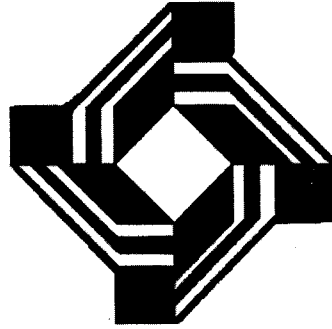


सेन्ट्रल बैंक ऑफ इण्डिया
CENTRAL BANK OF INDIA



REQUEST FOR QUOTATION

For

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

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

RFQ REFERENCE NO. RO/RCC/DURG/2023-24/08

Dated : 06.06.2023

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Invitation for RFQ:

Central Bank of India is invites sealed quotations from eligible Bidders/Vendors for comprehensive AMC and related services for PCs, Servers, Line Printers/Printers and peripherals (Mentioned in **Annexure II** of this document) at various branches and offices under jurisdiction of Durgapur Region.

Instructions & the Terms & Conditions to the vendors in relation to the AMC offer **have to furnish unconditional compliance for all terms and conditions of AMC offer.**

Requisites to the Technical Bid are given in Annexure –IV. 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 II**. The list of hardware is subject to new additions / deletions at the agreed rate.

Format of Quotation for AMC (TCO) is given in **Annexure –II**.

Please note that the vendors having franchise arrangement for maintenance & support shall not be eligible to quote.

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

Date of issue of RFQ	From 06/06/2023 onwards
RFQ Reference No.	RO/RCCDURG 2023-24/08
Last Date and Time for submission of sealed offers	13.06.2023 on or before 14.00 Hrs.
Address of Communication	Chief Manager, Central Bank of India, Regional Office, Mamra Bazar, Durgapur-713206.
Contact Telephone Numbers	8695624204/8757933231
Email Id:	rccdurgo@centralbank.co.in cmdurgro@centralbank.co.in
Bids to be submitted to	At above address

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


**CHIEF MANAGER,
DURGAPUR REGIONAL OFFICE**

2. INSTRUCTIONS TO BIDDERS

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office or same may be downloaded from our website.

Vendors having franchise arrangements are not eligible to quote.

2. Two Bid System RFQ

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)
- RFQ Reference Number
- Date of Submission of RFQ
- 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 IV**.

2.2 ENVELOPE-II (Commercial Offer):-

Quotation /Offer should give all relevant price information as per **Annexure – II only on your company's letter head. NO OTHER DOCUMENTS REQUIRED.**

Both the Quotations (Technical & Commercial) must be submitted at same time, **on or before 14:00 hours on 13/06/2023** giving full particulars in **sealed envelope** to **Mr.Monoj Mondal, Mr. Prakash Kumar** at the Bank's address given below:-

Chief Manager, Central Bank of India, Regional Office, Mamra Bazar Dist. Durgapur (West Bengal) Durgapur -713206

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 Bids 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-II. Any Quotation found to contain incomplete information is liable to be rejected outright.

It is expected from bidders/vendors that they furnish the required documents only. RFQ having unwanted / undesired / irrelevant documents shall be liable to reject out rightly.

- The information required to be filled in should not be hand written, such application will be liable to be rejected 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 AMC.
- 3.2 The Bidder should have Computer Hardware & Peripherals Annual Maintenance Contracts in **running condition** 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 3 (Three) years issued by Public Sector Banks/RBI/RRB.
- 3.3 The Bidder should have sufficient qualified and experienced engineers on their payroll stationed at office/service center 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.**
- 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, TAN, GST of West Bengal (Submit Proof).
- 3.6 Vendor should have fully functional office anywhere in Durgapur. Supportive documents must be attached.
- 3.7 Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU). The vendor shall be give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU as on date.

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 II, 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.

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

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 should be valid for a minimum period of 30 days from the date of submission.

7 Address of Communication

Any communication in this regard should be made to the following office:
Chief Manager, Central Bank of India, Regional Office, Mamra Bazar, Durgapur -713206.

8. Modification and Withdrawal of Offers

The Bank has a right to modify / alter the Offer and the terms & conditions thereon, before the closure of the Offer. The Bidder/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 Bidder/Vendor, subsequent to the closing date and time for submission of offers.

9. 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 Bidders/Vendors and the Bank reserves the right for such waivers.

10. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all Bidders/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 Bidder/Vendor whose clarification is found not suitable to the Bank.

11. No Commitment to Accept Lowest or Any 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 Bidder/Vendor and/or to listen to any representations.

12. Make and Models of the equipment

The details of the equipment available in a cluster, in brief, are mentioned in the **Annexure II**. It is mandatory to quote for all items. The brief details given about the configuration are only indicative. A Bidder/Vendor must quote unit rate for each item. Any bids having missing items for one or more items, will be liable to rejection.

13. Location of Hardware offered under AMC

We have approx. 45 Branches/Offices under Durgapur Region scattered over four districts of West Bengal namely Purba Bardhaman, Paschim Bardhaman, Birbhum and Murshidabad. Bidders/Vendors may visit the locations mentioned above and may check the inventory themselves.

14. Format for Offer (TCO)

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

15. 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.

16. Costs & Currency

The offer must be made in Indian Rupees only and should include all the taxes and levies. VAT/Service Tax/GST or any other taxes will be payable extra as applicable.

17. No Negotiation

It is absolutely essential for the Bidders/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 Bidder/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.

19. Price Variation and Supply of Spares

The price quoted by the Bidder/Vendor should be valid for a minimum period of two years. The Bidder/Vendor must give an undertaking along with the quotes that he gives service commitment along with availability of spares for a minimum period of two years.

20. Confidentiality Clause

This document is confidential and property of Central Bank of India. It should not be circulated, copied or reproduced in any form whatsoever without express permission of Central Bank of India. It is for use of the Bidders/Vendors addressed herein and only for the purpose mentioned in this document. Any violation is likely to be persecuted.

21. Procedure for Lodging the Complaint by Branches

The RFQ 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.

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, 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 all hardware equipment including Printer Head to be borne by the vendor.**
- 1.3 **Non repairable parts like Keyboard, Mouse etc. must be replaced at vendors cost.**
- 1.4 **Vendor should provide Two dedicated resident engineer for Central Bank of India, at Durgapur, Regional Office.**
- 1.5 **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.****
- 1.6 **The parts to be replaced will either be new parts or equivalent to new parts.**
- 1.7 **We are having new systems purchased around 100 numbers and working under warranty period particularly DELL, HP and Lenovo make. Any software issues related to these machines should be attended from your end. Faulty hardware should be changed by respective hardware vendors since these systems are under comprehensive warranty for 3 years.**
- 1.8 **In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.**
- 1.9 **All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.**
- 1.10 **The vendor shall maintain adequate spare machines and other spares to facilitate any temporary replacement.**
- 1.11 **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.**
- 1.12 **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.**
- 1.13 **The Engineers provided should be conversant in loading different types of Operating Systems such etc. 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 Bidder/Vendor.**
- 1.14 **All maintenance/repairs shall be attended by the Bidder/Vendor or authorized personnel only. At least two qualified and experienced engineers in each district should be available so that calls at distant places can be attended immediately.**

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 initially be valid for a period of **one year**.
- 3.2 Upon expiry of the period of contract, the same can be renewed for further two tenures(each tenure of 12 months) 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 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 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 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 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 Branch wise. Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter by Durgapur Regional Office.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, excluding taxes etc.

7. OBLIGATIONS OF THE BIDDER/VENDOR:

The Bidder/Vendor shall be liable to pay penalty as hereunder per each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

1	Gateway PC	Rs. 1000/-
2	Desktop PCs/ Laptops	Rs. 300/-
3	DMP Printers (136 col. & 80 col.)	Rs. 300/-
4	Laser jet Printers	Rs. 300/-
5	Passbook Printers	Rs. 300/-
6	Flat Bed Scanner	Rs. 100/-

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 contract may be terminated by the Bidder/Vendor by giving two months notice in writing. However, the bank may terminate the contract by giving 30 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 Bidder/Vendor provided the maintenance service.

10. FORCE MAJEURE:

The Bidder/Vendor shall not be liable for any loss, damage, injury or delay which is due to fault or causes beyond the control of the Bidder/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 etc.

11. Resolution of Disputes

Central Bank Of India and the Bidder/Vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Central Bank Of India and the Bidders/Vendors are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration and place of arbitration should be **Durgapur (West Bengal)**

If matter not resolve through arbitration the party shall submit all their disputes arising out of or in connection with this RFQ to the exclusive jurisdiction of Kolkata.

12. GENERAL:

- 12.1 The Bidder/Vendor shall be required to sign a **Service Level Agreement** as per Banks Standard Format incorporating various terms & conditions.
- 12.2. If the service provided by the Bidder/Vendor is found to be unsatisfactory or if at any time it is found that the information provided for empanelment is false the Bank reserves the right to remove such Bidders/Vendors by giving notice from the empanelled list.
- 12.3 The Bank reserves the right to inspect the facilities of the Bidder/Vendor to verify the genuineness and to ensure conformity with the details given in the bid.
- 12.4 Bids received late and/or incomplete in any respect or not accompanied by prescribed documents are liable to be rejected. Bidder/Vendor will be responsible to ensure that the application reaches the Bank on or before the due date and time. Central Bank of India is not responsible for non-receipt of applications within the specified date and time due to any reason including postal delays.
- 12.5 The detailed locations of hardware, peripherals, PCs and Servers shall be provided to selected Bidder/Vendor along with Purchase Order.
- 12.6 On subsequent additions of Hardware, PCs and Printers which fall out of warranty shall be included in the contract at the rates quoted by the Bidder/Vendor as per Annexure II and payments shall be made accordingly.
- 12.7 Central Bank of India reserves the right to accept or reject any or all of the applications without assigning any reason thereof.
- 12.8 This RFQ called for Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at the Branches under Durgapur Region. If, more than one bidder is not available, there would be no impropriety in awarding the RFQ to the successful / qualified single bidder.

Annexure - I

Application for Expression of Interest for empanelment of Bidders/Vendors for AMC & Related Services for Gateway PC, PCs, Dot Matrix Printers (132 col & 80 col), Passbook printer and peripherals at Central Bank of India, Durgapur Region

1.	Name of the Company	
2.	Address of Registered Office	
3.	Registration number and Date of Registration	a. Under Companies Act 1956 _____ b. Under C.S.T _____ c. Under B.S.T _____ d. Under G.S.T _____ e. Other (Please specify)
4.	Company PAN/TAN	a.) PAN _____ b.) TAN _____
4.	Nature of Business	
5.	Services that can be provided	
5.	Whether a fully functional Service / support center is available at Bankura.	Yes / No
6.	Details of at least three deals executed to Banks/Financial Institution since January 2016.	
7.	Details of profit in	a. 2020-2021 b. 2021-2022 c. 2022-2023

The following documents are enclosed

(Please Specify)

ANNEXURE II

BILL OF MATERIAL WITH

**LIST OF HARDWARE ITEMS SITUATED AT VARIOUS BRANCHES / OFFICES UNDER
JURIDICATION OF BANKURA REGION**

S.NO.	HARDWARE ITEM	MAKE/MODEL	Indicative Qty. OF H/W	Rate per Unit	Total Amount
1	GATEWAY PCs/ DESKTOP PCs	HCL/ACER/WIPRO/ LENOVO/HP and other similar Brands	351		
2	132/136 COL. DOT MATRIX PRINTER	EPSON DLQ-3500 and other Brands	16	To be filled up by the Bidder / Vendor	
3	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II, LQ-310 and other Brands	43		
4	PASSBOOK PRINTER	EPSON PLQ-20/OLIVETTI PR2 Plus/ LIPI PB2, and other similar Brands	57		
5	SCANNERS	CANON/ BEARPAW/ HP and other similar Brands	47		
6	LASERJET PRINTERS	HP/CANON and other similar Brands	69		
	NET TOTAL AMOUNT(TCO)				

We understand that the quantity and number of resources mentioned above may vary and accurate quantity/number will be provided in the Purchase Order only.

The above quotation/prices are inclusive of all Taxes except applicable Goods Service Tax (GST). We confirm that the prices quoted above will be valid for a minimum period of **two years**.

We undertake to provide committed & efficient maintenance services for the period of contract and also ensure availability of spares for a minimum period of two years.

We have gone through the terms and conditions mentioned in the offer document dated and undertake to unconditionally comply with the same.

Date:

(Seal & Sign of the Bidder/Vendor)

Annexure III

DECLARATION ON LETTER-HEAD.

To,
Regional Manager,
Central Bank of India,
Regional Office,
Mamrabazar
Durgapur – 713206.

Dear Sir/Madam,

Reg : Undertaking of correctness of Information & Documents submitted.

We certify that the all information provided by us is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time and documents submitted by us are not sufficient / appropriate as per terms and conditions mentioned in this RFQ our application is liable to be rejected and we will be abide by the decision taken by the bank & bank's decision shall be final.

Signature

Date:

Place:

Seal of the Company

Annexure IV

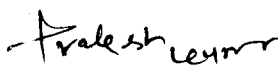
Bid for Technical Offer:

Bidder should offer following information in the below given order.

- Details of Computer Hardware & Peripherals Annual Maintenance Contracts in **running condition** with at least 3 (Three) Public Sector Banks/RBI/RRB. Relevant documents of such work orders are to be attached for verification. Satisfactory performance certificate from Public Sector Banks/RBI/RRB for previous three years should also be attached. (Mark as **Annexure-A**)
- Address & contact details of Office in Durgapur. Documentary proof required. (Mark as **Annexure-B**)
- Details of Two **Dedicated Resident Engineer** should be given with Technical bid for Durgapur Regional Office. (Mark as **Annexure-C**)
- Sufficient qualified and experienced engineers at an average of two persons per district should be available. List of such engineer's details should be attached with this Technical bid. (Mark as **Annexure-D**)
- The Bidder/Vendor company should have experienced engineers on their payroll stationed at office/service center/s etc. and should submit proof of PF contribution and ESIC subscription etc. remittance to concern statutory bodies. (Mark as **Annexure-E**)
- 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). (Mark as **Annexure-F**)
- Bidder should be a registered company with valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC. (Mark as **Annexure-G**)
- The firm should have applicable tax registrations i.e. PAN, TAN, GST of West Bengal (Mark as **Annexure-H**)
- **Annexure-I** along with all the required documents
- **Annexure-II**

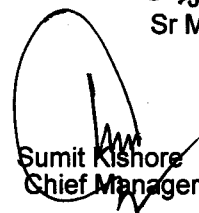
Technical Bids should be submitted in separate & securely sealed envelope with super-scribed as "Technical Bids". Commercial bids should not be the part of the technical bid.


Alok Kumar
Asst Manager/BSD


Prakash Kumar
Sr. Manager-IT/RCC


Jayant Singh
Sr Manager BSD


Monoj Mandal
Chief Manager


Sumit Kishore
Chief Manager


(Regional Manager)

END OF DOCUMENT